



Visiting Nurse & Hospice of Vermont and New Hampshire



Your 1st Choice

for Homecare and Hospice

Why Choose Us?

- **High quality services and customer satisfaction**

98.5% of our families say they would unequivocally recommend us to others.

- **Unequaled access, support and patient care**

Our office is staffed 7 days a week, so we can admit you to our service anytime, day or night, and even on holidays. Additional support comes from highly trained triage nurses who answer the 24 hour hotline.

- **Clinical excellence**

Our community teams provide a personal approach to care in your community, working closely with area hospitals, facilities and physicians. Highly trained staff, including physicians, nurses, therapists, social workers chaplains, home health aides and personal care assistants, received more than 250 hours of advanced training annually.

- **Serving your community since 1907**

Stay home safely, whether you are recuperating, or during the last months of life. We are the largest Medicare certified homecare and hospice in your area, providing comprehensive services which include:

- *Palliative and end of life care*
- *Infusion therapy*
- *Wound care*
- *Chemotherapy*
- *Rehabilitation*
- *Medication Management*

Ask your doctor if you or someone you love would qualify for homecare or hospice. Then ask for the Visiting Nurse & Hospice of VT and NH.



On the Move

Innovation at the VNA – we are a local leader in the field of homecare and hospice. New initiatives include:

- Advanced training including certification for hospice nurses
- Web portal – a software package that enables your doctor’s computer to talk directly to us, insuring seamless care
- Wound advisor – computer-aided monitoring for nurses to assess wounds for maximal healing
- Portable printers – nurses can provide real time notes in the charts of our patients who reside in nursing homes and assisted living facilities.

What is Hospice?

Hospice focuses on comfort rather than cure as a patient faces terminal illness. Patients can participate in planning the care that will help them live as fully as possible, for all the time that remains. Compassionate care is provided wherever the patient calls home. Emergency nursing care and consultation are available 24 hours a day, 365 days a year.

If someone you love is seriously ill, don't wait to learn what hospice can provide. Hospice isn't about dying; it's about choosing to live as fully as you can, for the rest of your life.

Who Pays for Hospice?

- Medicare Hospice Benefit
- NH and VT Medicaid
- Many private insurances

As a non-profit, we committed to care for all in need, regardless of their ability to pay.



Our Hospice Team – There When You Need Us

The hospice team meets weekly to review and modify a patient's plan of care, evaluating medical, emotional, spiritual and household needs, in collaboration with the patient, family and primary physician.

These are the skilled professionals who may serve on your hospice team:

- **Hospice Medical Director**
- **Transitional coaches**
- **Hospice certified nurses**
- **Aides and homemakers**
- **Medical social workers**
- **Chaplains and Bereavement Counselors**
- **Volunteer Coordinator & Volunteers**





What people are saying about us....

Dear Hospice Team,
Thanks to each and every one of you for your tender loving care. Our dad was pain-free, right 'til the end, and you supported us when we were scared or sad. Dad was home, where he wanted to be – he couldn't have been any happier than he was, and that's because of your help.
With eternal gratitude,
Marcie Graham
Patient's daughter

Dear Hospice Team,
Our deepest gratitude goes to you for the sensitivity, kindness and respect you showed my sister. The quality of your hospice care was beyond anything we expected. Your gentle and skillful coaching, and obvious caring after her death made our lives richer and easier.
Deepest appreciation,
Lois Allen
Patient's sister

Why am I a hospice volunteer? Hospice took care of my mother, in another state. It was such a meaningful experience for me, as her caregiver, that I am compelled to help provide for others what was given to me. My mother's volunteer understood when I was sad or afraid; her presence allowed me to take a walk or a nap or go shopping; she did things my mother enjoyed, like reading and singing. Now that I am a volunteer I try to provide the same comfort and security, I receive so much more than I give. My life has more meaning,
Mary B.
Hospice Volunteer

"I love being a nurse, doing homecare and hospice. I can follow my patients, and have a long-term relationship with them as they transition from one type of clinical need to another. Being a "guest" in my patients' homes gives me a sense that I understand what is important to them. I know their children, their neighborhoods, their pets; I know what is important to them, and what their goals are. This is the best kind of nursing possible!"
Elizabeth L.
R.N.



Thank you to our Volunteers and Donors

More than 300 talented volunteers provide thousands of hours in support of the Visiting Nurse & Hospice of VT and NH each year. Volunteering for a non-profit can take many forms; at a patient's bedside, Board and committee work, office duties, knitting, community fundraisers, town meeting representation, caring for the pets of hospice patients.

3300+ donors supported our organization

this year, contributing nearly \$400,000. As a non-profit, we rely on those donations to meet our mission of caring for all in need, regardless of their ability to pay.

By supporting our clinical team with dedication, compassion and generosity, our volunteers and donors help us provide the very best care.

We are deeply grateful for this support.

Legacy Giving

For the Future of the VNA & Hospice

“Charities touch our lives and enrich our communities in myriad ways. The role they play in society is too important to leave to chance. If the nonprofit sector is going to grow and sustain itself, legacy gifts are essential to achieving a healthy future.” -Caleb B. Rick, JD, Professor, Vermont School of Law

What is a Legacy Gift? It is your chance to strengthen the VNA & Hospice with future support. Is it complicated? Some types of planned giving can be complex, although very worthwhile to both the donor and to the recipient. The VNA & Hospice can help if you would like more information about life income gifts or tax implications.

Other legacy gifts are simple to establish. You don't need to be wealthy; all you need is the desire to strengthen a cause you care about, long term.

Name the VNA & Hospice as your beneficiary on a bank account, pension or life insurance policy

Leave a bequest to the VNA & Hospice in your will or through a trust.

These gifts are powerful and meaningful. They will help us to maintain our mission of caring for those in the community who need us.

Please call (888) 300-8853 if you would like help or have questions.

Patients' Rights Freedom of Choice

Consumers have many choices and options... which supermarket to patronize, which car to purchase, what kind of cereal to eat. When it comes to your rights as a patient who needs homecare or hospice, choice isn't optional – it's mandatory! Medicare certified hospitals are required by the Federal government to provide a list of all homecare and hospice providers in the vicinity, and may not influence patient choice.

That is why, when you need homecare or hospice services, request us by name The Visiting Nurse & Hospice of VT and NH.

**Serving Windsor,
Orange and
Windham,
VT, counties,
Sullivan and
portions of
Cheshire
counties in
NH, and the
Lake Sunapee
Region.**



You do not need to grieve alone

Bereavement support for our communities

Have you, your church or your business or organization lost a loved one? Would you like help dealing with the grief of that loss? Grief is a natural emotion, not a sign of weakness. The VNA & Hospice provides free bereavement services in the communities we serve, whether or not your loved one was our hospice patient. Grieving is hard work that affects us

physically, emotionally and spiritually. You do not need to grieve alone. Our bereavement support services provide opportunity for groups and individuals to learn about the grief process and discuss how grief can affect your life and those around you. Contact us to learn more about group or individual options at 888-300-8853.

“Pet Peace of Mind” Hospice Program

Keeps Pets and Families Together During Hospice Care

Pet Peace of Mind allows patients to complete their end of life journey without worrying about their pet’s current or future needs. The initiative provides volunteer pet care services for patients who are unable to care for their pets while on hospice. Services include assistance with basic in-home pet care in addition to financial and shopping assistance for pet food, cat litter, routine veterinary care and vaccinations.

The Pet Peace of Mind program depends solely on volunteers, donations and grants. “Thanks to a start-up grant from the Banfield Charitable Trust, we are the first Hospice in New Hampshire and Vermont to assist our hospice patients in keeping their pets with them through their final days,” states Jeanne McLaughlin, president and CEO of the Visiting Nurse & Hospice of VT and NH. “Pet Peace of Mind provides a way for pets to stay with their owners for as long as possible and works to find new homes with families or friends of the patient first, lessening the burden of unwanted pets on rescue and welfare organizations.”

Donations are needed! Visit www.vnavnh.org, send a check today and support for our annual Furry Scurry Fundraiser.

Wings of Hope

2nd Annual Wings of
Hope Butterfly Release

Save the date:

Lebanon, NH, on the
Green - Saturday,
September 10 at
1:00 pm

Putney, VT, Landmark
College - Sunday,
September 11 at
1:00 pm

To view last year’s
event, visit www.vnavnh.org,
and click on “Wings
of Hope Butterfly
Release” in the menu.

We are Community Based - Why Does It Matter?

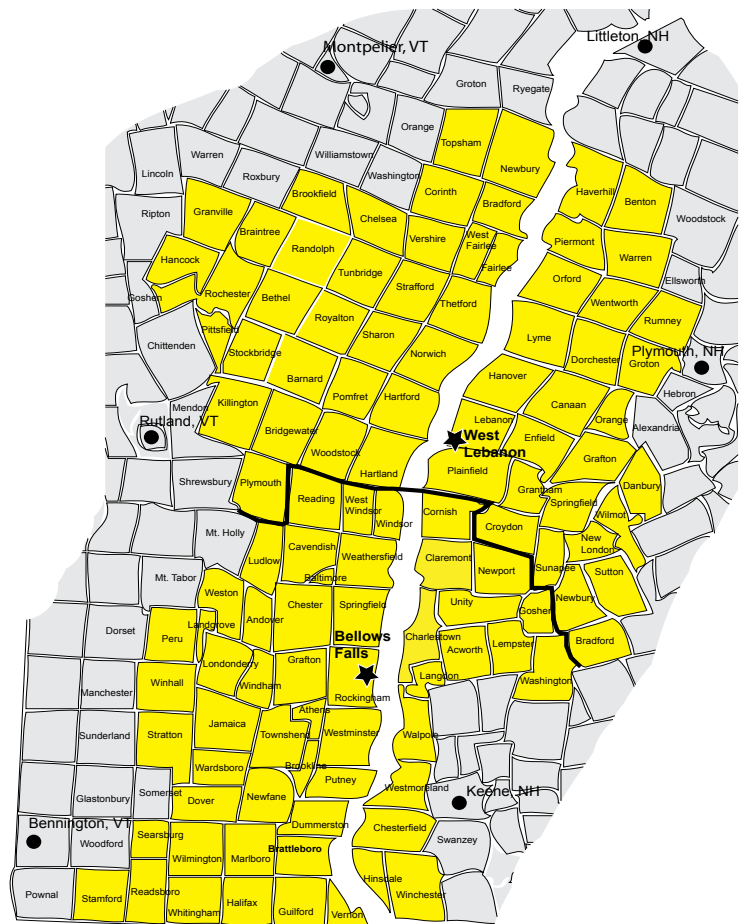
- » Community based not-for-profits are developed by local people for local people to serve the needs of the community.
- » Your donation stays in the community to support charity care, clinics, patient services and staff education.
- » Local people sit on our governing board, providing local accountability. Our financial records are open to the public.
- » Community benefits – we provide flu and wellness clinics, bereavement and grief counseling, and educational and fun events– at no or very low cost.
- » At no cost to your business or organization, trained and experienced presenters can provide education on many topics, either for the public or for clinical partner organizations like nursing homes, physicians' practices and hospitals.

About the Visiting Nurse & Hospice of VT and NH

We are committed to providing the best homecare available. Our physician-ordered programs and clinical services include the following:

- Home Health and Long Term Care
- Skilled Pediatrics, Parent & Child Care
- Palliative Care
- Physical, Occupational and Speech Therapy
- Medical Social Work and Chaplaincy
- Personal Care
- Hospice and Pediatric Hospice
- Wellness Clinics for Business and the Community

The Visiting Nurse Association & Hospice of Vermont and New Hampshire is a non-profit homecare and hospice organization. Serving our communities 104 years, we are committed and honored to be providing clinically excellent services to you, your families and neighbors.



888-300-8853 • www.vnavnh.org