

Elder Services Awarded National Care Management Accreditation



We are proud to have received the National Committee for Quality Assurance (NCQA) Accreditation. ESMV-NS has received the Case Management for Long Term Services and Supports Accreditation for our Home Care Program, and this means we are recognized for meeting strict, high-quality standards for delivering these services.

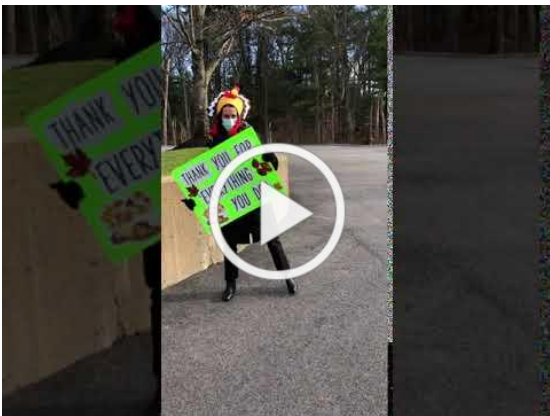
“Our Quality Team worked to prepare for NCQA Accreditation over the last 24 months. Because of this enormous effort, we achieved a high score that equated to a three-year accreditation status,” said Joan Hatem-Roy, CEO for ESMV-NS. “The accreditation process has provided our organization with a framework that guides our quality improvement efforts and allows us to provide the highest quality service to the consumers we serve.”

NCQA awards the status of Accredited—3 years to organizations that demonstrate strong performance of the functions outlined in the standards for Case Management accreditation. ESMV-NS is one of the few organizations in Massachusetts with this accreditation. Learn more about how it benefits consumers. [Read the full release.](#)

Celebrating our employees with appreciation drive through

We know we have the best employees and to show our gratitude, we donned our turkey hats and passed out gift cards to say thank you.

In true 2020 style, members of our HR team and senior management staff hosted a few drive-through events for employees in order to stay socially distanced. It was a fun way to say thank you to the amazing staff of ESMV-NS!



Your donation makes a difference

Due to the pandemic, we have seen a 30 percent increase in the demand for Meals on Wheels, along with a greater need for shopping and delivery services.

These nourishing meals and daily wellness checks by our drivers help adults stay healthy and independent. Your donation ensures programs like Meals on Wheels are able to continue serving homebound seniors.

Now through the end of the year, we have a goal to raise \$15,000 during our Annual Appeal Campaign. This money will go directly to support our nutrition program and combat social isolation and loneliness.



[Click here to donate securely](#)

Community Outreach & Services



Caregiving during COVID: Roland's story of hope

For Roland G. of Andover, the respite care he receives enhances his life immeasurably. His wife Diane, diagnosed with Alzheimer’s disease in 2015, recently lost the ability to walk and became bedridden.

“I was ready to ask for help,” he recalls.

He’d been experiencing bouts of anxiety, the result of a self-imposed “do it all” mentality that can lead to rapid burnout and exhaustion.

Roland pays for these services on a private basis, but Elder Services provides care management and clinical supervision through Maureen Callahan, care manager, and Samantha Meas, R.N. from the agency’s Home Care program.

“We went from nothing to having home health aides three times per week. It means a lot for my own sense of well-being to have someone come on a regular basis.”

Now that Diane’s condition has deteriorated, the aides come Monday to Friday, two hours per day. The home health aides are at the “support level,” specially trained for consumers with dementia.

Roland describes them as kind, thorough, and highly observant, caring for Diane in every sense of the word, from monitoring her condition to watching for bedsores. In addition, they assist him by cleaning the house. This allows Roland to go to the doctor, shop at the grocery store, and complete other errands.

“And it takes a great load off my mind,” he adds.

Now in his late 70s, Roland is retired from a career as an electrical engineer. Diane had worked as a math teacher at Reading High School for 25 years. Prior to the pandemic,

they saw their son in Lexington frequently, but now, out of necessity, he has reduced his visits to twice per month.

After a fall in June, Diane spent a stint in rehab at Prescott House in North Andover. This was a difficult ordeal because the couple had to communicate from a distance due to COVID restrictions and Roland was unsure whether Diane even recognized him in a mask. The care his wife receives from Elder Services combined with a good doctor who makes house calls has relieved the feeling he has to do it all on his own.

"I feel pretty comfortable to deal with all the issues," he says, adding that he reads and walks to relax.

Today, many men find themselves in the role of caregiver. Without hesitating, Roland encourages anyone in a similar situation to ask for help.

"You need to keep on the ground to move forward. You can try some help and see how it goes."

Of his present situation, living with Diane, he says, "It's so good to have her home."

Are you caring for a loved one and need help? Contact our Caregiver Support program today.

#GetBackMass



Join the Commonwealth to #GetBackMass, a public awareness campaign to urge everyone to keep doing the things we know work to fight COVID19 so we can "get back" to the things we love to do. [Learn more about #GetBackMass](#)



Keeping family close with virtual visits

The ongoing pandemic has caused many of us to struggle with social isolation, and we naturally miss being with others. This can be more difficult for older adults who have confusion, health problems or other issues that affect their daily lives.

Whether it's a parent in a long-term care facility or one living far away, families are finding new ways to keep in touch.

[In her latest column in the Eagle-Tribune](#), our CEO Joan Hatem-Roy talks about ways families can maintain connections

with relatives and how those connections can reduce anxiety and strengthen bonds, especially during this holiday season.

Season's Greetings from all of us at Elder Services



Elder Services helps more than 40,000 individuals across 28 cities and towns every year. Please consider [making an online donation](#) to support our programs.

Elder Services of the Merrimack Valley and North Shore

www.esmv.org

800-892-0890 or info@esmv.org

