



# VNA at Home

THE NEWSLETTER OF THE LAKE SUNAPEE REGION  
VISITING NURSE ASSOCIATION

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## Grateful to be at Home


“WE LAUGH ALL THE TIME!”

- Joan Bucklin, New London

Joan Bucklin of New London and Pat Glidden, LNA, one of several staff who assist Joan in her home, have a very special bond. “We laugh all the time. I really look forward to our visits” says Joan, a retired attorney who was instrumental in the founding of the VNA’s hospice program in 1990. “We have gotten to know each other’s habits and are very comfortable around one other. We have our favorite lunch places, and I get out almost every day. I know that staying active is keeping me healthier” says Joan. That level of comfort is critical to quality care and to the client’s sense of security. “Scheduling in-home visits in our vast service area is challenging, and although we can’t guarantee the same caregiver will make all the visits to a particular client, we strive for this consistency as much as possible” says Kathy Labbe, Director of Long Term Care. Pat and Joan joke about the day Pat forgot about daylight savings time and arrived at Joan’s home an hour early. Pat was concerned that Joan wasn’t there to greet her until she



Joan Bucklin and Pat Glidden

realized her error and found Joan still sound asleep! “Knowing that someone is going to visit brings enormous comfort to the client and their family” says Kathy Labbe. Joan knows the VNA well, having also received skilled nursing care and physical therapy after hip replacement surgery last year. “Once a person has gotten one service from the VNA, it is so much easier to transition to a different level of care because we already know you” says Kathy Labbe. Having lived in her New London home since 1972, Joan has no plans to live anywhere else. The VNA considers it a privilege to make this possible for people like Joan. 

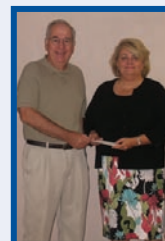
## Important Facts

About Assisted Living at Home:

- **Services are available 2 – 24 hours:** This can be any number of hours, including overnights.
- **Homemakers provide important and needed non-medical services.** These include shopping, errands, meal preparation, light housekeeping and more.
- **LNA’s and PCSP’s provide additional hands on care:** Licensed Nursing Assistants and Personal Care Service Providers take our depth of care one step further by helping with bathing, dressing and other hands-on care.
- **Services are offered in more than 17 towns:** We strive to accommodate people anywhere in our 17-town service area, and beyond if staffing is available.
- **Staff are carefully oriented and trained.** In addition to a comprehensive orientation, staff have had reference and background checks and are fully covered by the VNA’s liability insurance.

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### Our Mission

is to provide comprehensive health care services that support the dignity and independence of individuals and families in partnership with physicians and other health care providers.


## President's Message

As a community-based organization, one of our primary responsibilities at Lake Sunapee Region VNA is to continually gather information about what services and programs residents of our community need. By 2020, the New Hampshire population over 65 is expected to grow 177%. One in four households is involved in care giving to persons aged 50 and up. Sixty-four percent of caregivers of the elderly are employed and spend an average of 18-40 hours per month caregiving.

According to a 2004 AARP study, the number one concern of seniors is how to stay in their own homes. They recognize that they will have to make changes in order to continue to do so. Personal support services will be the primary need, with skilled home health care needed for short intervals.

When you choose home health, hospice or personal support services your choice should be made based on how care is coordinated, the information and education provided, the emotional support given, the involvement of family, and the respect for your preferences. We are adding new personal support services each year ranging from telehomecare for managing illness to bed, bath and breakfast services.

We value the opportunity and privilege to care for you and your loved ones. Our pledge to you is to provide the kind of care we would give our own family members, and to use the feedback we get from you to continually improve.

Anyone can make a referral. We will do an evaluation at no charge and help you determine a plan to keep you or your loved one safe and secure at home. It's comforting to know you have a choice. 

Andrea Steel  
President and CEO



Andrea Steel

## PHILANTHROPY Charitable Giving: Fiscal Year in Review

(10/01/05 - 9-30-06)

UNRESTRICTED ANNUAL GIFTS	\$92,000
BEQUESTS	\$2,000
UNRESTRICTED MAJOR GIFTS	\$97,000
GRANTS & GIFTS TO SPECIFIC PROGRAMS	\$54,000
MEMORIAL GIFTS	\$70,000
RENAISSANCE SHOPPE*	\$76,500
SPECIAL EVENTS	\$24,000

\*A donation matching the Shoppe's first-year proceeds is included in the total reported under major gifts.



(l-r) Ward O'Neill, Chair of LSRVNA Board, accepts a gift of \$8,000 from Lynne Haney and Amina Nahabet representing proceeds of the first annual charity auction sponsored by the Affiliates Committee of the Sunapee Board of REALTORS

## Donate While You Dine!


Thursday's Child on November 2, 2006, a philanthropic endeavor of the New London Inn, donates 50% of it's profits that evening to support the work and mission of the VNA. We thank the New London Inn for giving back in an important and delicious way.

"The miracle is this: the more we share, the more we have."—Leonard Nimoy

# Volunteer Focus

## HOSPICE VOLUNTEERS...

...the many gifts they bring

More than 30 hospice volunteers, all of whom complete an in-depth, 12-week training, enrich the lives of hospice patients every day. These extraordinary individuals contribute more than 750 hours each year providing direct care to patients and drive more than 2,000 miles to do so. Whether it be in the home, nursing home or hospital setting, these volunteers are able to devote the time not always available to staff. Volunteer visits can last anywhere from 15 minutes to several hours and involve almost any activity - reading, listening to music, talking, playing games, organizing photographs, going out to lunch or dinner – and more. “Our volunteers are very skilled in communication and have the time to listen, talk and reminisce with patients, critical parts of the hospice patient’s journey” says Meg Ames, Volunteer and Bereavement Coordinator. Volunteers can rekindle the interest patients enjoyed in their lives but may have lost touch with, such as gardening, antiques, music, history or anything of meaning to the patient. This reinforces the VNA philosophy that hospice is ‘about how you live’, however long that may be. One volunteer brought tactile items to a patient who was blind, evoking memories by touching items such as a silk scarf, a feather and a pine cone. Volunteers also help to care for the caregivers by providing respite to family members and others. Their invaluable gifts support the entire family, and many volunteers stay in touch with family members after the death of the patient because the bonds are so strong. For more information, contact Meg Ames at 603.526.4077 or [mames@lakesunapeevna.org](mailto:mames@lakesunapeevna.org). 

# Staff News .....

## A Snapshot of Our Team

People are the most precious asset of the VNA. It is the human factors of dedication, compassion and competence that have been at the heart of our mission since 1970.



*Alison Vernon and Meredith Britton at the 2006 Staff Recognition Party*


### Who Are We?

- 27 RN's (Registered Nurses)
- 29 LNA's (Licensed Nursing Assistants)
- 7 LPN's (Licensed Practical Nurses)
- 4 PCSP's (Personal Care Service Providers)
- 11 Homemakers
- 7 Physical Therapists
- 3 Occupational Therapists
- 2 Social Workers
- 2 Spiritual Caregivers
- 24 Administrative/Office

### Longevity

- 4 staff have been at the VNA for more than 20 years
- 8 staff have been at the VNA for 15 –20 years
- 21 staff have been at the VNA for 10 – 15 years
- 6 years is the *average* length of employment

### Residency

- 20% live in Newport
- 15% live in New London
- 11% live in Sunapee
- 7% live in Claremont
- 5% live in Bradford
- 5% live in Newbury
- 37% remaining live as far as Concord, NH and S. Royalton, VT! 



## LSRVNA Services

From prenatal to end of life care:

- Skilled nursing care
- Infusion therapy
- Telemedicine & Lifeline technology
- Oncology care
- Psychiatric care
- Wound care, diabetes management and other specialty areas
- Pediatric Services including support groups and care for acutely ill children
- Cardiac assessments
- Rehabilitation therapy including physical, occupational, and speech
- Home safety appraisals and nursing assessments
- Health education
- Clinics including blood pressure, foot and immunization
- Medical social services
- Licensed Nursing Assistants and personal care aides
- Homemakers and companions
- Assisted Living at Home services
- Respite care
- Nutrition counseling
- Hospice and Palliative care for adults and children
- Pain and symptom management
- Spiritual Care
- Support Groups

## In This Issue


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### ASSISTED LIVING AT HOME... Challenge us with your needs!

*cont'd from page 1*

With a goal to keep people safely in their own home for as long as possible, assisted living at home services are making that possible for more and more people. “Each person’s situation is unique, so we strive to create a package of services to fit those personal needs” says Kathy Labbe. Homemakers help with errands, light housekeeping, meal preparation, pet care, laundry, ironing, shopping, and even organizing photographs. “We have also recently hired and specially trained PCSPs (Personal Care Service Providers)” says Labbe. Like LNA’s, they can give hands-on care, but at a more affordable rate for clients who can direct their own care. At a time when the population of New Hampshire is aging at an extraordinary rate, the demand for services in the home is also expected to grow dramatically. “We are taking steps every day to help ensure these services are available for our community” says Labbe. 

For information about services and payment options, contact Kathy Labbe at 603- 526-4077 or at [klabbe@lakesunapeevna.org](mailto:klabbe@lakesunapeevna.org).

We are happy to share the corrected list of individuals who have made a gift *in memory Barbara Littlefield.*

Ms. Diana L. Allen	Mr. Lloyd Littlefield
Mr. and Mrs. Jay H. Anderson	Mrs. Mary A. Maguire
Mr. and Mrs. David K. Bowen	Mr. and Mrs. Fred Masterson
Mr. and Mrs. Charles M. Bryan	Ms. Ginie Murphy
Mr. Arthur F. Clarke	Mr. and Mrs. Paul Obymako
Mrs. Hilary P. Cleveland	Mr. and Mrs. Robert P. Odell, Jr.
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Ms. Brenda Cochrane	Ms. Evelyn L. Pearson
Ms. Gwen Copeland	Dr. and Mrs. William T. Pike
Mr. and Mrs. Robert T. Cottrill	Proctor Academy
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Mr. and Mrs. Robert E. Kren	Mr. and Mrs. George Templin
Ms. Suzanne G. Lamphere	Mr. and Mrs. Robert C. Vernon
Mr. and Mrs. Anthony R. Lazzaro	Dr. and Mrs. Melvin Vulgamore
Ms. Adrienne Lauridsen	

***“It’s comforting to know  
you have a choice.”***

**Choosing a VNA to provide care  
is just that ... your choice. We  
thank all of you who have selected  
LSRVNA for your needs.**