



Your Connection to Better Health

Support Concord Regional VNA – Attend *Passion for Caring*

Where can you find wine tasting at Zorvino Vineyards in Sandown, Red Sox tickets, golf at Concord Country Club, and a one of a kind Colin Callahan painting? Those are just some of the items available during this year’s silent auction at *Passion for Caring* on Wednesday, May 9th, 5:30 p.m. at Company C, 102 Old Turnpike Road in Concord.

The annual fund raising event also includes hors d’oeuvres, refreshments, and entertainment by The Jazz Dogs. Maureen Gilbert-Thibault, RN, will be honored with the Kay Sidway Award and Susan Heinecke will be named the Donor Recognition Award recipient. The Eugene and Anne Slusser/Concord Regional VNA Scholarship recipient will also be presented.

Proceeds from the event benefit Concord Regional VNA.

In addition, Company C will graciously donate 20% of all sales this evening to Concord Regional VNA.

Make your reservations for \$50 per person at www.crvna.org or by calling (603) 230-5664 by April 27th. Hope to see you there!

Online Registration Instructions

- Visit www.crvna.org
- Select the Passion for Caring tab at the top of the screen
- Tell us how many reservations you would like
- Provide your name and the names of your guests
- Securely enter your credit card information and submit
- You will receive an e-mail confirmation

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



New Grief Group Added

Loss After Addiction Drop-In Discussion Group

In 2017, New Hampshire had more than 450 overdose deaths. Using a report from the Centers for Disease Control & Prevention, the state had the third highest overdose deaths (485) in the nation behind West Virginia and Ohio. That translates into an overdose death rate of 39 people per 100,000. The numbers are staggering.

“None of us are immune to this type of loss....addiction affects people from all walks of life,” said Carmella Dow, hospice medical social worker who serves as Bereavement Coordinator at Concord Regional VNA. “In the Concord region, there are not a lot of grief support resources available to family and friends who have lost a loved one to addiction.”

“With the Loss After Addiction Drop-In Discussion Group, we are trying to meet this need,” she said. “This group provides people with a way of making connections with others and walking

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Concord Regional VNA Board of Trustees

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BETH'S BULLETIN



Beth J. Slepian, President/CEO

In 2017, our agency released our strategic plan titled *Framing Our Future*. One of our five focus areas featured in the plan is Engaging a Talented Workforce. An integral part of that commitment is to place a strong emphasis on offering opportunities for professional development to all employees.

Professional development enhances the care that we provide to our patients of all ages, especially those facing challenges in managing their chronic illness and complex care needs. In turn, our clinicians and support staff build their skills and knowledge, thus feeling a sense of satisfaction in knowing they are providing the highest quality of care. It also helps us mentor and build the workforce of the future.

As many of our longtime employees can attest, more and more healthcare is delivered in homes than in the past including wound

care and intravenous therapy. Agencies must be competent in providing these services and others to serve its community and remain competitive in the marketplace.

This year, continuing education includes information on offering care for patients with diseases such as chronic obstructive pulmonary disease and diabetes, and topics such as back safety, infection prevention, and influenza vaccine processes. We are also offering a shoulder course featuring a national speaker for rehabilitation therapists.

Not only do providing professional development opportunities enhance staff skills and knowledge, but studies have shown that it also improves retention rates, an extremely important factor in offering care to patients.

Delivering care in someone's home is the best place for patients and the community. It is healthier, cost-effective, and where we all want to be as we age in place, recover, manage chronic illness, or end of life.

Our clinicians and support staff are extremely dedicated to their profession and the agency is equally committed in ensuring they have the tools and resources needed to serve the community.

With warm appreciation,

Beth



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 2017 and in consonance with our mission, Concord Regional VNA provided \$4.3 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 4 Andrea Patrick-Baudet 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

Service Area Update

Concord Regional VNA is now officially providing services to the Belmont community. This expansion comes in response to increased referral requests for this area during the last two years.

Senior Health Clinic in Andover

A newly added Senior Health Clinic is being held at Andover Hub at 157 Main Street on the third Tuesday of each month from 10 a.m. to 1 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.

Nurse Residency Program

Concord Regional VNA is participating in a new Nurse Residency Program that offers a year-long program supporting transition from academia to home care practice for new graduate nurses. The purpose of the Nurse Residency Program is to promote the development of competency and to support the resident professionally, emotionally, and so-

cially during the first year of nursing practice. For more information, call our Human Resources Department at (603) 224-4093.

Annual Report

The 2017 Annual Report to Our Community is online at www.crvna.org. It includes a letter from Board Chair Mark T. Broth, Esq. and President/CEO Beth J. Slepian that focuses on our strategic plan.

Grants Received

The Concord Hospital Community Services Fund awarded \$20,000 toward the purchase of i-Stat machines for use in the *Your Heart, Your Home* program.

Program Underwriter

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 Bennett Funeral Home for underwriting Dying to Talk Café.

New Grief Group Added, Cont. from Page 1

through the grief process together."

The Loss After Addiction Drop-In Discussion Group began in January and meets on the third Wednesday of each month at Concord Regional VNA Hospice House from 4 to 5:30 p.m. It is facilitated by Carmella and Eric Stanley, also a hospice medical social worker.

"The discussion is held in a safe, comfortable environment where participants can build relationships, share their stories, and talk about their struggles," Carmella said. "In just a few short months, I've discovered how beneficial this group can be. Participants have shown such resiliency and find ways to keep going."

For more information, call (603) 224-4093, ext. 2828 or e-mail carmella.dow@crvna.org.



The Hospice House Meditation Room has been moved from downstairs to upstairs. The agency was extremely fortunate to have received generous support from community members.

STAFF HAPPENINGS

Two Employees Awarded Scholarships

Ashley Ponce, RN, COS-C, was awarded the Eugene and Anne Slusser. The scholarship honors the dedicated and caring staff at Concord Regional VNA who provides exceptional care and support. The award enables an employee of the agency to advance their knowledge, quality of care, and advancement through education. **Katie Boudette, RN**, was named the recipient 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.

Management Team

Andrea Patrick-Baudet, MBA, RN, CHPN, CHPCA, joined the management team as Vice President of Hospice.



Andrea Patrick-Baudet

Nearly 40 Years and Counting

Imagine working for an organization for nearly 40 years. Our longest serving employee can.

“We had no computers, no cell phones, and no pagers,” said Licensed Nursing Assistant Linda Blackey, who has worked at Concord Regional VNA since September 11, 1978. “If we needed to reach someone we had to call from the patient’s phone. Scheduling was done on index cards and then on white boards.”

There have been many more changes at Concord Regional VNA since Linda started. The agency did not offer hospice services until 1981 and services for patients with specific complex care needs were only offered in hospitals. “When I first started, we (LNAs) just completed the basics... we did not do wound care,” she said. “We are doing more things (now) that nurses did back then.”

During her tenure, Linda has served through four administrative office moves and worked for four different chief executive officers.

Knowing at an early age

Entering the healthcare field and caring for others was sort of a calling for Linda. At age 4 or 5, she received a doll dressed as a nurse from her grandparents. From that point on, she knew she wanted to help others.

As an LNA, Linda sees an estimated seven patients a day and helps them with personal care, light meal prepara-

tion, and personal exercises, depending on the care plan.

“I like the feeling that I have at the end of the day knowing that I made a difference in my patients’ day,” she said.

Through the years, Linda has had patients start with homecare and transition to facilities or hospice. Oftentimes, she has been able to follow them through the transition of care giving patients some peace of mind. In 2011, Linda was named Home Care Licensed Nursing Assistant of the Year by the Home Care Association of New Hampshire for impacting the lives of her patients.

“I couldn’t have found a better place to work for,” Linda said. “When I first started, I never thought that I would be here for this long. As the years passed, I thought, where would I ever find another job that the company was so supportive to their staff and where I would be this satisfied.”



Linda Blackey

Shifting to Hospice Work



Susan Varnum

Susan Varnum, a hospice social worker, has worked at Concord Regional VNA for nearly four years and recalls making a smooth transition to her new job.

“I worked as a direct services coordinator at a crisis services agency and wanted a career change,” said Susan. “Grief is the common denominator because of loss that vic-

tims and survivors feel and what patients and families are going through.”

As a social worker, Susan visits with three to five patients a day to provide counseling and support. She is part of a team of hospice experts who meet the physical, emotional, and spiritual needs of patients and families.

“The majority of my work is devoted to counseling and helping families accept and respond to these changes that are difficult to handle,” she said. “We also assist team members in understanding social, emotional, and ethical factors related to a patient and family’s concerns.”

It is important to be ready for varying dynamics and situations and to interpret what is happening, what is important to patients and families, and help them adjust to changes.

“I feel I’m learning a lot,” Susan said about being a hospice social worker. “We are all faced with our own mortality every day. Due to these experiences, I also reflect on making better choices and making life better.”

Volunteering is important

Outside of work, Susan is highly invested in community volunteering. She volunteers for Camp Resilience in Gilford that helps military veterans manage stress after service life. Monthly sessions focus on outdoor recreation such as kaya-

king, hiking, and water aerobics, as well as group work to learn life skills to manage stress and PTSD.

“I have no military people in my family,” Susan said. “I feel immense respect for people who serve in the military.”

Susan also started a local chapter of Womenade serving the towns of Belmont, Northfield, Franklin, and Sanbornton. The organization is a non-profit that provides immediate short-term financial support to neighbors-in-need who are facing a difficult time in their lives.

In the past, she has volunteered to provide visits between non-custodial parents and children, offered after-school supervision to children, mentored a child, and worked in a cold weather homeless shelter.

“Learning of a need in my community and doing nothing has never been an option,” Susan said. “We all have the ability to make a difference.”

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COMMUNITY CONNECTION



Melissa Voutour, Director of Donor Relations

After a hearty New England winter, it's great to know the Springtime blooms are on the horizon! The spring weather is a great reminder that our annual fundraiser *Passion for Caring* is right around the corner (*details on page 1*). I hope to see you there!

Did you know when you choose to support 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. Giving comes in many forms. Whether a donation is received through a one-time gift online, a family foundation, or estate plans be assured that your support, regardless of the amount, matters and makes a difference and is used to support our Mission.

Choosing to leave a gift in your estate plans to Concord Regional VNA is a wonderful way to leave your legacy and help continue the important work of our agency. For the first time, we are offering a complimentary session on Planned Giving basics presented by Vera Buck, Esq. of BernsteinShur and Trustee of Concord

Regional VNA. This is an opportunity for you to learn some fundamentals for you to consider when you establish your legacy plans. Topics will include bequests in wills or trusts, a lifetime gift, or gifts of special assets. This event is **Wednesday, April 25 from 5 - 6 p.m.** at The Common Man in Concord. Hors d'oeuvres and beverages will be served. While there is no charge to attend this event, registration is required. Please contact me at (603) 731-7757 or melissa.voutour@crvna.org to reserve your place.

We thank you for supporting Concord Regional VNA's Mission!

All the best,



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Concord, NH 03301
(603) 226-4848



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

Sunday, April 15, 2 - 3 p.m.
MainStreet BookEnds
16 East Main Street, Warner

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 "What Matters Most?" What would be most important to you if your life was shortened by a serious illness? What is essential to your quality of life? Explore the important question: At what point is the quality of life no longer worth the emotional and physical costs of maintaining it. Pre-registration is required. To register, visit www.crvna.org or call (603) 224-4093, ext. 5815. Underwriting is generously provided by Dignity Memorial.

Remembering Our Mothers

Monday, May 7, 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.

Spousal Loss Group

Thursdays, May 10 - June 28, 5:30 - 7 p.m.
National Association of Social Workers – NH Office
4 Chenell Drive #103, 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.

Life After Loss: Adult Grief Discussion Group

Tuesdays, May 22 - July 17, 5:30 - 7 p.m.
St. Paul's Episcopal Church
21 Centre Street, Concord

Eight-week discussions groups are led by trained group facilitators who provide grief support and education for adults coping with a recent loss. No group meeting is held July 3rd. There is no fee to attend. 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. Pre-registration is not required. For more information, call (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. 2828.

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 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 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 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.





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Personal Home Services *It's about you*

Many patients and community members utilize our private duty services for in-home personal care, companionship and homemaking. We offer different levels of assistance through our Personal Home Services program. For more information visit www.crvna.org or call (603) 224-4093.