

The *Caring* CONNECTION

VNA*Care* Network & Hospice

Summer 2007

VNA CARE NETWORK & HOSPICE HONORS FAMILY CAREGIVERS



Left to right: Robin Spaulding, chair of the VNA Care Hospice board, presented Extra Mile Awards to Mary Brough and Paul DeMarco.

Approximately 700,000 family members, friends, and neighbors across Massachusetts cared for loved ones with an illness, chronic condition, or disability last year.

VNA Care Network & Hospice recently honored four of these individuals with the annual Extra Mile Awards. The devoted care provided by Mary Brough of Marlborough, Paul DeMarco of Peabody, Lenore Manikas of Worcester, and Bill Sullivan of Dracut allowed their loved ones to continue living at home despite serious illness.

MARY BROUGH

Mary Brough said she “learned a lot about what is really important in life” by caring for her mother Helen Faddoul, who suffered from dementia, congestive heart failure, and general decline.

She focused on helping her mother continue doing the things she loved like going to the family’s store, J.P. Faddoul Company in Shrewsbury. Mary secured a handicapped accessible apartment above the store for Helen and frequently brought her to work for companionship.

Even as her mother’s condition deteriorated, she found ways to continue involving her in life — from putting a grab bar under a favorite window so Helen could look outside and enjoy the activity of the neighborhood to acquiring a standing lift when Helen could no longer stand on her own.

As Mary accepted her award, she thanked the staff from VNA Care Network & Hospice. “Without the care and support of the nurses and therapists, it would have been much harder to give my mother her wish (to remain at home),” she said.

PAUL DEMARCO

Paul DeMarco was the round-the-clock caregiver for his mother Jennie, whose multiple medical problems, including Alzheimer’s and multifocal seizure disorder, left her bed-bound and non-communicative.

Paul performed Jennie’s personal care, administered medications, tended to her skin and wounds, and researched medications and products to increase his knowledge of his mother’s condition. His thorough

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LT. GOV. MURRAY FEATURED SPEAKER



Lt. Gov. Timothy Murray and Karen Green, president and CEO of VNA Care Network & Hospice

Lieutenant Governor Timothy Murray recently delivered the keynote address at VNA Care Network & Hospice’s annual meeting.

Lt. Gov. Murray discussed his administration’s commitment to health care research and innovation and rollout of affordable health insurance plans for the state’s uninsured residents.

“People are watching from across the country in terms of what’s going on here in

health care,” said Lt. Gov. Murray. “This initiative is something we want to make sure works because we think on a lot of different levels that it will ensure a more healthy Commonwealth and people a better quality of life.”

A video of Lt. Gov. Murray’s speech is available in the News & Resources section of VNA Care Network & Hospice’s web site at www.vnacarenetwork.org.

FAMILY CAREGIVERS HELPED LOVED ONES COPE WITH ILLNESS

...continued from front cover



Robin Spaulding, chair of the VNA Care Hospice board, (left) with Extra Mile Award recipient Lenore Manikas.



Karen Green, president and CEO of VNA Care Network & Hospice, congratulated Extra Mile Award winner Bill Sullivan.

attention meant that her wounds never became infected and that she only needed to be hospitalized once for the removal of a feeding tube — remarkable, according to the home health care staff at VNA Care Network & Hospice.

Paul's determination to keep his mother at home never faltered. He told awards ceremony attendees, "There are huge amounts of gratification in caring for someone you love. ...A special thanks to Mom's nurses not only for their skilled nursing care that they provided to my mother, but for their concern they had for me as a caregiver. I will always be grateful to these three Nightingales."

LENORE MANIKAS

Nicholas Manikas frequently told one of his hospice nurses that he was "so thankful to God for having a daughter like Lenore." He suffered from chronic obstructive pulmonary disease and, when he was no longer able to live on his own, Lenore welcomed her father and his dog Donnelly into her home.

Nicholas admitted he wasn't always the easiest patient, but Lenore was always patient and positive. The staff of VNA Care Network & Hospice first got to know the Manikas family when Nicholas began receiving home health care. As his disease progressed, Lenore remained proactive and put a plan into place to help Nicholas

remain at home. They made the transition to hospice, a specialized type of care for patients and loved ones facing a terminal illness.

One hospice nurse said, "The care that she administered to her dad was outstanding. ...Lenore absolutely amazed me in the fact that although she is legally blind, it in no way interfered with the superb care she provided for her dad on a daily basis."

Lenore said, "I accept this award for everyone who came through our doors and sat with us, gave us the special times and laughter, and wonderful, outstanding care."

BILL SULLIVAN

When Bill Sullivan promised to love, honor, and cherish his childhood sweetheart Roberta more than 20 years ago, he took his vows seriously.

As they faced cancer together, he stopped working to care for her and their two teenagers. Bill was always by his wife's side.

A member of the VNA Care Network & Hospice team who helped care for Roberta at home said, "I don't believe I've witnessed a husband so devoted, loving, and meticulous in his wife's care throughout her disease process."

Bill accepted the award saying, "Thank you to a wonderful organization. ...I appreciate all you've done."



RN NAMED CLINICIAN OF THE YEAR

Lisa Angeloni, RN, a home health care nurse with VNA Care Network & Hospice, was recently named Clinician of the Year by the Home Care Alliance of Massachusetts.

THERAPISTS SHARE TIPS FOR AVOIDING TRAVEL-RELATED FOOT AND LEG PROBLEMS



Whether you travel by train, plane, or automobile, summer vacations can take a toll on your legs and feet.

Sitting in the same position for hours at a time while you travel may leave you with stiff muscles and joints and put you in danger of developing a blood clot, yet staying on your feet for long periods could leave your tootsies tired and sore.

“The solution is balance. If you’re stuck on a plane for five hours, get up and move around. If you’re tackling Disney World, take a few rest breaks,” said Susan Lafleur, rehabilitation services manager for VNA Care Network & Hospice.

ANGER OF BLOOD CLOTS

Leg muscles play an important role in returning the flow of blood from your lower extremities. Sitting for long periods of time without exercise can cause blood to pool in the legs and possibly lead to a blood clot.

The medical term for this is venous thrombosis, meaning a “clot in the vein,” explained Janice Silvestry, rehabilitation services manager for VNA Care Network & Hospice. Swelling in the ankle or phlebitis of the lower leg could occur. Worse still, the clot could break free and move to the lung, heart or brain, causing a more serious problem. People who have had recent surgery or fractures in the lower limbs are more likely to develop clots.

SITTING FOR LONG PERIODS

To reduce the likelihood of health problems when you have to sit for long periods of time, try these tips from the health care professionals at VNA Care Network & Hospice:

- Do not sit with your legs crossed. Exercise your legs periodically by bending and extending your lower legs at the knee joints. Also move your feet up and down in a circular movement.
- When sitting, keep your legs outstretched rather than flexed at the knees.

- When traveling by plane or bus, get out of your seat if it is safe to do so and take a stroll down the aisle. If going by car, ask the driver to stop occasionally. Use these breaks to take a brisk walk.

STANDING FOR LONG PERIODS

Sitting for long periods may have its hazards, but standing on your feet for hours at a time may also cause problems. Keep your feet in shape by trying these strategies from VNA Care Network & Hospice:

- Take a load off your feet. Putting them up periodically helps improve circulation. Even when standing for long periods of time, you can rest your feet somewhat by alternately standing on the inside and outside of your feet.
- Give your feet a breather during the day by taking off your shoes. This is relaxing for you and your feet.
- A post-walk massage can soothe sore feet. Concentrate your massage on spots that are sore or tender using brief, firm pressure from your fingers. The key to a successful massage is to alternate each deep movement with a softer one. Make rhythmical, kneading movements of pressure, working from the ankle to the toes and back again.

If your summer travels cause any health concerns, consult your physician for an individualized treatment plan.

WEB SITE GETS MAKEOVER

VNA Care Network & Hospice’s web site has a new look. Go to:

www.vnacarenetwork.org

for information about free support groups and blood pressure clinics, giving opportunities, community resources, and home health care and hospice news.

Knowing some trivia can help ensure you get the right home health or hospice organization to care for yourself or a loved one.

"VNA is a generic term like hospital. Just like hospitals, VNAs are not one large, national organization," said Jacqu Anderson, referral center supervisor for VNA Care Network & Hospice.

VNAs or Visiting Nurse Associations have a similar mission, to provide nonprofit health care in patients' homes. The similarities end there. Things like the types of services, number of years the organization has served the community, use of cutting edge technology, and accreditation by Medicare and the Joint Commission on Accreditation of Healthcare Organizations distinguish one VNA from another.

"Medicare and other insurers give patients the right to choose which organization will care for them at home," said Anderson.

"The best piece of advice I can give someone needing home health care, palliative

care, or hospice is to be sure to ask for VNA Care Network & Hospice by name or call us directly. Asking your hospital discharge planner or doctor for 'the VNA' could mean staff from another organization will arrive at your home," she added.

VNA Care Network & Hospice has cared for residents of Eastern and Central Massachusetts for over 100 years. The agency is a pioneer in the field of home health care, hospice, and community care; has received multiple awards for patient satisfaction; offers a wide range of programs and services for a comprehensive, flexible approach to care; and employs professionals whose expertise has been recognized at the local and national level.

FREE PREFERRED PATIENT CARD

In addition to asking for VNA Care Network & Hospice by name, holders of the preferred patient card can show their choice of home health care providers. To receive a free card and carrying case, call the Referral Center at 800-728-1862. Staff are also available to provide more information and arrange care.

The opportunity to make charitable gifts directly from your IRA (Individual Retirement Account) expires at the end of 2007.

The Pension Protection Act of 2006 included a provision to allow individuals ages 70 1/2 or older at the time of the donation to give up to \$100,000 (total of all IRA gifts) to charity directly from their IRA during 2006 and again in 2007. The amount of the donation counts toward the individual's minimum required distribution for the year.

If you would like to make a gift from your IRA to VNA Care Network & Hospice, please contact Jane Woodbury, vice president of business & fund development, at 888-663-3688, ext. 1360 or jwoodbury@vnacarenetwork.org as soon as possible, but not later than Dec. 17, 2007.

More information about the Pension Protection Act is available in the News & Resources section of www.vnacarenetwork.org.

GETTING THE RIGHT CARE INVOLVES MORE THAN ASKING FOR THE VNA



VNAs aren't all the same. Ask for VNA Care Network & Hospice by name.

PENSION PROTECTION ACT GIVING OPPORTUNITY COMING TO END



Jane Woodbury, vice president of business and fund development

HOW TO REACH VNA CARE NETWORK & HOSPICE:

Service Information
800-728-1862

Web Site
www.vnacarenetwork.org

Mailing List and Donations
888-663-3688, ext. 1370

Bequests
888-663-3688, ext. 1360

Hospice Volunteer Opportunities

Call 888-663-3688 and extension for your area.
CENTRAL MASSACHUSETTS: ext. 6887
METROWEST/CAMBRIDGE/NEEDHAM AREAS: ext. 4271
NORTH SHORE/CAPE ANN/MERRIMACK VALLEY: ext. 1402

MEMORIAL GIFTS PAY TRIBUTE, SUPPORT VITAL HEALTH SERVICES



Donations support VNA Care Network & Hospice's mission of caring in Eastern and Central Massachusetts.

Memorial donations are a living tribute to someone who has passed away and let the family know you are thinking of them.

Donors and families often have questions about memorial gifts. For personalized assistance, please contact the Fund Development Office at 888-663-3688, ext. 1370 or e-mail giving@vnacarenetwork.org. Here are a few of the most common questions and the answers.

Q: HOW DO I MAKE A MEMORIAL GIFT?

A: Memorial gifts can be made in the same ways as other gifts, by:

1. Check made payable to VNA Care Network or VNA Care Hospice and mailed to either 120 Thomas Street, Worcester, MA 01608 or 5 Federal Street, Danvers, MA 01923
2. Credit card online at www.vnacarenetwork.org, through the mail (address above), by fax to 978-777-0308, or by calling 888-663-3688, ext. 1370

Q: WHAT INFORMATION DO YOU NEED WITH MY GIFT?

A: It is helpful if you provide the following information with your gift:

1. Your name and address, so that we can thank you and provide you with a tax receipt
2. The name of the person who died and the approximate date of death
3. The name and address of the person(s), usually a family member or friend of the deceased, you would like us to notify of your gift

A memorial gift form can be downloaded from our web site at www.vnacarenetwork.org. Memorial donation envelopes are also available by contacting the Fund Development Office.

Q: WHAT INFORMATION DO YOU SEND TO THE FAMILY OF THE DECEASED?

A: We send the name and address of the donor.

Q: DO YOU TELL THE FAMILY HOW MUCH I DONATED?

A: No, unless the donor requests otherwise.

Q: HOW DOES VNA CARE NETWORK & HOSPICE USE MEMORIAL GIFTS?

A: Donations are used to provide care to patients and families, purchase equipment, develop new health care services, and other activities that support our mission of caring. Gifts given in memory of someone who passed away are used according to the wishes of the family, usually as indicated in an obituary, or, if the deceased was a patient, according to which service or hospice residence cared for him or her.

Q: HOW LONG AFTER SOMEONE DIES CAN I MAKE A MEMORIAL GIFT?

A: Most memorial gifts are received within three to four months of someone's death or at a meaningful milestone, such as a birthday or anniversary, in subsequent years. However, we gratefully accept memorial gifts at any time.

Q: OUR LOVED ONE RECENTLY PASSED AWAY. HOW DO WE LET PEOPLE KNOW WE WOULD LIKE MEMORIAL DONATIONS SENT TO VNA CARE NETWORK & HOSPICE?

A: Usually families request in funeral notices and obituaries that, in lieu of flowers, memorial gifts be sent to VNA Care Network & Hospice and include either our Danvers or Worcester address.

The information in this publication is intended for educational purposes only. For legal, tax, or financial advice, please contact your professional advisors.

**ROSE MONAHAN
HOSPICE HOME FOR
TERMINALLY ILL
DEDICATED AS
INPATIENT FACILITY**



Left to right: Karen Green, president and CEO of VNA Care Network & Hospice, and campaign co-chairs Lenny and Charlie Monahan unveil a plaque that will hang at the home's entrance.

VNA Care Network & Hospice recently dedicated the Rose Monahan Hospice Home, formerly the Hospice Residence on Coes Pond, as the first inpatient hospice in the Central Massachusetts/MetroWest area.

For the past decade, the Worcester residence has provided a homelike place for those facing a terminal illness to live and receive pain and symptom management and other health, emotional, practical, and spiritual support services. A \$1.5 million capital campaign chaired by Charlie and Lenny Monahan of Worcester enabled VNA Care Network & Hospice to renovate the home to meet inpatient hospice licensing requirements and establish a patient care fund.

Karen Green, president and CEO of VNA Care Network & Hospice, told those gathered at the dedication that the agency "has been a leader in hospice in this state from the very beginning." The agency was the

first in Massachusetts to receive Medicare hospice certification, open the first hospice residence, and build the first hospice home from the ground up.

As the first inpatient hospice in the Central Massachusetts/MetroWest area, the Rose Monahan Hospice Home offers more complex care that is usually available only in hospitals.

The Monahans brought firsthand knowledge of the home's compassionate care to their roles as co-chairs of the campaign. Charlie's mother Rose lived at the residence in 2005. Charlie said the time there "was a wonderful experience."

Take a virtual tour of the home at www.vnacarenetwork.org or call 800-728-1862 to learn more. For information about making a charitable gift, contact Fund Development at 888-663-3688, ext. 1370 or giving@vnacarenetwork.org.



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Danvers, MA 01923

At Home with Your Health
NETWORK & HOSPICE
VNA Care

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