

A quarterly publication, Fall 2009

Welcome to the third edition of O'Connell's quarterly newsletter. In this publication you can find information about our office staff, programs and services, a listing of local events, as well as helpful informational tips to help you live a healthy, more independent lifestyle.

O'Connell's is a full service home care provider including skilled nursing, personal care assistance, homemaker and companionship services, and Geriatric Care Management consulting. For over 20 years, our family-owned company has been offering these services to individuals and their families in the Hampden, Franklin, Hampshire counties, and beyond.

O'Connell's is not like every other home care agency. We are dedicated to providing outstanding care, support, and compassion to clients and community agencies. Our goal is to enrich the lives of those in our community, one individual at a time.

*O'Connell's is committed to one goal: Enriching the lives of individuals in our community, one person at a time. The range of services we provide was designed with this goal in mind, enabling clients to live their lives as they have all along.*

## We Understand You Are More...

Our success comes from understanding that every person that we touch on a day to day basis has a story; they have family, friends, memories, emotions, interests. They are individuals that are made up of more than their care plans, more than a list of medications, more than daily routines and appointments. We understand that they are more and strive to meet the needs of the individual.

Because the needs of each client are unique, we take the time to listen and consider the mental, physical, and spiritual needs of the client, and those of the people who care for them. We are then able to tailor a plan that addresses the individual's specific situation.



## O'Connell Office Staff:

President	Fran O'Connell, RN, MS, FNP
Administrator	Danielle LaBelle-Boucher, MS
HR Generalist	Shane Saunders, BA
Financial Administrator	Jackie Nascimbeni
Finance Associate	Amarilis Arroyo
Marketing Specialist	Jennifer Meunier, MS, MBA
Dir. of Private Care Services	Laura Cardaropoli, BS, RN
Private Pay Coordinator	Jennifer Vaschak, BS
Field Staff Supervisor	Leslie Hill, LPN
ASAP Coordinator	Jennifer Santerre, AS
Educational & Grant Coord.	Pam Ciborowski, RN, BSN
Licensed Social Worker	Deborah Hollingworth, LSW

## NEW! O'Connell's Van Service



*Struggling to find the time to get a loved one to a doctor's appointment? Need to run an errand or go shopping? Tired of the inconvenience of public transportation?*

O'Connell's now provides door-to-door van services to all current clients throughout the Western Massachusetts Pioneer Valley area, and beyond. Our van is equipped with a wheelchair lift and services include van transportation for seniors and people with disabilities who need transportation for grocery or clothes shopping, banking or medical purposes, anywhere you want to go. Appointments must be made 24 hours in advance. Cancellations can be made up to one hour before the appointment.

## Geriatric Care Management Consultations

Overwhelmed? Frustrated? Confused by the options of care for an aging loved one? A one hour consultation with our experienced Geriatric Care Manager may help to unravel the complexity of care options and make decision making more manageable.

O'Connell's has been a provider of home health care and support in our community for over twenty years. We are pleased to offer Geriatric Care Management services to families and professionals in our community. Specifically, our Geriatric Care Managers can help your family with:

- Elder Care Consultations
- Home Health Care Assessments
- Late Life Planning
- Finding Community Resources
- Ongoing Care Management and support including scheduling appointments, transportation, etc.
- Assisting with Crisis Situations

*For more information, or to schedule an appointment, please call our Coordinator of Private Care, Jennifer, at (413) 437-9402.*

***A 1-hour consultation with our experienced Geriatric Care Manager can assist in unraveling the complexity of care options and make decision making more manageable.***

***O'Connell's is... Trusted by Clients & the Community · An Experienced, Reliable Elder Care Company · Locally Owned & Operated · A Provider of Holistic Care · Highly Credentialed · Completely Thorough with Pre-Employment Screening · Honest · Reliable***