

Our agency is implementing technology to meet the needs of our patients and families during the COVID-19 pandemic.

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Honoring Geraldine Donahue who served as President of Concord Regional VNA from 1985 to 1997.

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Learn why it was personal to donate to Concord Regional VNA for the co-founder of the Bedford Sewing Battalion.

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Agency Named Nonprofit of the Year

Concord Regional VNA was selected as the Nonprofit Business of the Year by the Greater Concord Chamber of Commerce. Our agency is being honored during an Awards Ceremony on Thursday, November 19. The nomination highlighted our 120 years of service to the community, and our staff's work and commitment to our patients during the ongoing COVID-19 pandemic.

"Thank you to the Chamber and the Selection Committee for choosing Concord Regional VNA," said Beth Slepian, MBA, PT, President/CEO. "We are proud to be recognized with this community award"

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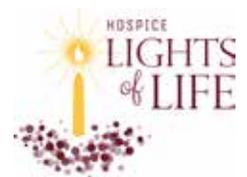
The Nonprofit of the Year Award highlights our 120 years of service to the community, and our staff's work and commitment to our patients during the ongoing COVID-19 pandemic.

Hospice Lights of Life

This year marks Concord Regional VNA's 25th Annual 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.

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



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Concord Regional VNA and Central New Hampshire VNA & Hospice Sign Formal Agreement to Merge

Concord Regional VNA and Central New Hampshire VNA & Hospice (Central VNA) announced that a Definitive

Merger Agreement has been signed to merge the two home health care and hospice organizations. Central VNA also filed a change of control notice with the New Hampshire Attorney General's Charitable Trusts Unit for review and approval.

This filing marks the next important milestone in Concord Regional VNA and Central VNA's effort to merge. In March 2020, the organizations signed a non-binding letter of intent (LOI) to merge their organizations to better serve the home and

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Concord Regional VNA Board of Trustees

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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), personal home services, and wellness programming. In fiscal year 2019 and in consonance with our mission, Concord Regional VNA provided more than \$5.1 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 2 Beth Slepian photo by JoyMark Photography; Pg 3 Julia Emley courtesy photo; Pg 3 Stock photo by ©Adobe; Pg 3 Amanda Grady Sexton digital image; Pg 4 Beth Rachdorf courtesy photo; Pg 4 Donna Imgrund photo by JoyMark Photography; Pg 4 Keliene Totten photo by JoyMark Photography; Pg 6 Melissa Howard photo by JoyMark Photography; Pg 6 Bedford Sewing Battalion courtesy photos; Pg 7 Stock photo by ©Adobe.

Beth's Bulletin

Throughout the COVID-19 pandemic, Concord Regional VNA has continued to care for our community members. We have implemented safety measures according to local, state, and national guidelines to protect the safety and well-being of our patients, their families, care partners, and employees.

Technology has provided us with the ability to administer care and support throughout this public health emergency. In April, we implemented the use of telehealth, as indicated, especially when requested by our patients or the facilities in which they reside. Direct care staff continue to work closely with their managers to determine when telehealth visits are appropriate based on each situation.

We partnered with physician office providers to help patients use the technology for scheduled telehealth visits. This enabled patients who were unfamiliar with technology to seek the health care they needed, with our assistance.

Providing in-person visits are our priority in making sure patients are well cared for and remain at home.

We are committed to continuing our community wellness programs. Using an online platform was necessary to maintain safe health practices and social distancing. Programs on aging, healthy lifestyles, advance care planning, grief and bereavement, falls prevention, and caregiving provide a way for people to stay active and it helps reduce isolation especially among our most vulnerable populations.

Our response to the COVID-19 pandemic is true to our roots in public health. Thank you for your continued trust in our staff as we all work together to provide the highest quality care during this challenging time.

With warm appreciation,



Beth J. Slepian, President/CEO

Our newsletter is published as 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



Agency VNA Joins MaskUp NH

Our agency is supporting the MaskUp NH movement that helps raise awareness about the importance of wearing face masks, hand washing, practicing social distancing, and staying home when we are sick. Many businesses and organizations also support this movement including the Home Care, Hospice & Palliative Care Alliance of NH, NH Hospital Association, and NH Healthcare Association.



Grateful for Mission Support

Concord Regional VNA was awarded \$15,000 from the Tufts Health Plan Foundation to promote our community benefit programs as virtual offerings. Our agency was awarded \$5,395 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 and \$3,000 for iPads from The McIninch Foundation for our hospice program.



Emley Named Tony Lomartire Memorial Volunteer Award

Julia Emley was named the Tony Lomartire Memorial Volunteer Award recipient during a small gathering in the Susan McLane Memorial Garden outside Hospice House. She has been sharing her music with hospice patients and families since 2011. Tony was a volunteer with Concord Regional VNA for 27 years until he passed away in 2007.



Passion for Caring Fundraiser

Thanks to the sponsors, donors, and bidders for helping us raise nearly \$47,000 for the greatest needs of the agency. Our annual event was May 6, but was cancelled and rescheduled as a virtual campaign from August 20 to September 4. The campaign included an online silent auction with a focus on online donations.



Grady Sexton Named Kay Sidway Award Recipient

Amanda Grady Sexton of the New Hampshire Coalition Against Domestic & Sexual Violence (NHCADSV) and member of the Concord City Council was named the Kay Sidway Award recipient. Grady Sexton works with victims of crime and their families to advance the legal rights of victims on the local, state, and federal levels.



Donor Recognition Award for Couple

Bill and Kathleen Ames, husband and wife, and long-time supporters of Concord Regional VNA, were named the recipients of the Donor Recognition Award. Kathleen is past Chair of the Board of Trustees and has volunteered for Passion for Caring and Hospice *Lights of Life*. Bill has been a hospice volunteer since 2018 and recruits and trains new volunteers.

Staff Happenings



Management Team

Siobhan Doherty-Rogers, RN, joined the management team as a Home Care Director. She is responsible for the daily clinical business operations of home care services and providers supervision, mentorship, and guidance to staff. Doherty-Rogers has more than 20 years of healthcare experience.



Rachdorf Honored with Nursing Scholarship

Beth Rachdorf, LNA, was named the recipient of the Maryellen LaRoche Scholarship during the Home Care, Hospice and Palliative Care Alliance of NH virtual annual meeting. The scholarship supports healthcare professionals employed in-home healthcare who are working toward an associate, bachelor, or advanced nursing degree.



NHPCO 2020 Interdisciplinary Conference

Andrea Patrick-Baudet, MBA, RN, CHPN, CHPCA, Chief Clinical Officer, and **Alycia Harpell, RN, CHPN**, Advanced Illness Management Coordinator, presented an on-demand session titled "A Sustainable Advanced Illness Management (AIM) Program: Right Care, Right Time" during the National Hospice and Palliative Organization's Interdisciplinary Conference.



Spiritual Care Counselor Featured at Virtual Caregiver's Conference

Susan Garofalo, MDiv., Spiritual Care Counselor, presented "Spirituality and the Caregiver" during a Virtual Caregiver's Conference. Individual spirituality and the role it plays in caregiving was discussed. The program was offered by the Coalition of Caring.



Two Directors Retire

Deb Nacel, OT, Home Care Director, and **Donna Imgrund, RN, MSN, WCC**, Director of Education, retired this summer. Deb retired following more than 19 years of service to Concord Regional VNA and the community and Donna worked at the agency for five years.



Totten Among Six Speakers for Webinar

Keliene Totten, M.Ed., CHES, Chief Officer, Community Engagement, was one of six speakers who presented the webinar "Ageism is Bad for Your Health" from the Tri-State Learning Collaborative on Aging. The focus was on ageism, negative impacts on our health, and how we can change the conversation.



Honoring Geraldine Donahue

Our agency held a small gathering in the Susan McLane Memorial Garden outside Hospice House to honor Geraldine Donahue who passed away on August 5. She served as Concord Regional VNA President from 1985 to 1997. The plaque inscription states: Geraldine was a kind and strong woman ahead of her time who motivated others to be the same. Her compassion for the community, together with Concord Regional VNA's mission, were the source of inspiration for her leadership in creating the very first Hospice House in New Hampshire. Pictured from left is Beth Slepian, President/CEO, Michael Donahue, and John Donahue.

Hospice Light of Life

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in this season of darkness – they are “Lights of Life.”

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 and the list is updated weekly. The full Honor Roll will be featured in the *Concord Monitor* on December 17.

We also invite you to attend our virtual Hospice *Lights of Life* Community Memorial Service on Friday, December 4 beginning at 5:30 p.m. Visit

www.crvna.org/lights for more information.

Formal Agreement to Merge with Central NH VNA & Hospice

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community-based health care needs of residents of the Greater Capital Region and Central New Hampshire.

The Definitive Merger Agreement is the next step in a process that involves further due diligence, negotiation of final terms,

opportunities for public input, approval by each organization's Board of Trustees and review by federal and state regulators. The unified agency would:

- Improve access to high quality home-based care for individuals and families in 82 communities served
- Respond to growing demand for specialty home-based clinical

services, including intravenous therapy, wound care and pediatrics

- Enhance and expand community wellness programming
- Attract, retain and develop a highly-skilled workforce

More information and updates about this merger can be found at www.vnaforthefuturenh.com.

Non-Profit of the Year

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The nomination noted that Concord Regional VNA is on the front lines of the COVID-19 pandemic, continuing to care for the most vulnerable people in the greater Concord community in their homes, while adhering to NH

Department of Health and Centers for Disease Control and Prevention guidelines to ensure the safety and well-being of our community.

“During the current pandemic and especially in the early days, weeks, and months, our staff and community members were faced with many challenges,” Slepian

said. “We worked together to solve many of those challenges and continue to work collaboratively to serve the most vulnerable in the community. I am grateful to work with highly-skilled and compassionate professionals who care so deeply for our patients and families.”

Community Connection



*Melissa Howard,
Director of Donor Relations*

COVID-19 caused us to reimagine our plans and find creative ways to bring our message of need to the community. We received donations

of thousands of cloth masks which are helping to keep our patients and staff safe. We heard from countless individuals and businesses who came together to offer PPE (personal protective equipment) that will go a long way to keeping us well prepared. Many of you supported us with cash donations as well. Those funds are being used to ensure we are ready to manage COVID-19 patients who came under our care. While the crisis is ongoing, it is wonderful to know the Concord region cares and will be here for us just as Concord Regional VNA has been here for our neighbors.

We look forward to 2021 with optimism but with acknowledgment we are still in the midst of a challenging time. Your support will help sustain our plans and allow us to continue our necessary work. As the year comes to a close, we ask you to give consideration to making a tax-deductible donation to Concord Regional VNA. Donations can be made online at www.crvna.org/donate.

Thank you for supporting Concord Regional VNA's mission!

All the best,

A handwritten signature in cursive script that reads "Melissa".

Donor Profile: Bedford Sewing Battalion

With the daily challenges still posed by the COVID-19 pandemic, groups such as the Bedford Sewing Battalion have stepped forward to help communities.

"My daughter Emily and I started the Bedford Sewing Battalion in March 2020, just after the schools went into remote learning," wrote Theresa Walker in an e-mail.

Today, they are more than 600 people strong and have financial support from organizations.

The Battalion has made and donated more than 35,000 masks including 2,000 masks to our agency.

"Emily and I do not like to say no to any organization who has a need," Theresa wrote. "The second reason [we donated to Concord Regional VNA] is more personal and it regards my own experience receiving care from Concord Regional VNA on two separate occasions."

"Fifteen years ago, I had some complications following Emily's birth," she added. "Concord Regional VNA was there, day in and day out. My second experience was three years ago after I was in the hospital for several



weeks."

After discharge, Theresa needed help walking and gaining strength.

"Again, Concord Regional VNA was there every day and sometimes multiple times a day," she wrote. "Without them, I would have had no option but to go to a rehab facility which would have kept me away from my kids for even more time. So, giving back to Concord Regional VNA, even in such a small way, is our absolute pleasure!"

Because of the generosity of the community including Bedford Sewing Battalion, our agency was able to ensure all patients and families had masks to protect them and our staff during visits. We are sincerely grateful for their support of our community.

Upcoming Online Community Programs

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

Registration is required. To register, call (603) 224-4093, ext. 5815 or visit www.crvna.org. Once your registration is confirmed, you will receive a link to the program. Technical support is available to participate in the group.



The Emotional Side of Caregiving

Thursday, November 12, 6:30 p.m.

It is easy to be overwhelmed with a wide range of emotions when you are caregiving for a loved one. It is not unusual to feel joy, love, inspiration, and hope while also feeling anger, guilt, grief, and resentment. Join us as we explore the emotional side of caregiving and discuss strategies to manage and learn from these series of emotions. This program is in collaboration with Hooksett Public Library.

(un) Happy Holidays: Support for the Season

Tuesday, November 17, 3 p.m. OR
Tuesday, December 15, 3 p.m.

The holiday season can be a time for great anticipation and excitement; however, this year the prospect of facing the holidays may cause a variety of emotions—sadness, fear, hopelessness, stress, and frustration. Join us to learn helpful tips for navigating the holidays.

Better Choices, Better Health™

Tuesdays, January 5 - February 9,
1:30 - 4 p.m.

Better Choices, Better Health™ is for adults age 18 and older living with or caring for someone with arthritis, diabetes, hypertension, or any other ongoing mental or physical health condition. This six-week interactive workshop provides valuable tools and information to help manage disease symptoms, maintain proper nutrition and exercise, communicate with your healthcare provider and more. Underwriting is generously provided by Northeast Delta Dental.

Monthly Immunization Clinics

First Monday of Each Month,
1 - 4 p.m.
(Appointments are required)

The monthly clinic is for children and adults who are uninsured or underinsured. Eligibility is determined by the NH Immunization Program. A \$10 fee is requested for vaccine administration. To make an appointment, please call (603) 224-4093, ext. 5815 or **visit www.crvna.org/immunizationclinic**.

Monthly Capital Area Memory Cafes

Third Wednesday of Each Month,
2 p.m.

The Capital Area Memory Café is a monthly gathering of individuals living with memory impairment and their family/friends. This safe, supportive, and engaging environment provides an opportunity to be with others who understand and embrace the challenges of living with memory impairment. Underwriting is generously provided by Merrimack County Savings Bank.

Monthly Walk-In Wednesdays

Fourth Wednesday of Each
Month, 10 a.m. - Noon
(Appointments are required)

A Concord Regional VNA Social Worker/Notary Public is available by appointment to discuss:

- End-of-life wishes
- Advance Directives document to make sure it reflects your decisions regarding future medical care
- Durable Power of Attorney for Healthcare and/or Living Will



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Leaving a Lasting Legacy

Bequests have sustained the mission of Concord Regional VNA since 1899. Please consider a provision to 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 service or program or allow your gift to be used on an unrestricted basis. Unrestricted gifts allow the agency to apply your gift whenever 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.

