



# VNA at Home

THE NEWSLETTER OF THE LAKE SUNAPEE REGION  
VNA & HOSPICE

VOL 1 • NO 4  
SUMMER 2010

## The Renaissance Shoppe...

*where the community, both donors and shoppers, and an extraordinary group of dedicated volunteers are making a difference!*

**S**ince its opening in 2004, total funds raised by The Renaissance Shoppe in support of the vital services of Lake Sunapee Region VNA & Hospice has reached \$600,000 and going strong. It's amazing how much can be raised ... one lamp, one chair, one serving bowl at a time!

*Renaissance Shoppe volunteers also created the July 7, 2010 Gala - "Nostalgia at King Ridge"- which generated additional revenue for LSRVNA.*



Joanne Hughes proudly presents a check from the "Nostalgia At King Ridge" event to Scott Fabry RN, President and CEO

### WHAT IS THE RENAISSANCE SHOPPE?

The Renaissance Shoppe is a high quality re-sale shop featuring furniture, antiques, collectibles, china, jewelry and more. All inventory is donated by generous members of our community, and there is something for every taste and budget (see page 4).

### WHO BENEFITS FROM THE SHOPPE?

All proceeds benefit the vital programs of Lake Sunapee Region VNA & Hospice. Because the Shoppe is staffed 100% by volunteers, there is minimal cost and maximum benefit. Community members benefit by finding quality items at affordable prices.

### HOW CAN I DONATE ITEMS?

Items can be brought to the Shoppe during regular hours. Arrangements can be made to have larger items picked up. Donations are tax-deductible as allowed by law and are always needed in order to keep inventory plentiful and interesting. If you're moving, down-sizing or just cleaning house, The Renaissance Shoppe might be the perfect home for items you no longer need ... but that someone else might!

*The Renaissance Shoppe is located in the lower level of the LSRVNA building on 107 Newport Road in New London. HOURS: Tuesday through Saturday, 10 AM - 4 PM. For information call 603-526-6711.*

### VOLUNTEER LEADERSHIP AT ITS BEST

Founders Joanne Hughes and Michele Holton, along with key volunteers Lyn Ferguson and Donna Vassar organize more than 30 dedicated volunteers who cover the Shoppe five days a week, six hours a day. Add to that the planning of special "Barn Sales", picking up and delivering items, rearranging inventory, pricing inventory, promoting the Shoppe and more. Their commitment is extraordinary!



Pictured l-r: Lyn Ferguson, Michele Holton Joanne Hughes and Donna Vassar





# 2010 – A Year of Celebration, Challenge and Opportunity




*Scott Fabry  
President & CEO*

2010 is proving to be an eventful year for Lake Sunapee Region VNA and Hospice (LSRVNA). Most notably, it is the 40th anniversary of your local VNA, a milestone marked by our summer celebration at King Ridge which, by all accounts, was wonderfully successful.

2010 is also proving to be a year of challenge. “Reform” of our health care system has become a central issue in our country, and recently ratified health care regulations will pose many challenges for health care providers. It is a time of change. There is, however, a flip side to both present-day and future challenges: Opportunity. I am proud to say that opportunity abounds for your VNA in 2010 and beyond. Why? In a nutshell, your VNA fills an important niche in the health care continuum. We provide safe, efficient, cost-effective care to community members in their homes. This niche provides home health professionals tremendous opportunity in the years to come.

We are embracing these challenges and opportunities. This is perhaps most evident in our recent expansion. Since this winter, your VNA has been providing care to the residents of the Upper Valley towns of Canaan, Enfield and Lebanon. Our expansion was driven by home health needs in these towns - needs that were communicated to us by physicians and other health care providers.

I am happy and proud to report that each month, LSRVNA is seeing more and more patients in the Upper Valley. These residents are learning, firsthand, what Merrimack and Sullivan County residents have known for years: If you need home health care, LSRVNA is the place to go.

You can be sure that whatever the future holds for health care, LSRVNA will be an invaluable cog in our regional health care system! 

With gratitude,  
*Scott Fabry, President*

## PHILANTHROPY AWARDS

For extraordinary dedication to the *Kearsarge Community Christmas Program*, Jen Ellis and Barbara Gurnsey were honored with the 2010 “**Excellence In Philanthropy**” award. There is no more fitting example of philanthropy – defined as a desire to improve the material, social and spiritual welfare of humanity – than this giving spirit which has made the holidays brighter for countless area children and their families for the past 6 years. Months before most people were thinking about the holidays, Jen and Barbara were making lists, shopping, sorting, wrapping and just plain working hard so that the magic of the holidays was present for as many children as possible.



*Jen Ellis pictured right.  
Barbara Gurnsey pictured left.*

We thank Jen and Barbara for their generous hearts and for reminding us of the difference we all can make.

### **Lake Sunapee Region VNA & Hospice Trustees**

Harry McGee,  
*Chair*

Michael Wood,  
*Vice Chair*

Courtland Cross,  
*Treasurer*

Lea Ayers LaFave,  
*Secretary*

Scott Fabry,  
*President & CEO*

Albert Barth

Donald Eberly, MD

Linda Ewing

Catherine Feeney

Robert Gaudrault

Maynard Goldman

Malora Gundy

Michele Holton

Joanne Hughes

Kristyn Jamieson

John W. Mueller

Ward O’Neill, *Ex Officio*

Richard Quinlan

Debra Sias Johnson

### **Community Health Services Trustees**

John W. Mueller,  
*Chair*

Scott Fabry,  
*President and CEO*

Cricket Cooper

Joan Huber

Deborah Stone

### **Hospice Medical Director**

John Kirk, MD

### **Our Mission**

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.

# Volunteering At LSRVNA...

**something for everyone!**

**Office Support:** Done mainly at the VNA office, volunteers help with filing, collating, copying, assembling packets, addressing and stuffing mailings, data entry and more.

**Parent Child Program:** Volunteers supervise and entertain the children while parents attend the support group, which meets weekly September through May.

**Clinics:** For flu and other clinics, volunteers support staff by assisting with greeting, registration and paperwork.

**Renaissance Shoppe:** Run 100% by volunteers, the Shoppe is open Tuesday – Saturday, 10 am – 4 pm.

**Lifeline:** Trained volunteers install *Lifeline* units, a push-button, in-home emergency response system.

**Good Day Respite:** Volunteers are integral to the program, which offers a safe and supportive environment for individuals with memory loss, by helping with activities, meals and more.

**Hospice:** Volunteers support hospice patients and their families by engaging in favorite activities of patients, sitting or talking with patients, providing respite for the caregivers and more. (Because of the special needs of hospice patients, there is a required 12-week training program for volunteers.)



## LSRVNA Services

**Skilled Care, Personal Care & Hospice Care**  
... in *your* home.

**Skilled Care** is an array of acute medical services which are delivered by registered nurses, nursing assistants, therapists and staff in specialty areas such as wound care, pediatrics, IV Therapy and more. Approximately 20,000 skilled visits are made in the home each year to patients of all ages, newborns to the elderly.

**Personal Care** offers a menu of non-medical services that assist with activities of daily living to help individuals remain safely in their homes. Services include meal preparation, light housekeeping, laundry, errands, shopping, companionship and more. Each year, approximately 50,000 hours of personal care are provided.

**Hospice Care** is provided at end of life, generally when a person's life expectancy is 6 months or less. The hospice philosophy celebrates quality of life rather than the length, making every moment meaningful. An exceptional team of nurses, aides, therapists, spiritual care providers, social workers and volunteers help patients and their families cope with complex physical and emotional issues at end of life.

# Staff News .....

Joy Donahue, RN was awarded the 2010 *Imagine the Possibilities Staff Award*. A talented nurse and dedicated member of the VNA team for 17



**Joy Donahue, RN**

years, Joy is a true professional and tireless advocate for her patients. Even in stressful and chaotic situations, Joy enters the home and takes control. Her knowledge, calm demeanor and compassion convey to the patient and family that they are in expert hands. Here are just a few comments made by fellow staff: "I can't say enough except that I often look to Joy for answers before anyone else." "When Joy is on a case you just know everything will be alright." "A terrific and empathetic listener. You know she cares ... you feel it in your gut." "There's no such thing as indispensable, but Joy comes close."

**Dawn Forbes Dickson, SLP, CBIS** joined LSRVNA in July as a Speech Pathologist. Previously, Dawn worked for Alice Peck Day Hospital, Dartmouth Hitchcock Medical Center and VNA &



**Dawn Forbes Dickson, SLP, CBIS**

Hospice of VT/NH. She remains the Speech Pathologist for the Multiple Sclerosis Clinic of New Hampshire in Concord. Dawn brings further expertise as a Certified Brain Injury Specialist (CBIS), certification received through the Brain Injury Association of America. This advanced training supports the growing need to establish accepted competency standards for the education of professionals working with individuals with brain injury, and complements Dawn's background in dealing with neurological trauma.

As we remain committed to providing the highest quality care possible, we are proud to have Joy and Dawn on our team.

## In This Issue

A Special Message from  
 the President

Philanthropy Awards

Volunteering At LSRVNA

LSRVNA Services

Staff News

2010 Annual Fund  
 Reminder



1-800-310-4077 • (603) 526-4077 • [www.lakesunapeevna.org](http://www.lakesunapeevna.org)  
 Medicare Certified • New Hampshire Licensed • A United Way Agency

A sampling of items that can be found in The Renaissance Shoppe. Inventory changes weekly so stop by often.



**LAKE SUNAPEE REGION VNA & HOSPICE ... SERVING MORE THAN 20 COMMUNITIES IN THE LAKE SUNAPEE AND UPPER VALLEY REGIONS OF NEW HAMPSHIRE!**



## 2010 ANNUAL FUND REMINDER

The *Annual Fund* is one of the most significant ways to sustain the vital services of Lake Sunapee Region VNA & Hospice. Without annual donations and other charitable giving, programs might need to be limited or even eliminated. It is philanthropy that bridges this gap. That is why your support has never been more important than it is right now. Please help us improve lives, one person at a time, with a generous gift to the 2010 *Annual Fund*.

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

**Selecting the home health agency that best meet your needs is *your choice* and *your right*. We thank everyone who has chosen Lake Sunapee Region VNA & Hospice for care.**