

SVNA *By Your Side*

Salisbury Visiting Nurse Association
HOME HEALTH | HOSPICE | HOME ASSISTANCE

Since 1904

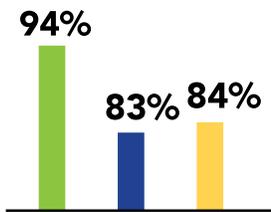
www.salisburyvna.org

Summer 2013

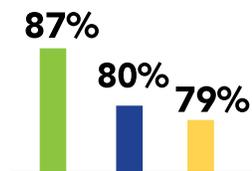
The Quality You Expect **SVNA Excels in Patient Satisfaction**

Our exceptional staff strives to exceed the expectations of each individual we serve, as indicated by our patient satisfaction scores from Medicare's Home Health Compare.

Overall Rating of Care



Would Patients Recommend Agency?



- SVNA
- CT Avg.
- Nat. Avg.

Dear Friends and Neighbors,

Welcome to our first issue of "SVNA by Your Side." This newsletter is our way of keeping you – our neighbors – by our side and informed about SVNA's latest news, community wellness initiatives and events.

I am honored to have been recently appointed by the SVNA board of directors to the role of Executive Director. As a lifelong Cornwall resident, I understand the vital role that local organizations like ours plays in enhancing quality of life for our Northwest Corner residents.

Since 1904, SVNA has been your local home health and hospice agency. In our 109-year history, our focus on helping generations of our Northwest neighbors stay healthy and independent at home has not wavered. It's a commitment that our team of compassionate professionals takes to heart as they provide highly skilled and compassionate care, education, and support 24 hours a day, 365 days a year.

Welcome to the first issue of "SVNA By Your Side"

As we begin writing SVNA's next chapter, we remain wholly committed to maintaining our community focus. Together with our dedicated team, I look forward to ensuring the health and wellness of our Northwest Corner neighbors for years to come.



By Your Side,

Michele M. Gorat
Executive Director

Contact us at:
860-435-0816
30A Salmon Kill Road
Salisbury CT 06068

Salisbury Bank Lends Support for a Healthy Community

Thank you to Salisbury Bank & Trust for its generous commitment to supporting our newsletter and ongoing community wellness initiatives.

Salisbury Bank & Trust officer Darilyn Woods said, "Our involvement with local non-profit organizations has

grown significantly and with each relationship comes a deeper tie to the community. We are excited about the outreach SVNA provides through its many community-based programs aimed at keeping our neighbors healthy and safe."

Thank you Salisbury Bank & Trust!

Newsletter Sponsored by:



SALISBURY TRUST
WEALTH ADVISORY SERVICES

When Independence is Compromised, SVNA Home Assistance Services Can Help

Have you heard about SVNA's Home Assistance Services, our new line of non-medical services to keep seniors living independently at home?

SVNA Home Assistance can give you peace of mind knowing your loved one is safe and well-cared for.

The services, which include personal care attendants, live-ins, homemakers and companions, and geriatric care management, can ensure independence and provide peace of mind to family caregivers at a reasonable cost.

To celebrate the launch of Home Assistance services, SVNA is offering a free, no-obligation on-phone needs assessment. Anyone who is interested may contact Brenda Fife at (860) 435-0816.

Sharon Resident Marilyn Yerks Appointed Controller

SVNA welcomes Marilyn Yerks who recently joined the agency as controller.

Marilyn most recently served as Chief

Financial Officer at the not-for-profit Northwest Center for Family Service and Mental Health in Lakeville.

Marilyn resides in Sharon with her husband and daughter.



Q&A With Brenda Fife, Director of Home Assistance Services



"What should I look for when choosing a home care provider?"

The following checklist is a good starting point to help you "interview" agencies and find the one that best meets your needs.

- Is the agency licensed or registered?**
SVNA Home Assistance is registered with the CT Department of Consumer Protection.
- How long has the agency been in business?**
SVNA has been in operation since 1904! Our Home Assistance program has been in existence since 2012.
- Does the agency perform driver's license screenings, criminal background checks, and drug testing on their caregivers?**
Yes, we provide all these checks. Our caregivers undergo an online character assessment as well as a written skill assessment.
- Does the agency have literature describing its services, fees, and billing process? Do they provide you with a written explanation of your rights? Can they provide references?**
Yes. Call us and we'll be happy to provide you with the information you need.
- Does the agency work with the client and family to develop a written plan of care or service contract? Do they educate family members about the care they provide?**
We work closely with patients and their families to provide education on their care and to create individualized care plans that are reviewed and updated as needed.
- Does the agency directly employ its workers or are they considered independent contractors? Who pays workers' compensation insurance and payroll taxes?**
SVNA directly employs the workers and covers their workers' compensation insurance and payroll taxes.
- Are the agency caregivers and supervisors—including backup caregivers—available 24 hours a day, 7 days a week?**
We can provide caregivers on a 24-hour basis, and a supervisor is always on call.
- How does the agency investigate complaints and/or resolve conflicts between its staff and clients?**
SVNA immediately investigates client complaints. If requested, we will remove the caregiver and provide an alternate caregiver.
- Does the agency have professional and general liability insurance?**
SVNA is a fully insured and bonded agency.

Recognizing Nursing Excellence

Clinical Director Kathy Shortelle, RN, was awarded a 2013 Hartford Regional Nightingale Award for Excellence in Nursing.

Considered one of Connecticut's most elite nursing honors, the award was presented at the 11th Annual Nightingale Awards Gala held on May 9th at the Hartford Marriott Downtown.

In nominating Kathy for the honor, her colleagues stated that Kathy stands out as an exceptional leader, a knowledgeable clinician, and as a compassionate individual who has made an impact on the health and well-being of the Northwest community.

"Kathy is truly the definition of nursing excellence," said Executive Director Michele Gorat. "She is well known in the community, and we often receive letters of gratitude for the high-quality care she has provided to patients and their families for more than 25 years."

"I am fortunate to work with a fantastic team that works together to put patient care first," explained Shortelle.

"This is what I love to do... I can't imagine doing anything else!"



Town Selectmen Keep it Local

Selectmen from North Canaan and Sharon have recently chosen SVNA as their town's agency of record, a decision that will provide financial savings and offer enhanced health care services to their residents.

Sharon and North Canaan neighbors will benefit from additional flu shot clinics in their towns as well as our free and confidential Wellness Clinics. Led by SVNA Wellness Coordinator Michelle Holts-Grubbe, RN, the Wellness Clinics will offer vital sign screenings, personalized wellness education, health teaching on topics relevant to the season, and help with emergency preparedness plans.

Also available to North Canaan and Sharon residents are our free "Matter of Balance" programs. Led by SVNA physical therapists and a professional dance instructor, the classes are designed to strengthen, improve circulation and balance, and create a sense of well-being.

Residents who require additional guidance to maintain independence at home can benefit from our free Health Guidance home visits from our Wellness Nurse to assess health and safety, concerns, and connect patients with community resources when needed.

SVNA looks forward to working closely with our North Canaan and Sharon neighbors to ensure a healthy future together!



Michelle Holts-Grubbe administers a flu shot to a patient.

Today at SVNA



Visiting Nurse Mary Cary Earns Wound Care Certification

Congratulations to SVNA visiting nurse Mary Cary, RN, WCC, who attended an intensive week-long "Skin and Wound Management" certification program through the Wound Care Education Institute. Mary successfully passed

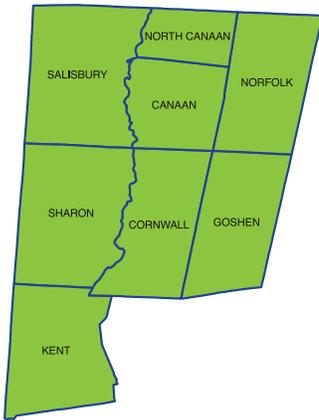
the exam to become a wound-care certified nurse. Mary's new skill set will be an invaluable asset to our wound care patients.

SVNA Staff Attend Dementia Care Specialist Training

Five staff members including Mary Cary, RN; Donna DiMartino, RN, MSN, CHPN; Brenda Fife; and Joyce Ferrentino, PT recently attended a Dementia Care Specialist Training seminar offered by LeadingAge Connecticut. The course will enable SVNA staff to provide compassionate, patient-focused care and support to dementia patients and their families.

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Serving Canaan, Cornwall, Falls Village, Goshen, Kent, Lakeville, Norfolk, Salisbury, Sharon, Taconic



SVNA Community Calendar

Community Wellness Clinics

More than just blood pressure readings, our free and confidential community wellness clinics provide vital sign assessment, medication review and personalized wellness education. Monthly wellness clinics are held at:

Salisbury Bank

First Tuesday of each month, 10 am to 11 am
100 Main Street, Canaan

Salisbury Visiting Nurse Association Office

First Wednesday of every month from 10 am to noon AND
Fourth Wednesday of every month from 1 pm to 3 pm
30A Salmon Kill Road, Salisbury

Sharon Pharmacy

Second Tuesday of each month, 10:30 am to 11:30 am
8 Gay Street, Sharon (Sharon Shopping Plaza, Route 41)

Lakeville Town Grove

Second Tuesday of each month, noon to 1 pm
42 Ethan Allen Street, Lakeville

Kent Apothecary

Third Tuesday of each month, 10 am to 11 am
3 Maple Street, Kent



Seven-year-old Peter Gorat III enjoys a cool treat at the agency's annual ice cream social following the Salisbury Memorial Day parade.