



Your Connection to Better Health

Support Concord Regional VNA – Attend *Passion for Caring*

Bid on an African Safari, New England Patriots tickets, Boston Red Sox tickets, week-long accommodations in Aruba, a group wine tasting, and much more! These are just some of the items available during this year’s silent auction at *Passion for Caring* on Wednesday, May 8, 5:30 p.m. at Company C, 102 Old Turnpike Road in Concord.

Experience a fun night out mingling with friends and colleagues as you enjoy cocktail and beer samples, hors d’oeuvres, live music, raffles and the silent auction.

Lynda Lamarre-Vincent will be honored with the Kay Sidway Award and Merrimack County Savings Bank will receive the Donor Recognition

Award. A Hopkinton High School senior will also be awarded the Eugene and Anne Slusser/Concord Regional VNA Scholarship.

Passion for Caring is so important as all proceeds benefit Concord Regional VNA. Our home health and hospice agency has been serving the needs of people of all ages in the region since 1899. Support from this event helps us fulfill our Mission.

Make your reservations for \$50 per person at www.crvna.org or by calling (603) 230-5664 by May 5.

Online Registration Instructions

- Visit www.crvna.org
- Select the *Passion for Caring* tab at the top of the screen

Special thanks to Company C, the host sponsor of the event, and The Prescription Center/Northeast Pharmacy Services, leadership sponsor.



Agency Selected for Caregiver Program Study

Concord Regional VNA is the only organization in New Hampshire participating in the “Powerful Tools for Caregivers” Telehealth Effectiveness Study. The purpose of the study is to explore offering the specially designed program for family caregivers online and compare outcomes between online classes and in-person classes.

“We are excited to participate in this study and want to reach caregivers who are unable to leave their loved one to attend a program in the community,” said Jennifer Brechtel, CHES, Community Benefit Manager. “We have successfully offered ‘Powerful Tools for Caregivers’ since 2013 and have recently been reviewing ways to reach family caregivers through an online platform.”

Caregiving is challenging and it is important caregivers are attentive to their own self-care needs. “Powerful Tools

Continued on page 6

Concord Regional VNA Board of Trustees

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BETH'S BULLETIN



Beth J. Slepian, President/CEO

Strengthening Community Partnerships is one of the keys to success in meeting our Mission, and because of that, is highlighted as one of five focus areas in *Framing Our Future*, the Agency's strategic plan. We are thankful for the many health professionals needed to provide the highest quality care to patients and their families and are also tremendously appreciative for the support we receive from community partners.

Establish and maintain strong community partnerships to implement innovative programs

Many community members have chronic conditions and complex care needs, increasing the necessity to enhance our existing services and provide innovative programs to help people achieve better health outcomes and improve their quality of life. One of our latest innovative programs is Positive Aging Through Home Supports (PATHS) in partnership with CATCH Neighborhood Housing. This program at Friedman Court II in Concord

uses a team approach to support residents in meeting their individual goals and to help them remain safe and healthy in their homes.

Leverage partnerships with other organizations to enhance impact of community benefit programming

Community benefit programming is at the center of our Mission and our agency is highly committed to providing these offerings. To do this, we collaborate with libraries, senior centers, retirement communities, churches, and businesses to hold monthly community education programs, senior health clinics, immunization clinics, Walk-In Wednesdays, and Capital Area Memory Cafes.

Build a culture of philanthropy to help us fulfill our Mission

As a not-for-profit, community-based organization, philanthropy efforts are critical. We rely on the generosity of community members and business partners who want to help their neighbors in need. Whether it is a business providing support for a community benefit program or sponsoring one of our events, each donation positively impacts our community. In addition to donors, our volunteers fill a variety of roles on our teams through hospice service and committee work.

Concord Regional VNA is committed to serving community members by managing illness and promoting wellness through all stages of life. We greatly appreciate your trust in us and are further developing a sustainable organization that will be here when you need us.

With warm appreciation,

Beth



CONCORD REGIONAL
VISITING NURSE
ASSOCIATION

Concord Regional VNA is a not-for-profit, community-based healthcare provider that serves people of all ages in more than 42 communities in central New Hampshire. We provide home care, hospice, palliative care (as part of Capital Region Palliative Care and Hospice), personal home services, and wellness programming. In fiscal year 2018 and in consonance with our mission, Concord Regional VNA provided more than \$4.5 million in community benefits to meet the needs of all individuals, regardless of a person's ability to pay.

PHOTOGRAPHY:

Unless specified, photos are by Concord Regional VNA. Pg 1 Passion for Caring photos by JoyMark Photography; Pg 2 Beth Slepian photo by JoyMark Photography; Pg 3 Volunteer photos by Volunteer NH; Pg 4 Andrea Patrick-Baudet photo by JoyMark Photography; Pg 4 Donna Imgrund photo by JoyMark Photography; Pg 4 Deb Mullen photo by JoyMark Photography; Pg 6 Keliane Totten photo by JoyMark Photography; Pg 6 Melissa Howard photo by JoyMark Photography; Pg 8 graphic by iStock by Getty images.

Our newsletter is published a service for our community members and friends. If you wish to have your name removed from our mailing list, please write us at Concord Regional VNA, The Slusser Center, 30 Pillsbury Street, Concord, NH 03301, call (603) 224-4093, or e-mail crvnainfo@crvna.org. Please include your name and address exactly as they appear on this mailing with your request to be removed from our mailing list.

Concord Regional VNA complies with applicable Federal civil rights laws and does not discriminate in services and access to treatment, appropriate care or employment in its programs or activities on the basis of race, color, national origin, religion, disability, age, gender, marital status, sexual orientation, source of payment, or the absence of advance directives.

NEWS AT CONCORD REGIONAL VNA

Senior Health Clinics Added in Concord, Pembroke

A newly added Senior Health Clinic is being held at the City Wide Community Center at 14 Canterbury Road in Concord on the fourth Tuesday of each month from 9 a.m. to 1 p.m. and at Pembroke Town Library at 313 Pembroke Street on the third Monday of each month from 10:30 a.m. to 2:30 p.m. Services offered include foot care, blood pressure screening, B-12 injections, medication education, and nutritional education. All services are provided for a suggested donation of \$10, however, services are provided regardless of a person's ability to pay. Senior Health Clinics are one of the many offerings in our community benefits program that improves health and increases access to health care.

New Board Members Named

The Board of Trustees named Brett Allard, Esq., Bernstein, Shur, Sawyer & Nelson, Erin Feltes, Esq., Drummond Woodsum, and Lyn Lindpaintner, MD, Internist and Geriatrician. Thank you to Vera Buck, Esq., for her 12 years of service to the Board of Trustees. She has graciously agreed to continue serving on the Audit Committee. The Board of Trustees serves as the governing body of Concord Regional VNA.



Our new trustees are Brett Allard, Esq., Erin Feltes, Esq. and Dr. Lyn Lindpaintner.

Annual Report

The 2018 Annual Report to Our Community is online at www.crvna.org. It includes a letter from former Board Chair Mark T. Broth, Esq. and President/CEO Beth J. Slepian that focuses on quality as well as highlights from the year and agency and employee accomplishments.

Grants Received

Concord Regional VNA was awarded \$20,000 for its Behavioral Health Program from Concord Hospital Trust. The support allowed us to hire an additional Behavioral Health Coordinator for 20 hours a week. Our agency was also awarded a \$7,500 Healthy Beginnings Endowment Fund grant from Concord Hospital Trust for our "Baby's First Homecoming" program.

Program Underwriters

Thank you to Northeast Delta Dental for underwriting Aging Mastery Program®, Concord Orthopaedics, PA for underwriting "A Matter of Balance," and Dartmouth-Hitchcock Concord for underwriting Better Choices, Better Health™. We also thank Merrimack County Savings Bank for underwriting Capital Area Memory Café, and Dignity Memorial for underwriting Dying to Talk Café.

Volunteers Named Tops in the State

Our volunteers were honored with a Volunteer Service Award in the Group Category at Volunteer NH's Spirit of NH Awards Ceremony at the Capital Center for the Arts on November 13. This prestigious statewide honor is

well deserved and we are extremely proud to work with such a dedicated group of volunteers.



The Concord Regional VNA Volunteers and the Hospice Certified Music Practitioners (CMPs) were honored by Volunteer NH in the Group Category at last November's Spirit of NH Award Ceremony. Accepting for both groups were CMPs Julia Emley, Lorraine Washburn, and John Mark Hamer.

Participating in the High Impact Volunteer Engagement Initiative

Concord Regional VNA was selected to participate in the 2018-2019 High Impact Volunteer Engagement initiative. Through participation in this program, we are striving to increase the number of veteran volunteers available to meet with hospice patients who are also veterans and to reduce the days to fill patient and family member requests for volunteer visits in underserved areas (Hillsborough, Henniker, Boscawen, Franklin, Tilton, Northfield, Canterbury, Hooksett, and Manchester).

STAFF HAPPENINGS

Mullen Honored by Netsmart

Deb Mullen, PT, Chief Information Officer, was honored by Netsmart as one of the Focus Group Partners of the Year at the Home Health and National Users' Conference in October.



Deb Mullen, Chief Information Officer

Patrick-Baudet Featured at Clinical Oncology Annual Meeting

Andrea Patrick-Baudet, MBA, RN, CHPN, CHPCA, Vice President of Hospice, was one of the featured speakers at Northern New England Clinical Oncology Society's Annual Meeting and 7th Annual Palliative Care Symposium in November.



Andrea Patrick-Baudet, VP Hospice

Leadership Learning Exchange for Equity - Aging

Keliane Totten, M.Ed., MCHES, Vice President of Community Engagement, is participating in a learning exchange, led by NH Listens and funded by Endowment for Health, to better understand how communities are changing.



Keliane Totten

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(603) 226-4848



An Unexpected Encounter Helps Lead to Life Changes

Leaving home and attending a balance screening was something out of the ordinary for Pam and it was a trip that she will never forget.

“I met Kristin and she has been the person who got everything started and rolling,” said Pam who lives in Contoocook. “For that, I am very grateful. I feel like I am getting my life back.”

At the balance screening last October, Pam opened up to Kristin Haley, one of our two community health educators, about some of her needs. She told Kristin that she had become isolated over the years, beginning in 2006 after her husband died. Shortly thereafter, she started suffering from a series of medical issues including hearing loss, vision loss, balance challenges, worsening anxiety and depression, and complications from Type I diabetes. As a result, Pam accepted an early retirement.

“When I met Pam, she told me that loneliness had really started to wear on her and she would go weeks without speaking to anyone,” Kristin said. “At one point, Pam told me that talking with the checkout clerk at the supermarket was the only time she might speak with someone.”

“I became more withdrawn,” Pam added. “I could not hear well and when I asked someone to repeat something, they became agitated and said never mind. People don’t have the time and the patience. I decided going out just wasn’t worth it.”

Community Health Educators help adults with complex care needs make action plans toward lifestyle and behavior changes to meet their personal goals and improve their quality of life by reducing unnecessary hospitalizations. Our community health educator’s role includes:

- Providing extra attention to clients
- Assisting clients with improving their self-management skills
- Helping clients advocate for themselves
- Promoting behavior changes
- Encouraging participation and follow-up
- Instilling problem-solving skills
- Reinforcing chronic condition education



Kristin Haley, Community Health Worker, with Pam in her home.

“Over the first few visits, we grew a rapport with each other and I listened to what her feelings and needs were and what she was open to explore,” Kristin said. “I connected her with local resources regarding utility assistance and food assistance. That has been a huge relief for her.”

Today, Pam is leading a more active life and has two senior companions from The Friends Program who share her interests. One of the companions recently drove her to an eye doctor appointment, and stayed with her throughout the exam, helping to ease Pam’s stress and anxiety. She said it was the first time in years that she was not nervous during a doctor’s visit.

In addition, Pam has lost weight and has been able to medically reduce her diabetes medications.

“I encourage anyone who is in a similar position as I was in to reach out,” Pam said. “If you don’t reach out, you will never get the help you need.”

The Community Health Educator Program is being supported by a more than \$1.1 million gift from the Audrey Lindgren Trust that allows our agency to offer this service at no fee to adults and is part of our community benefits program.

For more information about the Community Health Educator Program, please call (603) 230-5673.

COMMUNITY CONNECTION



Melissa Howard, Director of Donor Relations

Why Donations Matter

We have been proudly supporting our community since 1899 and are committed to helping our neighbors in need regardless of ability to pay. Through our spectrum of services, we are dedicated to fulfilling our Mission to manage illness and promote wellness through all stages of life.

When you make a gift to our Agency, you are affirming this commitment to our neighbors in need. Your dollars are spent to ensure that we are able to give back to our community in a variety of ways. Your donations allow us to provide:

- Home Care and Hospice services to those who are under insured or uninsured
- 24 hour a day care at our Hospice House
- A robust community benefits program that includes senior health care clinics and wellness education classes

Your donations matter and make a difference. We count on your support to continue our work. You can select

which program to support; Hospice House, Hospice Program, Home Care, Community Health or to support greatest needs of our agency. Donations can be made online at www.crvna.org/giving/donate.

Thank you for continuing to support Concord Regional VNA!

P.S. You can also support our Agency by attending *Passion for Caring!* Details on page 1!

All the best,



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Agency Selected for Caregiver Program Study, Cont. from Page 1

for Caregivers” is a six-week, 90-minute educational program that offers family caregivers tips and suggestions on how to take care of themselves while caring for a relative or friend.

The program offers education about tools that can help participants find ways to reduce stress, communicate effectively with family, friends, and caregivers, and reduce guilt, anger, and depression. Participants also learn strategies on coping with life challenges, making tough decisions, setting goals, problem solving, and community resources.

For more information about “Powerful Tools for Caregivers,” please call (603) 230-5673.

UPCOMING COMMUNITY PROGRAMS

For a complete list of programs, visit www.crvna.org.

Spousal Loss Group

Thursdays, April 25 - June 13, 5:30 - 7 p.m.
Wesley United Methodist Church
79 Clinton Street, Concord

Eight-week groups help people who are dealing with the death of a spouse or significant other. Participants are encouraged to share their thoughts, feelings, and challenges associated with grieving. Facilitators and participants share tools they have learned that have been helpful in their grief journey. Pre-registration is required. To register, visit www.crvna.org or call (603) 224-4093, ext. 2828.

“A Matter of Balance”

Thursdays, May 2 - June 20, 2 - 4 p.m.
Boscawen Town Hall
116 North Main Street, Boscawen

Many older adults experience the fear of falling and restrict their activities. “A Matter of Balance” emphasizes practical strategies to reduce this fear and increase activity levels. Learn to view falls and the fear of falling as controllable, set realistic goals to increase activity, change the environment to reduce fall risk factors, and exercise to increase strength and balance. Underwriting is generously provided by Concord Orthopaedics. There is no fee to attend. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815.

A Matter of Balance: Managing Concerns About Falls/Volunteer Lay Leader Model © 2006. This program is based on “Fear of Falling: A Matter of Balance” Copyright © 1995 Trustees of Boston University. All rights reserved. Used and adapted by permission of Boston University.

Remembering Our Mothers

Wednesday, May 8, 6 - 7:30 p.m.
Concord Regional VNA Hospice House
240 Pleasant Street, Concord

As Mother’s Day approaches, join us to support and encourage one another. Connect with others who are facing Mother’s Day without their mothers and learn ways of coping with your loss. We encourage you to

bring a photo of your mother, as we set aside time to honor the memories of the mothers we have lost. Pre-registration is required. To register, visit www.crvna.org or call (603) 224-4093, ext. 2828.

Monthly Capital Area Memory Cafes

Come socialize and build relationships with others who have memory impairments. This program is on the third Wednesday of each month from 2 to 4 p.m. at Granite Ledges of Concord, 151 Langley Parkway. Underwriting is generously provided by Merrimack County Savings Bank. Pre-registration is not required. For more information, call (603) 224-4093, ext. 5815.

Monthly Caregiver Cafés

In partnership with The Birches at Concord, we support and honor those who are giving care to loved ones. Join us to connect, share, and learn with other family caregivers. Light refreshments will be served. Please RSVP to Ashley Tino at (603) 224-9111.

Monthly H2O Helping Heal With Others Groups

These sessions are for bereaved children (age 6-18) and their families to help with coping skills and peer support, enabling them to experience and process their grief freely. This free program is on the second Saturday of each month from 9:30 to 11:30 a.m. at the Boys & Girls Clubs of Greater Concord. Pre-registration is required. To register, visit www.crvna.org or call (603) 224-4093, ext. 2828.

Monthly Loss After Addiction Groups

These sessions are for anyone adjusting to the death of a loved one to addiction. This program is on the third Wednesday of each month from 4 to 5:30 p.m. at Hospice House, 240 Pleasant Street in Concord. For more information, call (603) 224-4093, ext. 2828.



Our agency in partnership with MainStreet BookEnds of Warner presented a talk with author Olivia Ames Hoblitzelle based on her book Aging With Wisdom at Red River Theatres last November. From left, Beth J. Slepian, President/CEO, Olivia, Jennifer Brechtel, Community Benefits Manager, and Katharine Nevins, Owner of MainStreet BookEnds of Warner.

Monthly Newly Bereaved Discussion Groups

These sessions provide grief education and support for those who have experienced the recent loss of a loved one. This program is on the first Tuesday of each month from 6 to 7:30 p.m. at Hospice House, 240 Pleasant Street in Concord. For more information, call (603) 224-4093, ext. 2828.

Monthly Walk-In Wednesdays

Come receive answers to your in-home support, caregiver resources, advance directives, and community health questions from our medical social worker/notary public. This program is on the fourth Wednesday of each month from 10 a.m. to Noon at Horseshoe Pond Place, 26 Commercial Street in Concord. For more information, call (603) 224-4093, ext. 5815.

Monthly Men’s Coffee Hour

These sessions are designed to help men who are adjusting after the loss of a spouse or significant other. This program is on the second and fourth Thursdays of each month from 9 to 10 a.m. at Wesley United Methodist Church, 79 Clinton Street in Concord. For more information, call (603) 224-4093, ext. 2828.



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Leaving a Lasting Legacy

Bequests have sustained the mission of Concord Regional VNA since 1899. Please consider a provision in your estate plans to leave a living legacy.

You may designate a specific dollar amount for Concord Regional VNA in your Will or donate a certain percentage of your estate. As with any planned gift, you may choose to benefit a specific program or service or allow your gift to be used on an unrestricted basis. Unrestricted gifts allow the agency to apply your gift wherever it is most needed when received.

For more information, contact Melissa Howard, Director of Donor Relations at (603) 731-7757 or melissa.howard@crvna.org.

