



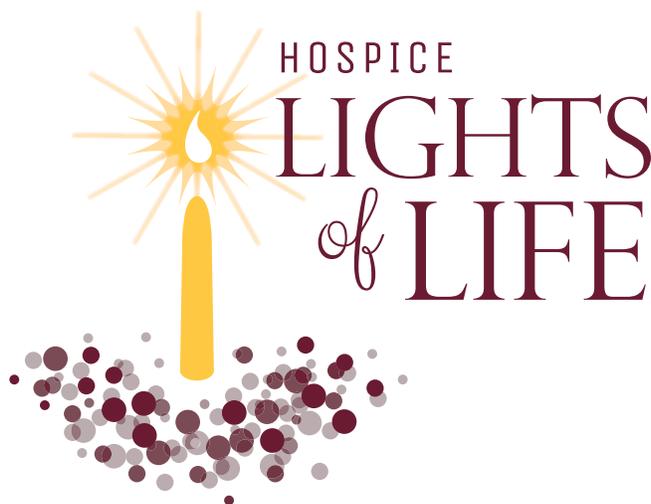
Your Connection to Better Health

Hospice *Lights of Life* Campaign Has A New Look

This year marks the 22nd year of spreading awareness of hospice and the Concord Regional VNA Hospice Program.

You may have noticed that the Hospice *Lights of Life* candle has changed. The newly designed candle has a fresh look but is also similar to the previous candle. It strengthens our connection with businesses who illuminate Hospice *Lights of Life* lights in the following downtowns:

- Concord
- Contoocook
- Goffstown
- Henniker
- Hillsborough
- Hooksett
- Manchester
- Northwood
- Pembroke
- Penacook
- Pittsfield
- Warner



The lights symbolize loved ones and friends who have passed away. We are extremely grateful for support from businesses and look to continue partnering with them and future businesses for years to come.

Honor a loved one or friend and inscribe their name in the Hospice *Lights of Life* Honor Roll by December 1st. Those honored do not need to have been a part of the Hospice Program. They only need to have held a special place in our hearts.

The Honor Roll is available for viewing beginning October 16th (updated weekly) and in the *Concord Monitor* on December 19th.

As part of our Hospice *Lights of Life* celebration, please consider attending one or more of our annual Community Remembrance Ceremonies. The schedule is listed on the back of this newsletter.

If you have any questions, please feel to call Emily at (603) 230-5664 or (800) 924-8620, ext. 5664.

Introducing PATHS

Concord Regional VNA and CATCH Neighborhood Housing have partnered to offer a new program called Positive Aging Through Home Supports (PATHS) for residents of Friedman Court II. The program uses a team-based approach that includes a health educator, nurse, and resident service provider to support participants by helping them remain safe and healthy in their homes.

“As we prepare to care for New Hampshire’s aging population it is important to be creative in how we deliver care and support,” said Keli Totten, M.Ed., MCHES, Vice President of Community Engagement at Concord Regional VNA. This program is an opportunity to serve a concentrated group of adults and work collaboratively to keep them at home, in their community. We have studied numerous national models and created PATHS to reflect the needs of our service area.”

With a resident’s consent, this program offers in-person assessments with a Con-

Continued on page 5

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BETH'S BULLETIN



Beth J. Slepian, President/CEO

Concord Regional VNA's commitment and investment in our communities is one of the many aspects that attracted me to this organization. Commitment and investment in our communities begins with supporting our team.

Like many other healthcare organizations, our team is the most important asset to Concord Regional VNA. Each year, we provide high quality compassionate care to more than 6,000 home health and hospice patients, as well as hundreds of community members through our senior health clinics and wellness programs.

Recruiting and retaining the most highly-skilled clinicians and support staff who embrace the agency's Vision, Mission, and Values is of the highest priority in offering the best possible care to our community.

Providing them with multiple opportunities to improve their knowledge and competencies allows us to care for people of all ages especially those who face challenges in managing their chronic illness and complex care needs. This year, we have placed an increased importance on ongoing education by adding staff educators for nursing and rehabilitation therapy (physical, speech, and occupational therapists).

Equipping our team with information technology solutions in today's ever-evolving healthcare delivery system is critical. Training and supporting our team with information technology equipment and applications helps us stay ahead of the growing demand for our services and improves efficiencies in operations and clinical oversight.

Our Commitment to Our Community

Each year as an agency, we also give back to the communities we serve in many ways by providing millions in community benefits including subsidizing more than \$1 million for people who need 24-hour, seven-days-a-week end-of-life care at Hospice House. We also provided:

- \$274,560 in financial assistance for people who are uninsured, under-served, or otherwise unable to pay out-of-pocket fees for services
- \$129,000 in community health education such as "A Matter of Bal-

Continued on page 5



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 41 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 2016 and in consonance with our mission, Concord Regional VNA provided more than \$3.8 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 Chris and Janine Parkinson photo by JoyMark Photography; Pg 3 Mary Jane Riggs photo by JoyMark Photography; Pg 4 Violet Rounds photo by JoyMark Photography; Pg 4 Geraldine Holmes photo by JoyMark Photography; Pg 4 Donna Imgrund photo by JoyMark Photography; Pg 4 Nicholas Johnson photo by JoyMark Photography; Pg 6 Melissa Voutour photo by JoyMark Photography.

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

Agency Awarded \$40,000 Grant to Expand Access to Aging Mastery Program®

Concord Regional VNA received a \$40,000 grant from the Tufts Health Foundation to expand its 10-week Aging Mastery Program® (AMP) in Central New Hampshire and the Seacoast. AMP is an evidence-informed program developed by the National Council on Aging to strengthen the physical, financial and emotional wellness of older adults. The grant allows our agency to expand the program across 41 rural and urban communities in the agency's service area.

Passion for Caring Fundraiser

More than 140 attended *Passion for Caring* and raised nearly \$40,000 on May 3rd at Company C. Mary Jane Riggs was named the Kay Sidway Award recipient, Christopher and Janine Parkinson were named the Donor Recognition Award recipients, and Matthew Lewis was the Eugene and Anne Slusser/Concord Regional VNA Hopkinton High School Scholarship winner. All proceeds benefitted Concord Regional VNA Community Education & Support Programming.



Mary Jane Riggs was named the Kay Sidway Award recipient.



Christopher and Janine Parkinson were named the Donor Recognition Award recipients.

Yianakopolos Receives Tony Lomartire Memorial Volunteer Award

Dennie Yianakopolos was named the Tony Lomartire Memorial Volunteer Award recipient. Since becoming a volunteer eight years ago, Dennie has facilitated New Bereaved Discussion Groups, Life after Loss: Adult Grief Discussion Groups and has assisted at Grief and the Holidays, Helping Hands, Healing Hearts, and Circles for Hope and Healing: Teen to Teen grief support sessions. Dennie helps at Concord Regional VNA Hospice House by assisting in meal preparation, cooking, and cleaning. Dennie also serves on our Scholarship Committee that awards a Hopkinton High School Senior who is pursuing a degree in science, mathematics, and/or health related field. In addition, Dennie has volunteered on committees for *Passion for Caring* and *Hospice Lights of Life*.



Dennie Yianakopolos

Additional Grants Received

The Cogswell Benevolent Trust award \$10,000 toward the purchase of an i-Stat machine for use in the **Your Heart, Your Home** Program and Merrimack County awarded \$8,500 to support Senior Health Clinics. The Fraternal Order of Eagles awarded \$2,500 to the Hospice House.

STAFF HAPPENINGS

Rounds Named Home Care Service Award Recipient

Violet Rounds, former Chief Financial Officer, was named the Home Care Service Award recipient by the Home Care Association of NH at their annual meeting. She was recognized for her outstanding achievements, leadership, and advocacy at Concord Regional VNA. The nomination stated that Violet excelled when faced with significant challenges such as new Medicare payment structures, major accounting system and Information Technology conversions, and increasingly complex commercial contracting challenges. Violet served as a Board member of the Home Care Association from 1994-1998 and was a longtime member of its Finance Committee. She also served on the Concord Housing Development Corporation Board of Directors, and on the Board of and Chair of the Concord Fellowship House.



Violet Rounds

Imgrund Co-Authors National Article

Donna Imgrund, RN, Director of Education, co-authored an article in the July/August issue of MedSurg Nursing journal titled “Implementing a Delirium Prevention and Recognition Program.”



Donna Imgrund

Gilbert-Thibault Honored

Maureen Gilbert-Thibault, M.Ed., RN, IBCLC, was awarded for exceptional Support of Breastfeeding Women in the Community. The award was given in recognition of her work as the NH Breastfeeding Task Force Chair from 2012 to 2016.

Management Team

Geraldine Holmes, MBA, was promoted to Chief Financial Officer and **Nicholas Johnson**, MS, joined the management team as Director of Finance.



Geraldine Holmes



Nicholas Johnson

Retirements

Dorothy Duffy, RN, Senior Health Nurse, retired with 30 years of service and **Violet Rounds**, Chief Financial Officer, retired after 24 years of service at Concord Regional VNA. **Jane Godin**, RN, Home Care Nurse, retired after 23 years of service and **Paula Knight**, LNA, Home Care, retired with nearly 19 years of service at Concord Regional VNA.

Hospice Volunteer Named Bankers Life Golden Beacon Award Recipient for Outstanding Community Service

The Concord branch of Bankers Life honored hospice volunteer Bill Bushnell with its Golden Beacon award, created to highlight individuals ages 50 and older who are making a meaningful impact in their hometowns through volunteerism. Bankers Life also donated \$500 in Bushnell's name to Concord Regional VNA.



Bill & Lola

Bushnell, 87, serves Concord Regional VNA as a hospice and bereavement volunteer with his dog, Lola, as part of the agency's K-9 Comfort Program. He also leads mindfulness education groups for fellow residents at Havenwood-Heritage Heights and helps the staff plan meditation retreats.

"While Lola is often the center of attention, it is Bill's gentle hospitality and quiet compassion that provide the foundation for many meaningful experiences for patients and staff," said Lisa Challender, MSW, volunteer coordinator for Concord Regional VNA.

In addition to being at least 50 years old, nominees were required to have completed volunteer work within the past 12 months that directly benefited the local community.

"At Bankers Life, we take pride in supporting causes that are important to our customers, and we are delighted to recognize Bill's commitment to bettering the community," said Scott Goldberg, president of Bankers Life. "His dedication to volunteerism is inspiring and we're proud to have this opportunity to recognize his great work for the causes he supports."

Introducing PATHS, Cont. from Page 1

cord Regional VNA Wellness Nurse, a customized healthy living plan, and a team-based approach to support participants in their homes and help them meet their goals. Direct communication and planning with members of the health system are available if participants need additional support.

Examples of how PATHS may support a participant:

- Create a plan that starts with small, realistic goals
- Help identify ways to be successful in following recommended nutritional goals such as establishing and following a low-sodium diet
- Review and implement doctor recommendations
- Connect them to community resources that may be helpful in

achieving goals

- Coach them in being an active participant in their medical care

"We are delighted to be a partner in this groundbreaking pilot initiative," said Rosemary M. Heard, President and CEO at CATCH Neighborhood Housing. "PATHS further solidifies the importance of the connection between health and housing and we are hopeful that this transformative program can be replicated throughout the state."

PATHS is offered as a part of Concord Regional VNA and CATCH community benefit programming so there is no charge to participants or to their insurance. For more information about the PATHS program, call (603) 230-5673.

Beth's Bulletin, Cont. from Page 2

ance," an evidence-based falls prevention

- \$92,000 in basic health services at Senior Health Clinics held monthly in 15 communities
- \$68,000 in bereavement services available to anyone who has lost loved ones

Concord Regional VNA takes tremendous pride in investing in our local communities. We strive to be an employer of choice, dedicated leader, and outstanding neighbor. Our success as an organization is dependent upon the community's trust in us. We are grateful to being an integral part of the greater Concord region since 1899 and are looking forward to continuing to invest in the communities we serve for years to come.

COMMUNITY CONNECTION



Melissa Voutour, Director of Donor Relations

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 a Community Remembrance Ceremony. Don't forget to take note of all the businesses (over 200!) with white lights in their windows during December showing support and helping to

bring awareness of Hospice. Thank you to everyone who makes this such a special campaign.

Recently we had the opportunity to meet with a family who had established a family foundation and named Concord Regional VNA as one of its beneficiaries. They chose to support us because of the care a family member received and to make sure that others in the community can receive the same care regardless of their ability to pay. Donations like this are used to help those in need and we could not be more honored to put their wishes into action. Whether a donation is received through a family foundation, estate plan, or a one-time gift online, be assured that your support, no matter the amount, matters and makes a difference.

As our year is winding down, I have deep gratitude to everyone who sup-

ported our agency this year. Concord Regional VNA was the beneficiary of over 5,000 separate donations from approximately 3,000 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.

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.

We thank you for supporting our agency's Mission!

Preparing 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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CONCORD REGIONAL
VISITING NURSE ASSOCIATION'S
HOSPICE *Lights of Light*

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UPCOMING COMMUNITY PROGRAMS

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

Dying to Talk Café

Wednesday, October 25, 5:30 - 6:30 p.m.
NH Public Radio
2 Pillsbury Street, Concord

Dying to Talk is a café where people breathe life into conversations about death and dying. Join Concord Regional VNA staff facilitators for coffee and tea in a relaxed, open-minded conversation about "The Conversation Project." We know no guide and no single conversation can cover all the decisions that you and your family may face. What a conversation can do is provide a shared understanding of what matters most to you and your loved ones. This interactive discussion offers the tools you can use to make it easier to share your decisions when the time comes. Underwriting is generously provided by Bennett Funeral Home. For more information, call (603) 224-4093, ext. 5815.

"Grief Through the Holidays"

Tuesday, November 14, 6 - 7:30 p.m.
Hooksett Public Library
31 Mount Saint Mary's Way, Hooksett

Tuesday, December 12, 5:30 - 7 p.m.
Epsom Public Library
1606 Dover Road, Epsom

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.

Soul Injury Screening

Wednesday, November 15
5:30 - 7:30 p.m.
Red River Theatres
11 South Main Street, Concord

Soul Injury is presented by national lecturer Deborah Grassman, former Veterans

Affairs advanced practice nurse with over 30 years of experience working with dying veterans. Grassman and her Opus Peace colleagues cared for tens of thousands of veterans at the end of life, and what they learned from those veterans provides much of the basis for *Soul Injury*. There will also be a post-documentary panel discussion that includes providers from the VA Medical Center Manchester Palliative Care team and members of Concord Regional VNA Hospice team. This screening is offered at no charge. For tickets, please call (603) 224-4600. *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.*

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.



Lori Deleo, our staff pharmacist, teaches Medication Management, one of the many classes offered as part of our Aging Mastery Program®.

Monthly Capital Area Memory Cafes

Come socialize and build relationships with others who have memory impairments. This free program is 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, caregiver resources, advance directives, and community health questions from our medical social worker/notary public. This free program is 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 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 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 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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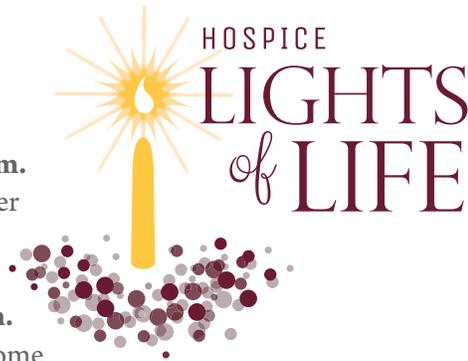
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Deering • Dunbarton • Epsom • Franklin • Gilmanston • Goffstown • Henniker •
Hillsboro • Hooksett • Hopkinton • Loudon • Manchester • New Boston •
Newbury • Northfield • Northwood • Pembroke • Penacook • Pittsfield •
Salisbury • Suncook • Sutton • Tilton • Warner • Washington • Weare •
Webster • Windsor



PLEASE JOIN US FOR CONCORD REGIONAL VNA'S HOSPICE *LIGHTS OF LIFE* COMMUNITY REMEMBRANCE CEREMONIES.



Monday, November 27, 11 a.m.
MainStreet BookEnds of Warner
16 East Main Street, Warner

Monday, November 27, 2 p.m.
Merrimack County Nursing Home
325 Daniel Webster Highway, Boscawen

Tuesday, November 28, 2 p.m.
Pleasant View Retirement
227 Pleasant Street, Concord

Wednesday, November 29, 11 a.m.
Presidential Oaks
200 Pleasant Street, Concord

Wednesday, November 29, 3 p.m.
Smith Memorial Congregational Church
30 West Main Street, Hillsborough

Thursday, November 30, 2 p.m.
Pembroke Town Library
311 Pembroke Street, Pembroke

Friday, December 1, 2 p.m.
St. Stephen's Episcopal Church
50 Main Street, Pittsfield

Friday, December 1, 6:30 p.m.
Merrimack County Savings Bank
89 North Main Street, Concord