



Hospice News

November is National Hospice & Palliative Care Month, making this a perfect time to talk about Hospice Care – what it is and certainly what it is not. Let's start with what it is.

At the center of hospice and palliative care is the belief that each of us has the right to die pain-free and with dignity and that our families will receive the necessary support to allow us to do so. Though care is primarily based in the home, enabling family members to remain together in peace, comfort, privacy and dignity, care may also be provided in a group home, nursing home or, yes, even in a hospital.

Hospice focuses on caring, not curing. A hospice team includes a Medical Director, skilled nurses, nursing assistants, social workers, spiritual counsel, a bereavement coordinator and volunteers. In many cases, additional disciplines may be added to the patient's team. The hospice team develops a care plan that meets each patient's individual needs for pain management and symptom control. Care also includes assisting the patient with the emotional, psychosocial and spiritual aspects of dying, provides hospice care related drugs, medical supplies and equipment, coaches the family on how to care for the patient and provides bereavement care and counseling to surviving family and friends for up to 13 months.

Hospice is not a new idea or a fad. In fact, the term "hospice" (from the same linguistic root as the word "hospitality") can be traced back to medieval times when it referred to a place of shelter and rest for weary or ill travelers on a long journey. The name was first applied to specialized care for dying patients by physician Dame Cicely Saunders, who began her work with the terminally ill in 1948 and eventually went on to create the first modern hospice - St. Christopher's Hospice - in a residential suburb of London.

Hospice is not for everyone – it must be entered with the full consent and understanding of both the patient and his/her network of support. Hospice is not rigid and does not preach – it allows each patient to define his or her own experience. Hospice is not a "cure" – it is concerned with relieving pain, providing a quality end of life experience and providing support.

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My Story – by Jenn Legassie, Hospice Director

Every day I see family members of our hospice patients go through various stages of grieving. I follow the course of every empathetic Hospice Nurse and give constant, heartfelt support to them. The tears, anger and emptiness these families endure tugs at my heart strings every time.

Recently, I lost my Grandmother. A tough, feisty woman with end stage Alzheimer's dementia. Her disease process was slow. It took 15 years for her to succumb to this horrible disease and be at peace. After her death, I realized several things: this wasn't the first time I had lost her, the disease has taken her from me many years ago; that the tears, anger and emptiness I helped families of patients go through was now happening to me.

I realized that what I needed most was someone who could give me constant support, someone who had cared for and knew my Grandmother to console me. I needed a person that somehow connected me to my Grandmother.

During this time, I realized I needed the support of a Hospice team whose empathetic hearts, kind souls and vast knowledge of the grieving process could help me navigate through this roller coaster ride of emotions and see that there is a way to feel happy, feel at peace after my Grandmother's passing. I realized what my hospice team does every day is invaluable and they are an amazing group of caregivers.

I wish that everyone who loses a loved one could have such a dynamic support team surrounding them, caring for them and sharing memories that help to guide them past sadness and into a place of peace.

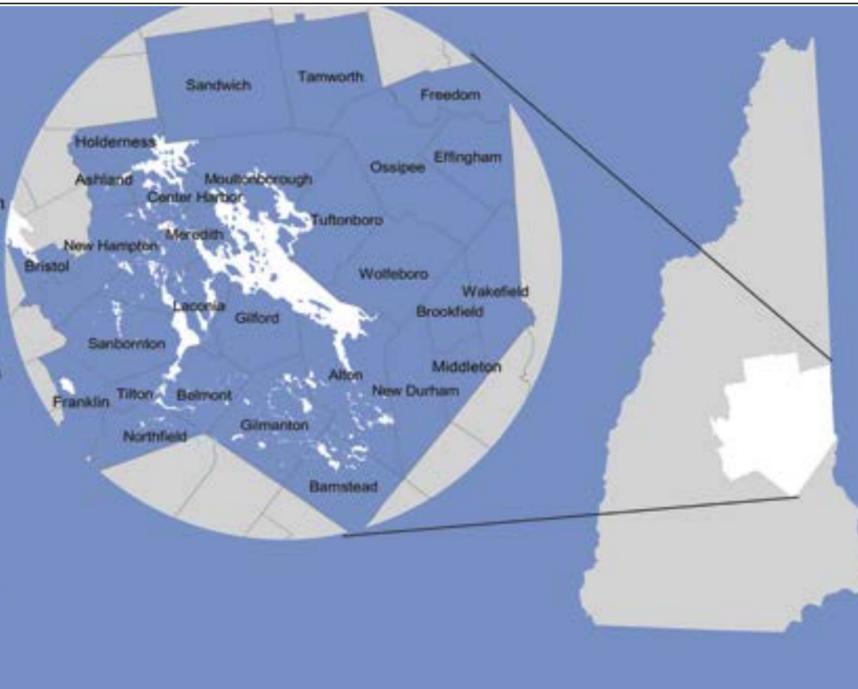


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On The Home Front

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"Promoting dignity, independence, and well-being through the delivery of quality home health, hospice and community-based care services."

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New CEO to Join Staff in December

Central New Hampshire VNA & Hospice is excited to announce that Lisa Dupuis, OTRL, MBA has been hired as the next CEO of the agency. Lisa brings twenty-seven years of healthcare experience to her new role including ten years in leadership of non-profit home health providers in Connecticut. She has strengths in promoting education, quality care and emphasizing effectiveness and efficiency. Lisa is a strong believer in recruiting and retaining staff by being an employer of choice, providing support and recognizing team and individual achievements.



Lisa is a licensed Occupational Therapist and has an MBA with a concentration in Healthcare from Sacred Heart University in Fairfield, CT. She is pursuing a Master's Degree in Healthcare Informatics at Sacred Heart as well.

For the past 9 years she has been an Administrator and President/CEO of Constellation Health Services in Norwalk, CT and the Visiting Nurse Association of South Central Connecticut in New Haven, CT. Constellation is a for profit, Medicare-certified Home Health and Hospice agency with three branch locations and the VNA of South Central Connecticut is a non-profit, Medicare-certified home healthcare agency.

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All Welcome to Join our Annual Hospice

Tree of Memories Celebrations

Central New Hampshire VNA & Hospice will hold its annual **Tree of Memories** celebrations on Saturday, December 9th in five towns throughout the Lakes Region. Ceremonies will occur simultaneously at 11:00 am at the following locations: Huggins Hospital Medical Arts Lobby in Wolfeboro, Moulton Farm in Meredith, Main Street Building in Ossipee, and the town halls in both Wakefield and Alton. **Everyone is welcome to attend.** This moving event provides an opportunity for family, friends and



neighbors to remember a loved one by placing an inscribed porcelain dove, a symbol of serenity, peace and tranquility on a lit tree. At each celebration, the names of those being remembered will be read aloud and devotions will be offered. Hundreds of doves are requested each year. Proceeds from the Tree of Memories are used to improve the quality of life for people who are served by Central New Hampshire VNA & Hospice. **Visit www.centralvna.org for more information.**

News You Can Use

Address Changes – If you’ve had a recent address change, or are anticipating one, please let us know so that there is no interruption in our communications with you. Call Leslie Ari at 1-800-244-8549 or email her at lari@centralvna.org.

We need your help in getting out the good news that Central New Hampshire VNA & Hospice can help your friends and neighbors. Right now we are contacting church and temple outreach committees or social works committees. If your faith community would like a presentation on a variety of home healthcare, hospice or bereavement topics, let Angela know at 1-800-244-8549 or asmith@centralvna.org.

We are always looking for volunteers. Do you have office skills you’d like to share? Are you comfortable with public speaking? Do you want to do some light chores for a surgical patient who has recently returned home? Do you like to sing? If you have any of these skills or interests, or others you’d like to share, please call Randy at 1-800-244-8549 or email him at rmacdonald@centralvna.org.

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Lisa Dupuis continued from page 1

As CEO, Lisa will advocate for increased community healthcare provider collaboration with an emphasis on the successful transition of patient care from one provider to the next. Lisa has been an active advocate for home healthcare at both the community level and in the State of Connecticut legislative processes.

Lisa and her family (husband Mark, sons Nicholas, 23 and Justin, 20 and their dogs Baxter and Zoey) have spent

Leadership Staff

David Emberley
CFO

Jennifer Legassie
Hospice Director

Christine Long
Interim CEO

Tammi Mozier
Clinical Director

many summer months on Sawyer Lake in Gilmanton and she is very familiar with the New Hampshire quality of life. She is excited about a more permanent home in Gilmanton and stepping into her leadership role at Central New Hampshire VNA & Hospice.

We extend a warm welcome to our new CEO!

Our Staff In the Community



Norma Jean Richardson, RN, assesses a woman’s health at one of our free blood pressure clinics.



Nurse Schelley Rondeau inoculates our staff to help keep our patients healthy and safe.



Clinical staff not only take care of patients with cancer, they walk and raise funds for the cure.

Glad You Were There

Central New Hampshire VNA & Hospice
2017 Annual Meeting
The Wolfeboro Inn, Wolfeboro, NH

Donors, sponsors, friends and staff of Central New Hampshire VNA & Hospice gathered for our annual meeting in September at the scenic Wolfeboro Inn. In all, nearly 100 people attended the event which featured year-end reports, the election of new trustees, a presentation by Shawn LaFrance, VP of Population Health at Cheshire Medical Center, and to share in the joy of three awards that were richly deserved.

Some Outstanding Individuals



Ginny Caple, who unfortunately was not able to attend, received our *Leavitt-Knight Volunteer of the Year Award* for her many years of service as our volunteer Grief Support and Group Facilitator.

Pictured above are the award’s namesakes; Charlotte Leavitt and Gerald Knight, representing his late wife Doreen. Charlotte was the originator and first leader of our Hospice Program in Laconia. Upon retirement, she was its Executive Director. Doreen, a nurse by training, worked with Charlotte to develop the program and was the spirit of our initial bereavement services.

The *Shirley Benton Clinician of the Year Award* was presented to Norma Jean Richardson, RN, for her dedicated efforts in our Wolfeboro office as we replaced 12 retiring staff over the past year. And Shirley Richardson, a longtime Wolfeboro volunteer, and Hospice Advisory Committee Chair, was honored with The *Alida Millham Leadership Award*. For thirty years, Shirley has been making a difference in the lives, not only of Central New Hampshire VNA & Hospice clients and families, but of all Wolfeboro residents.

continued next column

Where Do We Go From Here?

Population Health was the topic of the evening and Shawn LaFrance explained how we can improve the overall health of our community by understanding how the social determinants of health intersect with healthcare as is currently available.

Of course, our mission here is to keep people out of the hospital, caring for them at home and in their communities, so this looking glass fits perfectly with our mission of delivering quality, wraparound healthcare at home, and rehabilitating people so that they can live the life they choose.

We are very grateful to you, our donor, for your support over the past year. We are also grateful to our event sponsors, Meredith Village Savings Bank and Bank of New Hampshire who helped make the evening special. We hope to see you at the Annual Meeting next year in Meredith.

Save the Date

- **Tree of Memories**
December 9th, 11:00am
See page 1 for details.
A volunteer can place your dove(s) if you are not able to attend the event.
- **Free Blood Pressure Clinics**
November 16th, December 7th & 21st, 11am to 1pm
Ossipee Concerned Citizens, Inc
3 Dore Street
Center Ossipee
- **Bereavement Support Groups**
Pre-registration is required. Please contact Dan Kusch, Bereavement Coordinator, 524-8444 x2390 or email dkusch@centralvna.org.
- First Step – Laconia, 11/15 and 12/20, 3:30p-5p
- Grief in the Holidays – Laconia, 11/30, 3p-4:30p
- Grief in the Holidays – Wolfeboro, 11/14 and 12/12, 7p – 8:30p

Donor Corner

Susan S. Speers

Dear VNA,
 I cannot say enough in praise of the care I received from you from September 10 – 28! Jen, Sarah, Nancy, Bonnie, Pam & Cindy were all superb. I’m sure my checkup on 9/26 where the surgeon was so pleased with my progress; much of that is due to all of you.
 I certainly plan to beat the drum loudly for Central NH VNA. You all are superb!

With thanks,
 Sue Speers

Sue Speers, 88, had experienced joint replacement surgery before. But this time, she knew she was going home alone. Both she and her family were nervous and Sue recognized that she would need to rely on her home health providers. There were six in all – nurses, home health aides and physical therapists.

She says now she will “shout from the rooftops” that Central New Hampshire VNA & Hospice provided excellent service and she credits us with her full and speedy recovery. In fact, Sue was strong enough to attend the Sandwich Fair, where she ran into her home health aide and they had a good time catching up.

Sue has a “particular fondness” for her physical therapist who not only helped with her recovery but was that warm and caring professional who always had a reassuring word to say. She says it in her own words (see right). Thank you, Sue, for writing in and letting us know about your positive experience. You really made us smile.

Ways you can support Central New Hampshire VNA and Hospice

- Participate in our annual Tree of Memories celebrations. Fill out the enclosed envelope.
- Make your annual or additional gift this year-end. Use the enclosed envelope but omit any tree of memories information.
- Offer to volunteer. Contact Randy Macdonald at 1.800.244.8549
- Talk with your estate planner or attorney about including Central New Hampshire VNA & Hospice in your estate plans or will. If you don’t have an attorney or planner, we can help you find one. See right for suggestions on how you can leave a lasting legacy with Central New Hampshire VNA & Hospice.

Your Legacy

Charitable remainder trusts

Your donation is placed into an irrevocable trust which then provides an annual income to you or up to two named beneficiaries - either for the life of those beneficiaries, or for an agreed-upon term that does not exceed twenty years. You qualify for an immediate tax deduction equal to a portion of your gift.

Charitable gift annuity

A gift annuity is a contractual agreement. In exchange for your gift, you are paid a fixed and guaranteed sum each year for the remainder of your life. In addition you will qualify for a federal income tax charitable deduction for a portion of your gift’s value.

Charitable bequests

Simply put, charitable bequests are gifts made by means of your will or other estate plans and can include gifts of cash, securities, real estate, life insurance, a percentage of your estate and a wide variety of other assets.

Retirement Plan Gifts

You may wish to consider naming Central New Hampshire VNA & Hospice as the beneficiary of the remainder of your retirement account. This is a powerful and tax efficient way to make a significant bequest. You will want to discuss any estate planning with your attorney or financial advisor.