Concord Regional VNA Marks 120th Anniversary

Nearly 200 staff members, volunteers, partners, community members and local officials gathered recently at Concord Regional VNA to celebrate the agency's 120th anniversary and to recognize one employee with the inaugural "Living Our Values" award.

Concord Regional VNA was incorporated in 1899 as the not-for-profit "Concord District Nursing Association" to establish and maintain a system of district nursing in Concord, NH. Today, Concord Regional VNA is the state's largest home health and hospice provider.

Hospice Lights of Life

Each December the windows of businesses throughout Concord and surrounding communities are illuminated by candles to honor the lives of those who have died. They stand as beacons of love and remembrance in this season of darkness – they are “Lights of Life.”

This year marks Concord Regional VNA’s 24th Annual Hospice Lights of Life.

Family, friends, hospice staff, volunteers, and community members marked 25 years of the Hospice House, the first in the state, earlier this year.

Keliane Totten, VP of Community Engagement, was awarded the Business Excellence Award in the Healthcare category for large organizations from NHBR.

Your donations at work – an end of the year update on how your generous support has helped Concord Regional VNA fulfill our not-for-profit Mission.

Serving the communities of Laconia and Sanbornton

Concord Regional VNA is now offering all of its services in Laconia and Sanbornton. The expansion into these two communities provides a level of service to patient and families that is not currently available. We are committed and dedicated to provide the same high quality care to Laconia and Sanbornton as we are to our entire service area.

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Your donations at work – an end of the year update on how your generous support has helped Concord Regional VNA fulfill our not-for-profit Mission.
Concord Regional VNA
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Concord Regional VNA is a not-for-profit, community-based healthcare provider that serves people of all ages in more than 44 communities in central New Hampshire. We provide home care, hospice, palliative care (as part of Capital Region Palliative Care and Hospice), personal home services, pediatric and maternal child health 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.

Our staff members, volunteers, Mission partners, community members and local officials recently celebrated the Agency’s 120-year anniversary – an incredible milestone!

It is a privilege to help enhance the lives of people in our community in some way or to support them and their families through the end-of-life experience. Concord Regional VNA has been caring for people of the Concord community and beyond in their homes since 1899 when Lillian Carpenter Streeter and Dr. Nelson McMurphy founded the Concord District Nursing Association.

Over the past 120 years, our name and location have changed, and we have grown from one nurse to 400 employees comprising nurses and clinicians and other specialized staff in the field, as well as a foundation of support staff here at 30 Pillsbury Street and at Hospice House. Our service area has expanded to encompass Concord and 43 surrounding communities, providing a range of in-home healthcare services, and wellness programs. Today, our Mission remains true to the goals upon which our Agency was founded: “Our business is everybody’s health – rich or poor, well or sick.”

Concord Regional VNA has endured for 12 decades by understanding the needs of our community and adapting to provide the best possible care, at the right time and in the right place where our services are needed.

It is an honor to be part of such an outstanding organization with its rich history, talented staff, and strong community support, as we celebrate 120 years of service, and look ahead to what is sure to be a vibrant future.

With warm appreciation,

Beth J. Slepian, President/CEO

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

Hospice House Anniversary Event
Nearly 80 family, friends, hospice staff, volunteers, and community marked 25 years of the Hospice House, the first in the state, on June 17. Joanne Chamberland, RN, Jock Irvine, family member of a former patient, and Congresswoman Ann McLane Kuster spoke during the event. Leanne Tigert, M.Div., D.Min., Hospice Care Services Manager, provided the benediction.

Kimball Named Tony Lomartire Memorial Volunteer Award Recipient
Peg Kimball was named the Tony Lomartire Memorial Volunteer Award recipient during the Annual Volunteer Luncheon. This year marked the 12th 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.

Grateful for Mission Partner Support
Concord Regional VNA was awarded $20,000 for its Transitional Care Nurse Program from Concord Hospital Trust. The support is for hiring a Transitional Care Nurse Program Coordinator for 20 hours per week and for training purposes. Our agency also received $8,500 from Merrimack County Board of Commissioners for Senior Health Clinics and $2,993 from the New Hampshire State Council on the Arts and the National Endowment for the Arts to support our music therapy program by Certified Music Practitioners.

Passion for Caring Fundraiser
More than 170 people attended Passion for Caring and raised over $78,000 on May 8th at Company C. Lynda Lamarre-Vincent, a retired family case manager at Riverbend Community Mental Health, was named the Kay Sidway Award recipient, and Merrimack County Savings Bank was named the Donor Recognition Award recipient. Emily Ehrmanntraut was also awarded the Eugene and Anne Slusser/Concord Regional VNA Hopkinton High School Scholarship. All proceeds from the event benefitted Concord Regional VNA.

New Advanced Illness Management Program Launched
In May, our agency launched a new Advanced Illness Management (AIM) Program that specializes in helping home care patients who have complex medical needs and serious chronic illness that often have difficult to manage symptoms. Serious chronic illnesses include, but are not limited to, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), or metastatic cancer.

Veteran to Veteran Volunteer Program
Our agency participated in the 2018-2019 High Impact Volunteer Initiative. During the year-long initiative, the team raised awareness of our veteran to veteran volunteer program. Veteran volunteers offer companionship, interaction, comfort, and family member support. We also increased our number of veteran volunteers, developed policies, procedures, and materials.
Staff Happenings

Employee Scholarship Recipients Announced

Congratulations to our scholarship recipients Kristin Haley, Community Health Educator, recipient of the Eugene and Anne Slusser Scholarship, Tammy Baldassare, Hospice Registered Nurse, recipient of the Jacob W. Bishop Scholarship, and Kim Vigneault, Maternal Child Health/Pediatric Registered Nurse, recipient of the Ruby Rainie Nydegger Scholarship.

Totten Named Business Excellence Award Recipient

Keliane Totten, M.Ed., MCHES, VP of Community Engagement, was awarded the 2019 Business Excellence Award in the Healthcare category for large organizations from NH Business Review. Keliane has expanded the agency’s community benefit offerings by introducing wellness programs to meet the evolving needs of residents.

Patrick-Baudet Honored With Service Award

Andrea Patrick-Baudet, MBA, RN, CHPN, CHPCA, VP of Clinical Operations, was a recipient of the Home Care & Hospice Service Award. The Home Care, Hospice, and Palliative Care Alliance of NH recognized her for contributions to home health and hospice including her role in merging the NH Hospice & Palliative Care Organization and the Home Care Association of NH.

Challender Named Outstanding Volunteer Manager of the Year

Lisa Challender, Volunteer Coordinator, was named Outstanding Volunteer Manager of the Year at the Governor’s Conference on Volunteerism. Lisa expanded Reiki, music therapy, pet therapy, and art therapy. A nominator wrote, “one of Lisa’s strongest traits is her genuine kindness, compassion, and care she provides to our volunteers and colleagues.”

Holmes Named to Leadership NH

Geraldine Holmes, CFO, was named to the Leadership NH Class of 2020. Leadership NH selects talented and accomplished individuals and provides them with an opportunity to learn about the complex issues facing New Hampshire, offers a connection with participants and others, and encourages them to serve their communities and our state in positions of leadership and responsibility.

New Nurse Graduate Joins Nurse Residency Program

Schae Kneeland became our second new nurse graduate to begin our Home Health Care Nurse Residency Program. Concord Regional VNA is one of six home health and hospice agencies in NH participating in the Nurse Residency Program. It is a year-long transition to practice program serving as a bridge to support and enhance professional development.
Concord Regional VNA Marks 120th Anniversary

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hospice provider, serving the residents of 44 communities in New Hampshire across the entire life span – from birth to end-of-life. To commemorate the agency’s 120th Anniversary and to honor the respect, compassion, excellence, leadership and stewardship embodied by its many dedicated employees, past and present, Concord Regional VNA introduced the “Living Our Values” award. The inaugural, peer-nominated award was presented by President/CEO Beth Slepian and CFO Geraldine Holmes to Cindy Bergeron, RN, BSN, Director of Paraprofessional Services, during the celebration.

Bergeron has been with Concord Regional VNA for nearly 15 years. She began as a homecare nurse and has held various positions within the agency. In October, she was promoted to her current role where she oversees the agency’s 94 Licensed Nursing Assistants (LNAs) and Home Health Aides (HHAs).

A number of prominent members of the community spoke about Concord Regional VNA’s significant value to the community, including Capital Region Health Care trustee, B.J. Entwisle, MD, and representatives from the offices of U.S. Senators Jeanne Shaheen and Maggie Hassan. Slepian read a Commendation from NH Governor Chris Sununu.

Jayne Golde, RN, reflected on how the agency has evolved since joining nearly 20 years ago. “None of this growth could have occurred without the people, past and present, in this organization, who set a high bar for home care and are the reason we continue to succeed and grow,” said Golde. “Most importantly, I want to recognize our clients...who allow us the privilege of coming into their homes, continuing to support and refer us to others in their families and communities.”

Hospice Lights of Life

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Hospice Lights of Life Celebration, which offers us an opportunity to honor and remember loved ones and friends, and to illuminate the vital role of hospice care in our community.

We invite you to honor loved ones, friends, neighbors – anyone you choose – by adding their names to the Hospice Lights of Life Honor Roll. They do not need to have been part of our hospice program – they need only to hold a special place in your heart.

Honor Roll names are viewable on our web site. The full Honor Roll will be in the Concord Monitor on December 17.

We also invite you to attend our special Hospice Lights of Life Community Memorial Service at South Congregational Church in Concord on Friday, December 6 beginning at 5:30 p.m.
Community Connection

Melissa Howard, Director of Donor Relations

As our Agency celebrates 120 years of serving our community, it is an opportune time for me to thank you, our supporters for your generosity. Your donations allow us to fulfill our Mission and help care for all in our community. Over the past year, Concord Regional VNA was supported by donations from over 2,600 people. This level of support is humbling as it speaks to the generosity of our neighbors and affirms our commitment to improve the health of our community. My sincere thanks to everyone who believes in and supports our Mission.

Our Hospice Lights of Life campaign is one of our most important times of the year. We are honored that so many community members add names to our annual honor roll. I encourage you to attend our Hospice Lights of Life Community Memorial Service on Friday, December 6. Don't forget to take note of all the businesses in our service area (over 200!) with white lights in their windows showing support and helping to bring awareness of Hospice. Thank you to everyone who makes this such a special campaign.

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: www.crvna.org/donate.

Thank you for supporting Concord Regional VNA's Mission!

All the best,

Prepared for the next stage takes focus, strategy and discipline.

If you’re preparing for the next stage of your life and want investment advice that’s professional yet local, and disciplined yet passionate, call Joyce at Granite Investment Advisors, and learn which wealth management strategies are right for you.

Joyce Skaperdas
Managing Director
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graniteinv.com
Upcoming Community Programs
For a complete list of programs, visit www.crvna.org

“The Grief Experience Through the Holidays”
Monday, November 18, 2 - 3:30 p.m.
City Wide Community Center
14 Canterbury Road, Concord

Sunday, November 24, 2 - 3:30 p.m.
MainStreet BookEnds of Warner
16 East Main Street, Warner

Wednesday, December 4,
5:30 - 7 p.m.
City Wide Community Center
14 Canterbury Road, Concord

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 or call (603) 224-4093, ext. 2828.

“A Matter of Balance”
Thursdays, January 9 - February 27,
1 - 3 p.m.
Richard Brown House
142 South Village Road, Loudon

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. There is no fee to attend. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815.

“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 Senior Health Clinics”
Nurses provide basic health services such as foot care, blood pressure screenings and much more. Clinics are in Andover, 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 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. 5815.

“A Matter of Balance: Managing Concerns About Falls/Volunteer Lay Leader Model”
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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.

Monthly Caregiver Cafés
In partnership with The Birches at Concord, we support and honor those who are giving care to loved ones. Join us on the first Thursday of each month at 5:30 p.m. to connect, share, and learn with other family caregivers. Light refreshments will be served. Please RSVP to Ashley Tino at (603) 224-9111.

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.
Concord Regional VNA is deeply saddened by the recent passing of Geraldine Donahue who served as President from 1985 to 1997. We extend our thoughts and prayers to the family and friends of Geraldine.