



Here in New England, the first frost signals us to begin our preparations for the inevitable. Although the winter brings many challenges, it is also a time for the wonderful smell of homemade soup, the sound of a fire crackling, and an instinct to slow down a bit. With the holidays just around the corner, we love hearing from our families and how we can support your loved ones in the coming months.

### There's No Place Like Home Natt in Manchester



Natt is a warm and welcoming man with an irresistible smile. He is 93 years old and lives at home. Natt was born in Massachusetts but unfortunately just days after his birth, his mother died. He was brought up and raised in Auburn, NH by his Grandparents on their farm. Later in life, he joined the Navy. As we look at the photos of Natt in uniform as well as two battleships, he said he would do it again. After his time in the Navy, Natt married and had a son. Natt's life with his family on the farm was a fulfilling one among the cows, pigs, cats, horses, and the family dog. Years later, Natt's wife passed away but his son still lives locally.

Natt attends the day program at Easter Seals two days a week. He has two Visiting Angels who care for him in his home. When we asked about his Visiting Angel's cooking (the one who was present), he said with a big smile on his face, "It is damn good!" They both giggled and Natt asked if anyone would like a Moxie, which is one of his favorite beverages.

Natt and his caregiver have a heartwarming relationship that is a blend of necessary support and joyful companionship. Here is a true example of homecare at its best. Between all the jokes she made with him, all the "work" was getting done. For example, as the visit began, Natt and Deb (his caregiver) were outside collecting sticks for the little boy next door who enjoys roasting marshmallows. The little boy and his father were outside playing. The little one came over to Natt to gift him with a Halloween decoration made out of construction paper and love. Natt happily received the gift, thanked the boy, and then gave it to Deb. When we went inside the house, she tucked it into one of the many Halloween decorations that made his house a home. There was a ceramic turkey on the dining room table and Deb affectionately teased Natt about remembering to eat, "Gobble, gobble! Gobble, gobble!" Natt laughed and so did she.

***We are pleased to be of service to Natt. We will continue to do our best in supporting him every day and in every way.***

### Caregiver of the Month Gail D.



Gail was chosen as *Caregiver of the Month* because of her willingness to take on a variety of clients living in a variety of locations. Gail is very reliable and is excellent with her clients. We consistently receive great feedback on Gail.

We asked Gail why she does what she does. "I'm retired from the Liquor Commission. That was hard work in many ways. Now I'm doing what I want to do," says Gail. "I watched my mother take care of my grandparents. I took care of a dear friend as well. My daughter is a Visiting Nurse and she asked me why don't I go work for Visiting Angels. It is what I enjoy doing. I love all my clients and it is more than just them, it is their families as well."

What advice does Gail have for new caregivers? "Be patient and listen to them. Think about them but also about their family, their husband or wife, their children. The family needs help too."

*We thank you, Gail, and celebrate you for being such an outstanding caregiver. Your hard work and dedication is appreciated!*

Caregivers for the weeks of September:  
**Jane F., Karen S., Natalie L.**

### Butternut Squash Soup

This is a thick, rich soup with tons of flavor. Super easy, quick, and a great way to use squash and to warm you up on a cold day.

- 2 tablespoons butter
- 1 small onion, chopped
- 1 stalk celery, chopped
- 1 medium carrot, chopped
- 2 medium potatoes, cubed
- 1 medium butternut squash - peeled, seeded, cubed
- 1 (32 fluid ounce) container chicken stock

Melt the butter in a large pot, and cook the onion, celery, carrot, potatoes, and squash 5 minutes, or until lightly browned. Pour in enough of the chicken stock to cover vegetables. Bring to a boil. Reduce heat to low, cover pot, and simmer 40 minutes, or until all vegetables are tender. Transfer the soup to a blender, and blend until smooth. Return to pot, and mix in any remaining stock to attain desired consistency. Season with salt and pepper.



## Elliot Urgent Care at River's Edge & Londonderry

In recent years, a new option has emerged for urgent health care needs. Walk-in services at urgent care clinics offer care for many common injuries and illnesses requiring fast attention but which do not require going to the Emergency Room. At urgent care clinics, patients generally have less than a 30-minute window from the time they walk in to the time they are being seen a medical provider. Additionally, urgent care clinics have a lower co-payment for those paying with insurance. Urgent care clinics fill the gap between an ER visit and getting an office appointment at one's regular general practitioner.

With all the urgent care clinics to choose from in the area, what sets Elliot Urgent Care apart from the others? We met with April Toomey, RN, BSN, CEN and Manager Elliot Urgent Care at River's Edge and at Londonderry. We learned about some very unique and important advantages of the Elliot Urgent Care facilities, which offer the same services at both locations.

- River's Edge is connected to the Elliot hospital which provides more comprehensive resources as needed.
- All their providers are Emergency Board Certified and are in a work cycle that includes the Urgent Care facilities as well as the Emergency Room at the Elliot Hospital. "This rotation keeps them on top of their game," explains April.
- They always has one physician as well as four to five mid-level support staff on premises.
- The nurses are additionally trained to handle specialized pediatric care.
- They are Joint Commission accredited.
- Patients always get a follow up visit.
- The patients' visit to the facility becomes part of their electronic medical record which is sent to their doctor.
- They offer "Language Line" to handle communications for patients who do not speak English.
- For deaf patients, they have an iPad device so that communication is no problem.

The Elliot Urgent Care offers many services not mentioned here. The reader is encouraged to learn more about these valuable community resources on their websites. River's Edge (185 Queen City Avenue in Manchester is open from 7 am to 10 pm) and Londonderry (40 Buttrick Road in Londonderry is open from 9 am to 8 pm).

### WHERE SHOULD YOU GO?

#### URGENT CARE

FOR NON-LIFE THREATENING ILLNESSES OR INJURIES:

|                           |                      |                        |
|---------------------------|----------------------|------------------------|
| • Common cold or flu      | • Skin rash          | • Minor Burns          |
| • Sinus infection         | • Poison ivy         | • Minor eye injuries   |
| • Bronchitis              | • Gastroenteritis    | • Splinters            |
| • Sore throat             | • Minor Fractures    | • Sports injuries      |
| • Earache                 | • Sprains & strains  | • Tetanus vaccinations |
| • Urinary Tract Infection | • Cuts & lacerations | • X-rays               |

|  |  |
|--|--|
| <br>185 QUEEN CITY AVENUE, MANCHESTER<br>HRS: 7AM TO 10PM, DAILY | <br>40 BUTTRICK RD, LONDONDERRY<br>HRS: 9AM TO 8PM, DAILY |
|--|--|

#### EMERGENCY DEPARTMENT

FOR LIFE THREATENING ILLNESSES OR INJURIES:

|                     |  |                                      |
|---------------------|--|--------------------------------------|
| • Chest pain        | • Dizziness                                | • Depression                         |
| • Abdominal pain    | • Stroke symptoms                          | • Confusion/mental status evaluation |
| • Multiple injuries | • Shortness of breath/difficulty breathing | • Pneumonia                          |
| • Pregnancy         |  |                                      |
| • Headaches         |  |                                      |

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## REQ

REQ (Rehabilitation Equipment Associates) is a family-owned and operated business providing the highest quality of care to their medical equipment patients. REQ has been in business for over 30 years. In 2013, REQ moved to their new showroom at 1015 Candia Road in Manchester, NH. They provide many services to pediatric, adult, and elderly patients for the purpose of maintaining or restoring health, minimizing the effects of illness, disability, and preventing unnecessary institutionalization.

Consider making a special trip to see what is available to make life easier and more comfortable for your loved one. Sheri Phelps is the lady to see for your homecare needs. Sheri let us know about some of the top selling products including bath safety products, hospital beds, lift

chairs, manual wheelchairs, mobility scooters, power wheelchairs, ramps, stair lifts, and walking aids. Other products include compression stockings, kitchenware for those with dementia (making mealtime easier), adorable bags for walkers and wheelchairs to hold all of your loved ones carry-a-longs, and much more! Their biggest seller is high-end power chairs.

REQ offers high quality products that can take the pressure off the caregiver, whether that be a family member or hired caregiver. Customers can walk in and talk with Sheri or other staff members who are ready and willing to help you out. Visit their website to learn more at [www.reqinc.com](http://www.reqinc.com) or at 603-645-5200.