



*The mission of Concord Regional Visiting Nurse Association is to improve the health of the people and communities it serves by managing illness and promoting wellness through all stages of life*

## Passion for Caring Event Sets New Support Records

In our largest annual *Passion for Caring* event, contributors, sponsors, volunteers, and 181 guests raised \$75,000 for the Concord Regional VNA Hospice House on May 7 at Company C. This year marks the 20th anniversary of the Hospice House.

During the event, Pauline Laliberte was named the recipient of the Kay Sidway Award, Ruth and Dr. Nick Perencevich were honored with the Donor Recognition Award, and Brittany Marshall was the recipient of the Eugene and Anne Slusser/Concord Regional VNA Hopkinton High School Scholarship.

### Pauline Laliberte Honored With Kay Sidway Award



*Pauline Laliberte is all smiles after receiving the Kay Sidway Award.*

The Kay Sidway Award honors individuals who have devoted themselves to the education, nurturing, and well-being of families. The award began in 1998 when it was presented to Kay Sidway for her endless love and commitment to the children of the Concord community.

As a longtime K-12 Social Worker in the Bow School District, Pauline truly goes above and beyond in her work and support of students, families, and staff. She is well-known for identifying a need and searching for solutions.

Pauline helps connect students and families with key resources. She gives her time and supports families during their most difficult moments. Her office, car, and home are frequently full of donations that she collects and in turn delivers the items to students and families in need. Also, no family in need ever goes without a holiday meal or a gift for Christmas.

She has helped a countless number of students attend camp through her cooperation and connections in the community. Pauline works tirelessly to help educate students, families, and

staff about suicide prevention and leads human services group meetings that inform participants about local resources. She works with Concord Regional VNA in supporting bereaved students when their classmates or their parents have been diagnosed with a terminal illness. On behalf of children with special medical care needs, Pauline also works collaboratively with our agency's pediatric nursing staff to ensure these children receive the care and support necessary.

### Ruth and Nick Perencevich Receive Donor Recognition Award

Ruth and Nick Perencevich received the Donor Recognition Award. They are dedicated and loyal supporters of Concord Regional VNA, as well as countless other charitable organizations. As a result, they have quietly touched the lives of so many people.

Nick served on the Concord Regional VNA Board of Trustees and was a member of our Quality Improvement and Patient Safety Committee. His advice and recommendations were invaluable and helped our agency continue meeting its mission. He also served on the Concord Hospital Board of Trustees while he was the Concord Hospital Medical Staff President. Ruth is an active member of the Capital Region Advisory Board for the New Hampshire Charitable Foundation along with serving as a volunteer for numerous organizations.

For years, they have contributed to the agency in many ways including to Hospice *Lights of Life*, the 10-year Capital Campaign for the Concord Regional VNA Hospice House, and *Passion for Caring*.

### Hopkinton High School Senior Awarded Eugene and Anne Slusser/Concord Regional VNA Scholarship

Brittany Marshall, a Hopkinton High School Senior, was awarded the Eugene and Anne Slusser/Concord Regional VNA Scholarship.

The scholarship is presented to a Hopkinton High School senior who will attend college in pursuit of a degree in science, math-

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## 2014 CRVNA Board of Trustees

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## A Message From Mary

Thanks to the tremendous generosity of our community, Concord Regional VNA welcomed its first resident at the Hospice House 20 years ago on April 18. It was an extra special day as Concord also became the site of the first Hospice House in the State. Since that time, the one constant our agency strives for remains – to provide the best possible care for patients and to treat them and their family members with the dignity and respect they deserve.

The greater Capital area and beyond is fortunate to have a valuable resource like the Hospice House where residents can attain an increased quality of life by having 24/7 nursing care. Many people who stay and families and friends who visit describe it as a home “where families can be families.”

Throughout the year, our agency receives many heartwarming and thoughtful comments from families and friends who share their experiences.

“I still look back on Dad’s stay at Hospice House as one of the highlights of his waning months. He really enjoyed all of you and felt very well cared for. I think he counted you all as friends joining him on the journey. Your collective care was a blessing for our family. As his advocate, I always felt supported.”

“Your facility’s staff treated him with kindness, compassion, and respect. You treated family with care. We visited as often as we could and always felt comfortable and treated well.”

“The Hospice staff did a wonderful job responding to family concerns, communicating about where my father was in the process of dying, and treating him as gently as if he were their own father.”



Mary DeVeau, President/CEO

“I will always be grateful to the people at the Hospice House who helped us turn my mother’s last days into a celebration of life, instead of a vigil of death.”

**At times, our team members are also mentioned in obituaries:**

“Our family would like to send a sincere thank you to the most wonderful Hospice Nurse Karen Lang. We couldn’t have done this without you.”

“His family would like to extend a special thank you to the Concord Regional VNA Hospice House for the tremendous care they showed Robert.”

What makes us special is our depth of services and more than 40 years of providing hospice care in the community. As we mark the 20th year anniversary of the Concord Regional VNA Hospice House, please feel free to share your memories on our Facebook page and as always, thank you for choosing Concord Regional Visiting Nurse Association.

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 Visiting Nurse Association, 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 Visiting Nurse Association is a not-for-profit, community-based healthcare provider that serves people of all ages in central New Hampshire. We provide home care, hospice, personal home services, maternal and child services, pediatrics, and community health services. In fiscal year 2013 and in consonance with our mission, Concord Regional VNA provided more than \$3.5 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 CRVNA. Pg 1 Pauline Laliberte photo by JoyMark Photography; Pg 2 Mary DeVeau photo by JoyMark Photography; Pg 3 Board of Trustees photo by JoyMark Photography; Pg 8 Kay Sidway Award recipients photo by JoyMark Photography.

# NEWS at Concord Regional VNA

## New Community Health Worker Program Begins

The Concord Regional VNA Board of Trustees voted to utilize funds from the Audrey M. Lindgren Trust gift to help us deploy a Community Health Worker to teach adults (over 65 years of age) how to manage their ongoing health conditions and lower their risk of being re-hospitalized.

Community Health Workers are frontline public health workers who engage adults and motivate them to be active participants in their own health through a range of activities such as outreach, community education, informal counseling, social support, and advocacy. Participants in the program are referred to the Concord Regional VNA Community Health Worker by a nurse navigator from a Concord Hospital Medical Group medical practice.

Adults want to stay in their homes longer and this program fosters continued independence, enhances their quality of life, and results in cost savings. The goals are to improve health outcomes and healthcare utilization while increasing the target population's knowledge and ability to self-manage while improving awareness of their health issues.

## Home Care Nurses Participate in Clear Path Project

Concord Regional VNA is participating in the Clear Path Project, a mental health nursing program that improves our clinical staff competency for caring for home care patients with depression, bipolar, anxiety, and dementia. This is a year-long educational program offered by the Home Care Association of New Hampshire.



## New Trustees Named

The Concord Regional VNA Board of Trustees named **Amelia Larsen Curti**, **Michelline Dufort**, and **Timothy Lesko** as new trustees. Larsen Curti is a Real Estate Agent with Ruedig Realty and a member of the Leadership Greater Concord Class of 2014. Dufort is a Business Relations & Public Affairs Strategist for Cookson Strategies, and a member of the NH Supreme Court's Attorney Discipline System Hearings Panel and Board of Directors for the Greater Concord YMCA. She also serves on multiple committees on the NH Business & Industry Association.

Lesko is a Principal in Portfolio Management with Granite Investment Advisors, and a member of the New Hampshire Estate Planning Council and Board of Trustees for the Capitol Center for the Arts in Concord. In addition, **Susan Heinecke** and **Steven Lauwers, Esq.**, were recognized for serving 12 years as trustees. The Board of Trustees serves as the governing body of Concord Regional VNA.

## Grants Received

Our agency's Medication Reconciliation Program was awarded \$25,000 from the Concord Hospital Community Services Fund. The Concord Hospital Healthy Beginnings Endowment awarded \$7,000 to Baby's First Homecoming. Merrimack County awarded \$5,000 to Concord Regional VNA for Senior Health Clinics that are offered in 14 communities in the county. The Benjamin Couch Trust awarded \$2,500 to Concord Regional VNA for the purchase of iPads to enhance our educational program offered to adults.

*The Concord Regional VNA Board of Trustees (sitting l-r) Jessica S. Pollack, APRN, Representative at Large, Marianne Fleischmann, MD, Vice Chair, Susan Heinecke, Kathleen Ames, Chair, Mary DeVeau, President/CEO, Vera Buck, Esq., Patricia Bourgault, and Amelia Larsen Curti. Standing l-r Charlie J. Fanaras, RPh, Melvin J. Severance, CFP, Steve Lauwers, Esq., Paul Greenan, Mark T. Broth, Esq., Treasurer, Christopher Parkinson, Deacon Winton DeRosia, and Andrew B. Eills, Esq., Secretary.*

# Staff Happenings

## Employee Scholarship Award Recipients Announced

**Judy Tardif**, PT, was named the winner of the Eugene and Anne Slusser Scholarship. 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. **Kim Tucci**, RN, was 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. **Jamye Cutter**, RN, was the winner of the Ruby Rainie Nydegger Scholarship. The scholarship was established in honor of Dr. Robert C. Nydegger's late wife, Ruby, and her lifelong support of the mission of Concord Regional VNA, her dedication to nursing, and her love of children.



*Jamye Cutter, RN, was named the winner of the Ruby Rainie Nydegger Scholarship.*

## DeVeau Presents at VNAA Annual Meeting

**Mary DeVeau**, RN, MSM, President/CEO, and **Betsey Rhynhart**, Director of Program Development at Concord Hospital, presented "System Partnerships to Support Innovation and Transformation" at the Visiting Nurse Associations of America's (VNAA's) 32nd Annual meeting.

## Hospice House Nurse Receives BSN Degree

**Jacquelyn Salas**, RN, obtained her Bachelor of Science in Nursing degree from Franklin Pierce University.

## Nurse Receives Hospice and Palliative Care Certification

**Cara Leuchtenberger**, RN, Hospice Admission Nurse, obtained certification through the National Board for Certification of Hospice and Palliative Care Nurses.

## Team Members Participate in MyElders Series

**Laurie Farmer**, LICSW, ACHP-SW, Vice President of Hospice, **Ruth Nadeau**, OT, Director of Home Care, and **Keliane Totten**, M.Ed., MCHES, Director of Community Benefits, participated on the MyElders panel discussions open to the public. The series focused on caring for aging loved ones and was presented by Concord Hospital Center for Health Promotion in collaboration with Concord Hospital Trust. It was sponsored by Presidential Oaks.

## Hutton, Kennedy Retire

**Beth Hutton**, RN, retired after 30 years of service and **Lyla Kennedy**, RN, retired following 10 years of service to Concord Regional VNA and the community.

## Employee Service Awards

The following employees were honored at the Annual Staff Appreciation Event on March 26.

### 35 Year Award

Linda Blackey



*Linda Blackey, LNA, is congratulated by Mary DeVeau, RN, MSM, President/CEO, for 35 years of service to Concord Regional VNA and the community.*

### 20 Year Awards

Linda Flewelling  
Bette Parker  
Bonnie Pratt  
Violet Rounds  
Judy Tardif

### 15 Year Awards

Crystal Booth  
Maureen Gilbert-Thibault  
Paula Knight  
Mary McKillop

### 10 Year Awards

Heather Birch  
Laurie Brooks  
Ellen Hawkes  
Patti McTigue  
Susanne Muller

### 5 Year Awards

Angela Andrews  
Amanda  
Beauchesne  
Kendra Belair  
Michelle Bergeron  
Pamela Breen  
Roxanne Campbell  
Martha Cloutier  
Denise Durgin  
April Elder  
Christina Lamphere  
Brenda Long  
Cindy Marois  
Jacqueline Miner  
Cheryl Mouris  
Jacquelyn Salas  
Cynthia St. Onge

## Loretta Petrin Receives Tony Lomartire Memorial Volunteer Award



Loretta Petrin (c) receives the Tony Lomartire Memorial Volunteer Award from Keliene Totten (l), Director of Community Benefits, and Laurie Farmer (r), Vice President of Hospice.

Loretta Petrin received the Tony Lomartire Memorial Volunteer Award at the Annual Volunteer Appreciation Lunch on April 25.

Loretta has been a constant in the Medical Records Office for more than 10 years. Every Thursday morning, she files records and stays until the last paper is filed. Not only does she file, but since Loretta is a nurse by trade,

she asks questions about specific items and whether they should remain in a patient's medical record. Before volunteering in Medical Records, she assisted the Development Office with mailings and our Hospice *Lights of Life* program.

Keliene Totten, our Community Benefits Director, said she has fond memories of working on development mailings with Loretta and Tony and considers her a great example of how to stay active and engaged.

This is the seventh year of the volunteer award. Tony Lomartire was a volunteer with Concord Regional VNA for 27 years until he passed away in 2007. A Hospice Remembrance Wall inscription in his memory reads "CRVNA Honors Tony Lomartire, a good man, a kind soul, a gentle spirit."

## Volunteer Service Awards

The following volunteers were honored at the Annual Volunteer Appreciation Luncheon celebration on April 25.

**15 Years of Service**  
Mary Lou MacKnight

**10 Years of Service**  
Suzanne Allison  
Sara Darling  
Conrad Levasseur  
Beverly Schultz  
John Sheehy

**5 Years of Service**  
Lisa Challendar  
Lynne Garvey  
Diane Mullen  
Sharon Savoy  
Elaine Whitehead  
Dennie Yianakopolos

Learn more about Concord Regional VNA volunteer opportunities at [www.crvna.org](http://www.crvna.org), call (603) 224-4093, ext. 2826, or e-mail [laurie.brooks@crvna.org](mailto:laurie.brooks@crvna.org).

## Become a Volunteer Peer Leader for Better Choices, Better Health™

Join us for a four-day leader training session on June 5, 6, 9, and 10 to become a Volunteer Peer Leader to help others who have ongoing health conditions such as arthritis, diabetes, heart or pulmonary disease, chronic pain, or depression.

Better Choices, Better Health™ is an evidence-based, six-week program

that helps people build confidence and knowledge around managing their ongoing health condition. Peer Leaders are teamed with another facilitator to help people set achievable goals, find support and determine solutions to problems, make daily tasks easier, manage stress, and work more effectively with their healthcare team.

For more information, please call (603) 224-4093, ext. 5815 or e-mail [stacey.nolin@crvna.org](mailto:stacey.nolin@crvna.org).

Better Choices, Better Health™ is made possible with the support of the Lincoln Financial Foundation.

# Community Commitment

The Concord Regional VNA Hospice House is a home to residents and a workplace for a team of healthcare professionals that must provide 24/7 medical and non-medical care. Just like any house, there are necessary upgrades that must be addressed.



The Concord Regional VNA Hospice House has been open to the community for 20 years.

## Making a Lasting Remembrance at the Hospice House

Each year we offer families whose loved ones have passed away the opportunity to include a memorial inscription on our Remembrance Wall. An inscription is a wonderful tribute to your loved one, as well as an expression of appreciation of the care and services we provide. This attractive glass wall, located in the Susan McLane Garden next to the Concord Regional VNA Hospice House, is a place of lasting remembrance.

Individual inscriptions of two lines may be included for a donation of \$500. Call (603) 224-4093, Ext. 5807 for details. To be included in the early autumn engraving we request your kind support and completed form be returned by the July 31, 2014 deadline.

### Passion for Caring - Continued from page 1

ematics, and/or health related field. Brittany is attending the University of New Hampshire to pursue a degree in Mechanical Engineering. She wants to further her education to become a biomechanical engineer.

In addition to the host and lead sponsors of the *Passion for Caring* event, sponsors included Atlantic Charter Insurance, Concord Imaging Center, Concord Orthopaedics, PA, Dartmouth-Hitch-

cock Concord, Elektrisola, Inc., Sanel Auto Parts Co., Associated Grocers, Bridge & Byron, Inc., Harvest Capital Management, Inc., Home Care Specialists, Inc., Martignetti Companies of New Hampshire, McKesson Medical Surgical, Merrimack County Savings Bank, Metzger/McGuire, New Hampshire Distributors, New England Employee Benefits Co., Inc., New Hampshire Oncology-Hematology, St. Paul's School, and The Rowley Agency, Inc.

One of this year's projects is the kitchen renovation. The design and layout of the kitchen is not ideal for residents and the hospice team. Oftentimes when trying to prepare food and drinks, items are in alternate sections making it difficult to deliver meals in a timely manner. The kitchen renovation will offer a more manageable workflow that will help staff serve residents more quickly.

A family and visitors area will be initially constructed outside the kitchen. This area will include a sink and a microwave and can be used while the existing kitchen is being renovated. The family and visitors area will remain after the renovation is completed. Inside the kitchen, there will be new cabinets, flooring, and countertops, as well as new appliances.

For information on how you can support the upcoming kitchen renovation, call (603) 224-4093, ext. 5807.

*Caught in the act of caring.*

|   |  |
|---|--|
| <p><b>Home Care</b></p> <p>"I wish to express my 'thanks' to your group of visiting nurses that were at my home after my fall. They were as friendly and caring individuals as I have ever had the pleasure of knowing."</p>          | <p><b>Pediatrics</b></p> <p>"As a new mom, it was so nice to know that we had someone looking out for us as we worked to get my daughter eating."</p>  |
| <p><b>Hospice</b></p> <p>"Thank you so much for your constant support and compassion throughout the latter stage of mom's illness and passing. To be able to be her daughters again and to focus on our family was truly a gift!"</p> | <p><b>Community Health Services</b></p> <p>"Thank you for the skills you have given us so that we can better live our lives happily and productively. I feel I better know how to handle a chronic condition."</p> |

**There is still time to help your community members in need. Have you seen our Spring Appeal? We streamlined the look to use more of your dollars where they are needed the most. Make your gift at [www.crvna.org](http://www.crvna.org) or call (603) 224-4093, ext. 5807.**

# Upcoming Community Programs

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

## **Better Choices, Better Health™**

**Thursdays, June 12 - July 17, 9:30 a.m.- Noon**  
**Pillsbury Free Library**  
**18 Main Street, Warner**

Learn how to effectively self-manage your chronic condition and improve your activity levels during this six-week program. There is no fee to attend this program. This program is made possible with the support of the Lincoln Financial Foundation. To register, call (603) 224-4093, ext. 5815 or visit [www.crvna.org](http://www.crvna.org).

## **“A Matter of Balance”**

**Tuesdays, June 24 - August 12, 2 - 4 p.m.**  
**Havenwood-Heritage Heights**  
**33 Christian Avenue, Concord**

This nationwide, evidence-based program uses recommendations from healthcare professionals, experiences of participants, and exercise to help adults prevent falls and conquer their fear of falling. There is no fee to attend this program. To register, call (603) 224-4093, ext. 5815 or visit [www.crvna.org](http://www.crvna.org).

## **Newly Bereaved**

**Wednesday, June 25 & Tuesday, August 26, 6 - 7:30 p.m.**  
**Concord Regional VNA Hospice House**  
**240 Pleasant Street, Concord**

These sessions provide grief education and support for those who have experienced the recent loss of a loved one. These sessions do not require pre-registration. For more information, call (603) 224-4093, ext. 2828 or e-mail [Carmella.Dow@crvna.org](mailto:Carmella.Dow@crvna.org).

## **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 can be made by calling (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 every month from 6 to 7:30 p.m. at True Brew Barista in Gibson's Bookstore, 45 South Main Street in Concord. For more information, call (603) 224-4093, ext. 5815.



*Our Monthly Dying to Talk Cafes are offered at True Brew Barista in Gibson's Bookstore in Concord.*

## **Monthly Walk-In Wednesdays**

Do you have questions about in-home support, end-of-life care, community health services, or your advance directives? Here is your opportunity to get your questions answered. This free program is on the fourth Wednesday of every month from 10 a.m. to noon at Concord Recreation Senior Program, 14 Canterbury Road in Concord on a first-come, first-serve basis. For more information, call (603) 224-4093, ext. 5815.

## **Monthly Capital Area Memory Cafes**

Come socialize and build relationships with others who have memory impairments and their family members. This free program is on the third Wednesday of every month from 2 to 4 p.m. at Granite Ledges of Concord, 151 Langley Parkway. For more information, call (603) 224-4093, ext. 5815.

**Return Service Requested**

## *Serving Central New Hampshire Since 1899*

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Hooksett • Hopkinton • Loudon • Manchester • Northfield • Northwood •  
Pembroke • Penacook • Pittsfield • Salisbury • Suncook • Warner •  
Washington • Weare • Webster • Windsor



*Previous winners of the Kay Sidway Award include (sitting l-r) Dr. Maureen McCanty, Leslie Manning, Nancy Bartlett, Pauline Laliberte, Susan Heinecke, and Mary Stuart Gile. Standing (l-r) Dr. Skip Devito and Dr. Oge Young. Not pictured are Kay Sidway, Pauline Lacroix, Donna Raycraft, The Honorable Kathleen McGuire, Mary Jane Wallner, Karen Desmarais, Dr. Douglas Black, Mary-Sue Tuuri, and Jacquie Pope.*

**Sign up for our e-newsletter and stay up-to-date on the news, program updates, and information about Concord Regional VNA. Visit [www.crvna.org](http://www.crvna.org) to register!**