

Andover Service Club Reaches Out to Help During Crisis

Help is available if you need errands run

Press release

The Andover Service Club, like everyone else, is experiencing an interruption in its regular routine due to the COVID-19 pandemic.

We have had to cancel our monthly meetings until the crisis is past. Likewise, the Thrift and Gift Shop is also closed. During this trying time, when we are mostly confined to our homes, we are reaching out to one another by telephone and writing notes to cheer

each other up.

Many of our members have offered to do errands or shopping for those who must remain at home. If you need help of any kind, you can get in touch with Sandra Graves at 735-5511 or JGraves@tds.net.

It is at times like this when neighbors and friends reach out to help those who are most affected by the crisis, and the wonderful spirit of our town is at its best. We look forward to the end of this interruption in our lives and hope to see many of you at our lovely new Thrift and Gift Shop in the very near future.



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their supplies, and have reported to the State. Police Dispatch and 911 are screening calls to determine if a person has symptoms, which will trigger EMS to respond accordingly with Personal Protective Equipment (PPE). The Police Department has gloves, masks, and gowns and are practicing social distancing.

The Town (Marjorie Roy) and the Emergency Medical Director (Jane Hubbard) are attending conference calls three times per week with the State Emergency Operations Center. The Town website at Andover-NH.gov has been updated with Town Hall closures and COVID-19 information. They continue to develop public updates as the situation unfolds. All Town Offices are closed until further notice. If anyone needs to reach the Town Office, call 735-5332. Residents are instructed to call 211 for COVID-19 related questions.

Meanwhile, *The Andover Beacon*, your non-profit community newspaper, has set up its own COVID-19 update and resource center on our home page at AndoverBeacon.com. Charlie Darling, former *Beacon* publisher and a volunteer Director on our Board, not only

created this resource, but has worked to keep this page updated daily as new information arrives. It includes links to resources, Town updates, event and meeting cancellations, and more. We encourage residents to let us know of any cancellations, or other relevant local information of which you are aware. Just send them to Virus@AndoverBeacon.com. The *Beacon* takes its role seriously, as a major source of news to, from, and about the Andover Community.

To all our readers in Andover and beyond, please take the COVID-19 threat seriously. Follow the guidelines being presented by our Government and State officials to practice social distancing, hand-washing practices, and sneezing/coughing protocols. No one is immune from catching this deadly virus; it doesn't just strike the elderly or those with health issues. Everyone can help to stop the spread.

Additionally, with these cautions in mind, check on neighbors, friends, and family who are either self-isolated or self-quarantined, or who need help obtaining necessary supplies, food, or prescriptions. This is the perfect time for a small New England community like Andover to show what we are all about – neighbors helping neighbors.



Lake Sunapee VNA Responds to COVID-19 Challenges

Screening patients, closing non-essential services

Press release

Like so many other community organizations, Lake Sunapee Region VNA and Hospice (LSRVNA) is working hard to meet the daily challenges of COVID-19 throughout the 32 towns it serves. On any given day under normal circumstances, LSRVNA has an average of 625 people on service receiving home health, hospice, palliative, and private care, and the agency is adapting every day to meet the needs of those patients – as well as the needs of its staff – safely and effectively. Following are some of the ways in which the agency is responding:

Monitoring the rapidly changing daily flow of information and guidance from the Centers for Disease Control and Prevention (CDC) and the New Hampshire Department of Health and Human Services regarding personal protective equipment, testing, screening protocols, etc.

Limiting exposure among its 200 staff members by having the majority of office staff work from home and reducing the need for field staff to go to the office by holding virtual team meetings and calling ahead for medical supplies. According to Jim Culhane, President and CEO, "Home health care is by design a very mobile and adaptable business, which gives us at least a small advantage in meeting the challenges of COVID-19."

Closing all non-essential services for the safety of everyone involved and to focus on essential patient care services. Non-essential services that have been closed at least through the end of April include blood pressure clinics, foot care clinics, support groups, education programs, Good Day Respite, and The Renaissance Shoppe. Culhane shares, "While these are very important ser-

vices, we need to maximize and focus our resources on the programs that are designed to help people with illness and injury. In addition, we will continue to focus on the programs that are the sole service that prevents patients from moving into nursing facilities, such as Medicaid CFI, private duty services, and some of our grants."

Screening all patients by phone for COVID-19 symptoms before going into the home and again during each visit.

Developing contingency plans to shift resources as hospitals get busier and the demand for home care increases. "Many of our staff have foregone planned vacations and travel in order to minimize personal risk, as well as risk to coworkers and patients, and maximize our availability to meet the growing health care needs of the community," says Culhane.

Educating patients who may be concerned about receiving home visits and about CDC guidelines for minimizing risk and various options for care, such as less frequent visits and additional phone calls.

Communicating with community partners, such as the Upper Valley and Greater Sullivan County public health networks, area hospitals, and other health and human service agencies to share information and resources. "Many of us work together regularly on emergency preparedness efforts to train and prepare for all types of unexpected events, and those plans and relationships are currently helping all of us to meet this challenge," says Culhane.

Working on supportive measures for staff around pay, childcare, and other resources, so they have the ability to see patients while maintaining their own physical and emotional health. Culhane shares, "Our staff is our primary and most precious resource. They are also at the forefront of risk, so addressing their safety and needs, which impact those of patients and the wider community, is a top priority. Rest assured that the agency is looking at every possible way it can support this dedicated, needed team throughout this unprecedented event."

Culhane continues, "We are an agency made up of individuals who share a common goal and focus, and that is the health and safety of our communities. We play a significant role in the well-being of many communities. It is this public health obligation that calls us now."

For more information about the essential services currently being provided by Lake Sunapee VNA, call 526-4077 or visit LakeSunapeeVNA.org.



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