



## First in NH to Offer Aging Mastery Program®

This month, Concord Regional VNA becomes the first in New Hampshire to offer the Aging Mastery Program® from the National Council on Aging. The program engages older adults in a fun and innovative way that empowers them to embrace their longevity and address their physical, financial, and emotional wellness. This 10-week program is taught by our community health educators and is free to adults.

“We are excited to offer this outstanding program that has helped so many older adults nationwide,” said Kelliane Totten, M.Ed., MCHES, Vice President of Community Engagement and a Community Health Educator. “It is one of many wellness offerings in our community benefits program designed to improve health and increase access to health care.”

The Aging Mastery Program® benefits older adults who want to improve health, strengthen economic security, enhance well-being, and increase societal participation. The 10 core classes are focused on:

- Navigating Longer Lives: The Basics of Aging Mastery
- Exercise and You

- Sleep
- Healthy Eating and Hydration
- Financial Fitness
- Advance Planning
- Healthy Relationships
- Medication Management
- Community Engagement
- Falls Prevention

Life expectancy has increased and the state has the second oldest population in terms of median age according to U.S. Census estimates. By 2020, the U.S. census predicts that 20% of NH’s 1.3 million residents will be 65 and older.



Traditional retirement plans are disappearing, daily living costs continue to rise, and most people aged 65 and over live with at least one chronic condition. This program uses a proven model of behavior change incentives with a primary emphasis on getting older adults to improve their lives.

Residents show that program participants significantly increase their social connectedness, physical activity levels, healthy eating habits, use of advance planning, activity in evidence-based programs, and adoption of additional healthy behaviors.

## Support Hospice *Lights of Life*

Help us spread awareness of hospice and Concord Regional VNA Hospice Program by honoring a loved one or friend and inscribing their name in the 21st Annual Hospice *Lights of Life* Honor Roll.

The Honor Roll is available at [www.crvna.org](http://www.crvna.org) beginning October 21st (updated weekly) and in the *Concord Monitor* on December 13th.

Each December, lights shine in the windows of local offices and businesses throughout Concord and the surrounding communities to remember loved ones and friends who have passed away.

Please consider attending one or more of our annual Community Remembrance Ceremonies. The schedule is listed on the back of this newsletter.



## Concord Regional VNA Board of Trustees

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## BETH'S BULLETIN



Beth J. Slepian, President/CEO

As I reflect on this past year, there is nothing I enjoy more than reading heartwarming, thoughtful cards and letters from our patients and families. Our staff provide exceptional, high quality care, and the cards and letters we receive confirm we make a difference every day in the lives of those we serve. Below are a few of the comments we have received:

“Each of them (hospice staff) had a role to play in making my mother’s last days memorable, free from pain both physically and emotionally and allowed her to live on her terms in her own way. Their kindness, warmth, and caring came through each time they were with my mother and with me.”

“I was very impressed with the ‘A Matter of Balance’ program and the instructors.

They made you think and just didn’t feed you the program information.”

“Following five weeks of hospitalization and rehab in Boston, I arrived home discouraged and still unable to manage the activities of daily living. Your staff came regularly and promptly between 6/21 and 7/23. They were knowledgeable and professional as well as upbeat, practical, and compassionate.”

“I want to thank you so much for all your kindness, patience, expertise, and care during my mother’s time in the Hospice program. You were a great help and comfort to all of us.”

“Thank you so much for having this program in the Concord area. I have had a wonderful experience with your nurses, OT & PT ... what great people!”

“I am very happy with the services I have received and continue to receive. Your staff has been very caring and professional. Any concerns have been addressed quickly and courteously.”

I am extremely proud of the hard work and dedication of all of our employees. We deeply appreciate all of the cards and letters we receive from our patients and families. I look forward to hearing from all of you. Thank you for choosing Concord Regional VNA.



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 40 communities in central New Hampshire. We provide home care, hospice, palliative care (as part of Capital Region Palliative and Hospice Program), personal home services, and wellness programming. In fiscal year 2015 and in consonance with our mission, Concord Regional VNA provided more than \$3.6 million in community benefits to meet the needs of all individuals, regardless of a person’s ability to pay.

#### PHOTOGRAPHY:

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Our newsletter is published as a service for our community members and friends. If you wish to have your name removed from the Concord Regional VNA mailing list, please write us at Concord Regional VNA, The Slusser Center, 30 Pillsbury Street, Concord, NH 03301, call (603) 224-4093, or email [crvnainfo@crvna.org](mailto: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 on the basis of race, color, national origin, age, disability, or sex.

# NEWS AT CONCORD REGIONAL VNA

## Website Redesign Unveiled

In August, our new website at [www.crvna.org](http://www.crvna.org) was launched. With the redesign, our hope is that we have improved user experience and conveyed the Mission and the role of our organization in the best manner possible.

Some features of the Internet include:

- A user friendly design that is current and mobile friendly
- A home page featured block that allows us to more effectively highlight current initiatives
- A more organized approach to promoting our wide range of wellness programs
- An ability to add an agency blog

## New Board Member Named

The Concord Regional VNA Board of Trustees named **Andrea Stevenson**, RN, Assistant to the Head of the Middle School at The Derryfield School, a new Trustee. The Board of Trustees serves as the governing body of Concord Regional VNA.

## Passion for Caring Fundraiser

Contributors, supporters, volunteers, and 151 guests raised nearly \$61,000 at this year's *Passion for Caring* at Company C. Dr. Nancy VanVranken, a pediatrician at Dartmouth-Hitchcock Concord was named the Kay Sidway Award recipient, Concord Orthopaedics, PA was named the Donor Recognition Award recipient, and Owen Kanter was the Eugene and Anne Slusser/Concord Regional VNA Hopkinton High School Scholarship winner. All proceeds benefitted Concord Regional VNA Community Education & Support Programming.

## Joseph Drinon Receives Tony Lomartire Memorial Volunteer Award

Joseph Drinon, a Veteran Volunteer in our *We Honor Veterans* program, received the Tony Lomartire Memorial Volunteer Award at this year's Annual Volunteer Luncheon. Joe visits veteran patients receiving hospice care in their homes, facilities, and at Hospice House. He is passionate about his role and the role that Veteran Volunteers can serve in offering veterans the best possible hospice care. Joe connects with patients about shared military experiences, helps recruit new Veteran Volunteers, and provides training. This year marked the ninth year of the Tony Lomartire Memorial Volunteer Award. Tony was a volunteer with Concord Regional VNA for 27 years until he passed away in 2007.



*A special thanks to employees from the Foundation for Healthy Communities, Lincoln Financial Group, and Ransmeier & Spellman, P.C. who planted mums, painted, and stained cabinets at the Hospice House during the United Way's Day of Caring on September 7th.*

# STAFF HAPPENINGS

## Martel Presents at National Quality Outcomes & OASIS-C Conference

**Denise Martel**, RN, BSN, MSN, Home Care Manager, presented information on training, visiting high-risk patients within 24 hours, and improving communication with primary care and facility doctors to better manage medications at the National Quality Outcomes & OASIS-C (Outcomes and Assessment Information Set) Conference. Denise also wrote an article “Manage Your Medications: Keeping track of prescriptions can be difficult” published in the August *LiveWell* section of the *Concord Monitor*.

## Tigert Presents at NHHCA Fall Conference & Trade Show

**Leanne M. Tigert**, M.Div., D.Min., Hospice Care Services Manager presented “Building a program of Resident Hospice Volunteers in Skilled Nursing Facilities” at the New Hampshire Healthcare Association’s Fall Conference & Trade Show.

## Falls Prevention Continuing Education Program

**Jennifer Brechtel**, CHES, Community Benefit Manager presented at Dartmouth-Hitchcock Medical Center’s “Working Together to Prevent Falls” continuing education program. Jennifer presented “Implementation of Community Based Falls Prevention Programs with Rebecca Sky, Project Director, Foundation for Healthy Communities, and Dawna Pidgeon, PT, Dartmouth-Hitchcock Medical Center.

## Management Team News

**Geraldine Holmes**, MBA, was named the new Controller and **Kay Petersen** is the new Benefits Manager. **Katherine Kovacs**, APRN, was named the new Hospice House Manager and **Jennifer Brechtel**, CHES, is the new Community Benefit Manager.



Geraldine Holmes



Kay Petersen



Katherine Kovacs

## Smith Named to Board of Directors

**Barbara Smith**, LICSW, ACHP-SW, Medical Social Worker, was named to the Board of Directors for the Community Caregivers of Greater Derry. She will serve a three-year term.

## Home Care Coder Article Published

**Cynthia Cooke**, RN, BSN, COS-C, HCS-D, BCHH-C, Clinical Coding/OASIS RN Specialist, wrote an article on coding sepsis published in the April issue of *Diagnosis Coding Pro for Home Health* by Decision Health.

## Voutour Named to Leadership Concord 2017

**Melissa Voutour**, MBA, Director of Donor Relations, was named to the Leadership Greater Concord Class of 2017. The program sponsored by the Greater Concord Chamber of Commerce fosters civic awareness and prepares emerging leaders for future community involvement.

## Employee Scholarship Award Recipients

**Eric Vincello**, RN, was named the winner of the Eugene and Anne Slusser Scholarship at the Annual Staff Appreciation Event in April. The scholarship honors the dedicated and caring staff at Concord Regional VNA who provide exceptional care and support. The award enables an employee of the agency to promote their knowledge, quality of care, and advancement through education. **Christina Cardwell**, RN, was also named the winner of the Jacob W. Bishop Scholarship. The scholarship awards financial support to Concord Regional VNA nursing or paraprofessional staff enrolled in an accredited nursing program.

## Resident Hospice Volunteer Program Making a Difference

Judy, a resident at Pleasant View Center in Concord, still gets chills telling the story of how she became a hospice volunteer at the skilled nursing facility and longtime partner of Concord Regional VNA.

“I was going down to the salon to get my hair done,” she said. “Either she was running late or I was running early. I went into the chapel and I looked up and I said ‘You brought me here for a reason. Give me a sign. Tell me why I’m here, what I’m supposed to do for you, and I will know the minute it appears.’”

Four days later, Judy was told by Barbara Platts-Comeau, COTA/L, Recreation Director at Pleasant View Center that a resident hospice volunteer pilot program was starting. Barbara wanted Judy to become a hospice volunteer.

“[I told her] Don’t go any further,” said Judy. “I knew that was a sign.”

Judy is one of five resident volunteers at Pleasant View Center, a skilled nursing facility in Concord. There are also five resident hospice volunteers at Harris Hill Center, another skilled nursing facility in Concord.

“This program has been a great success at Pleasant View Center and Harris Hill Center,” said Leanne Tigert, M.Div., D.Min., Hospice Care Services Manager. “We are grateful for our ongoing partnerships with Pleasant View Center and Harris Hill Center which have made a tremendous difference for hospice patients and their families.”

Resident hospice volunteers receive similar training as hospice community volunteers. Resident hospice volunteers provide vigils, companionship, and support for patients and families.

“Being only 48 and living in a nursing home where everybody else is 70, 80, 90, I feel left out,” Judy said. “I feel robbed of a position in life, of a job, of supporting myself. This way it allows me to do a job to feel fulfilled and needed, and not just in the way.”



## Is proud to support the Concord Regional Visiting Nurse Association’s Hospice Lights of Life

Granite Investment Advisors is a locally owned, independent investment advisory firm. We manage investments for individuals, non-profits, institutions, and corporations.

We pride ourselves on remaining active in our local community and supporting causes we feel strongly about.

Call us at 800.851.8431 to schedule a review of your investment or retirement portfolio. You can also email us at [solutions@graniteinv.com](mailto:solutions@graniteinv.com) for more information.



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# COMMUNITY CONNECTION



Melissa Voutour, Director of Donor Relations

Since joining the Concord Regional VNA team this past Spring, I have been humbled by the philanthropic spirit of our donors. Whether a gift was made to honor a passed loved one, from a patient to thank a caregiver, or in response to an appeal from our CEO, the generosity extended has a direct impact on allowing us to fulfill the mission of the agency.

Take for example a recent letter we received from a loved one of a patient who had passed away at Hospice House. The letter said in part “...my brother had a hard life, and near the end he didn’t have many material possessions, but the spiritual support and truly loving care that he received from your staff made him far richer than any possessions could. Your facility allowed me and my sister to reconnect with our baby brother who had been almost lost to us. I cannot thank you enough...”

While the generosity has been great, the need still remains. As the year comes to a close we ask you to give consideration to making a tax deductible donation to Concord Regional VNA. 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](http://www.crvna.org/giving/donate).

In addition, this fall begins our 21st annual Hospice *Lights of Life* Awareness Campaign. Beginning in October, community members are welcome to honor a loved one or friend and inscribe their name in the Hospice *Lights of Life* Honor Roll. Each December, lights shine in the windows of local offices and businesses throughout Concord and the surrounding communities to remember loved ones who have passed away. Many Hospice *Lights of Life* Community Remembrance Ceremonies are held in December as well. More information can be found on our web site at [www.crvna.org/giving/lights](http://www.crvna.org/giving/lights).

We thank you for supporting Concord Regional VNA’s mission!



CONCORD REGIONAL VISITING NURSE ASSOCIATION

(603) 224-4093 | (800) 924-8620  
[www.crvna.org](http://www.crvna.org)

## Seasonal Flu Clinics in Your Community (for age 3 and over)

Nurses administer flu shots to people age 3 and over. Clients who present an insurance ID card from Medicare B, Medicare Advantage, Medicaid, Harvard Pilgrim, or Anthem do not pay a fee. The discounted cash or check charge is \$30 per immunization (published rate is \$45).

Day	Date	Time	Location	Address
Thursday	10/20	1 - 2 p.m.	John H. Whitaker Place	30 Borough Rd., Penacook
Friday	10/21	10 a.m. - Noon	Pittsfield Senior Center	74 Main St., Pittsfield
Sunday	10/23	11:15 a.m. - 12:15 p.m.	United Church of Warner	45 East Main St., Warner
Monday	10/24	10 a.m. - Noon	Slusser Senior Center	41 Houston Dr., Contoocook
Tuesday	10/25	11 a.m. - 1 p.m.	Colonial Village Pharmacy	54 Park Ave., Contoocook
Monday	10/31	1 - 3 p.m.	Boscawen Town Hall	14 High St., Boscawen
Monday	11/7	1 - 4 p.m.	St. Paul’s Church	21 Centre St., Concord
Tuesday	11/8	9 - 11 a.m.	Dunbarton Congregational Church	6 Stark Highway No., Dunbarton
Monday	12/5	1 - 4 p.m.	St. Paul’s Church	21 Centre St., Concord

# UPCOMING COMMUNITY PROGRAMS

For a complete list of programs, visit [www.crvna.org](http://www.crvna.org) or call (603) 224-4093 or (800) 924-8620, ext. 5815.

## Aging Mastery Program®

Wednesdays, October 19 - December 21,  
10 - 11:30 a.m.

Heights Community Center  
14 Canterbury Road, Concord

This program is designed to engage older adults in a fun, innovative way that empowers them to embrace their longevity and address their physical, financial, and emotional wellness. There is no fee to attend. To register, visit [www.crvna.org](http://www.crvna.org) or call (603) 224-4093, ext. 5815.

## Better Choices, Better Health™

Mondays, October 24 - November 28,  
1:30 - 4 p.m.

Maxfield Public Library  
8 Route 129, Loudon

This program helps adults living with ongoing health conditions feel better, regain control of their health, and start doing the things they want to do. There is no fee to attend. To register, visit [www.crvna.org](http://www.crvna.org) or call (603) 224-4093, ext. 2828.

## Still Dreaming Screening

Thursday, November 17, 5:30 - 8 p.m.  
Red River Theatres

11 South Main Street, Concord

*Still Dreaming* shows us how important it is to explore, grow, and express ourselves at every age. Set at the Lillian Booth Actors Home just outside New York City, retired actors, dancers, and musicians perform a unique take on Shakespeare's "A Midsummer Night's Dream." Watch as residents engage in what they love to do, no matter their age or circumstances, to give them purpose, community, happiness, and better health." Pre-registration is required and space is limited. To register, visit [www.crvna.org](http://www.crvna.org) or call (603) 224-4093, ext. 5815. *Make this an evening out and go to Uno's. Mention Concord Regional VNA and up to 20% of your purchase will be donated to our Hospice Program.*



## "The Grief Experience Through the Holidays"

Tuesday, November 10, 1 - 2:30 p.m.  
Pembroke Town Library  
313 Pembroke Street, Pembroke

Wednesday, December 7, 5:30 - 7 p.m.  
Bow Mills United Methodist Church  
505 Church Street, Bow

This program is for adults who are adjusting to life after loss while also facing the stress of the holiday season. There is no fee to attend. To register, visit [www.crvna.org](http://www.crvna.org) or call (603) 224-4093, ext. 2828.

## Monthly Senior Health Clinics

Nurses provide basic health services such as foot care, blood pressure screenings and much more. Clinics are in Boscawen, Bow, Concord, Contoocook, Epsom, Henniker, Hillsboro, Hooksett, Loudon, Pembroke, Penacook, Pittsfield, Suncook, and Weare. There is a suggested donation of \$10, however, this fee is not required. Appointments are required and are made by calling (603) 224-4093, ext. 5815.

## Monthly Capital Area Memory Cafes

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

## Monthly Walk-In Wednesdays

Come receive answers to your in-home support, end-of-life care, advance directives, and community health questions from our medical social worker/notary public. This free program is on the fourth Wednesday of each month from 10 a.m. to Noon at Heights Community Center, 14 Canterbury Road in Concord. For more information, call (603) 224-4093, ext. 5815.

## Monthly Dying to Talk Cafes

Join us for conversations on matters about living and dying. Each café is facilitated by Concord Regional VNA Hospice Program staff. This free program is on the fourth Wednesday of each month from 5:30 to 6:30 p.m. at True Brew Barista in Gibson's Bookstore, 45 South Main Street in Concord. Pre-registration is not required. For more information, call (603) 224-4093, ext. 5815.

## 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 free 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 Men's Grief Discussion Groups

These sessions are designed to help men who are adjusting after the loss of a spouse or significant other. This free 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.



CONCORD REGIONAL  
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30 Pillsbury Street  
Concord, NH 03301  
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## COMMUNITY REMEMBRANCE CEREMONIES

### **Friday, December 2, 2016**

6 p.m. Merrimack County Savings Bank  
89 North Main Street, Concord

### **Tuesday, December 6, 2016**

10:30 a.m. Suncook Senior Center  
8 Whitten Street, Allenstown

### **Monday, December 5, 2016**

11 a.m. Merrimack County Nursing Home  
325 Daniel Webster Highway, Boscawen

### **Tuesday, December 6, 2016**

2 p.m. Pleasant View Retirement  
227 Pleasant Street, Concord

### **Monday, December 5, 2016**

11 a.m. MainStreet BookEnds of Warner  
16 East Main Street, Warner

### **Wednesday, December 7, 2016**

1 p.m. Slusser Senior Center  
41 Houston Drive, Contoocook

### **Monday, December 5, 2016**

3 p.m. Smith Memorial Congregational Church  
30 West Main Street, Hillsborough

### **Thursday, December 8, 2016**

2 p.m. Hooksett Public Library  
31 Mount Saint Mary's Way, Hooksett