



## ***Highlights and Services***

*Helping the frail, elderly & disabled maintain  
their independence & dignity*

### *Main Office*

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*“ Experience the power of caring! ”*



# Agency Information



## *Mission Statement*

The CareGivers, Inc. mission is to assist the frail, elderly, and disabled in order that they may maintain their independence and dignity.

## *Goals and Objectives*

The CareGivers, Inc. goals and objectives are to provide non-medical support to the frail, elderly, and disabled of the Greater Nashua and Greater Manchester areas, enabling them to maintain their independence and dignity. CareGivers also provides a personal presence for individuals who have little or no personal contact with others. We provide service to individuals who may not receive aide through the human service system and do not qualify for government-assisted programs or sliding fees. We also provide service to those individuals who may be receiving assistance from other agencies, but have additional needs which have gone unmet.

## *Programs and Services We Provide*

The CareGivers, Inc. recruits, screens, and trains volunteers to offer presence and assistance to those in need through transportation, grocery shopping, banking, etc. We also provide respite and companionship visits, reassurance calls, correspondence for those unable to write, and translation service for those needing assistance with physicians, attorneys, etc.

## *Funding Sources*

The CareGivers, Inc. receives funds from local congregations, area businesses, private foundations, individual donors, grants, local government funding, and a wide variety of civic organizations. Fundraising events also play a vital role in meeting our budget. Physicians, hospitals, clinics, etc. who frequently utilize our services to transport their patients are encouraged to become part of our financial support team.

## *Fees*

The CareGivers, Inc. never charges for any of its services. The CareGivers does not bill any insurance company, the state, or any other sources for reimbursement for the services it provides.

## *Program Eligibility*

Individuals must be over 62 years of age or be able to demonstrate a physical, emotional, economic or social need to be eligible for our services. The CareGivers, Inc. considers an individual's current circumstances, i.e. poor health, economic hardship, etc. when determining who is eligible for our services. Clients who qualify for assistance in other programs may also receive additional services from The CareGivers, Inc. providing that the services are not being addressed by other agencies and the need remains unmet.

## *Communities Served*

The CareGivers, Inc. serves the following communities: Manchester, Nashua, Goffstown, Hooksett, Bedford, Merrimack, Hudson, Litchfield, Milford, Brookline, Hollis, Amherst, Auburn and Candia.

## *Referrals*

The CareGivers receives referrals from private physicians, local hospitals, clergy, and family, as well as self-referrals from the individual seeking assistance. An intake interview is conducted which allows us to prioritize requests and determine the need for service. All requests are considered individually to determine if The CareGivers is the appropriate service agency. If the client can be better served through another agency, The CareGivers, Inc. will make the referral at the client's request.



## Programs



*Rides for Healthy Living* is our single most requested service. The majority of our transportation services are directly linked to the client's health. Transportation to Boston, Burlington, MA, Hanover, and Lebanon is sometimes available for those needing medical care outside the Greater Nashua and Greater Manchester areas. The program allows individuals to practice preventive health care by making it possible for them to see a doctor regularly; otherwise, the cost of a taxi or public transportation would make doctor visits cost prohibitive.

*Food for the Homebound* insures that individuals who either can not drive or are homebound get their groceries. Volunteers provide assistance with carrying bags, reading labels and putting away groceries. Some volunteers even shop for individuals who are unable to leave their home. Needless to say, meeting this very basic human need helps individuals remain in their own homes for a much longer time. If this program were not in place, many of the care receivers would need to be in nursing homes.

*Same Day/Next Day Program* addresses the needs of those requiring prompt medical attention, but NOT EMERGENCY transportation. We do not replace "911" transportation. This program was designed as a direct result of networking with area hospitals to address the transportation needs of some patients, either to or from medical treatment. (Patients can not be discharged to taxis, etc.) And, with patients being discharged sooner than in the past, more patients require "next day" follow-up visits after discharge.

*Friendly Visits* is an important program designed to address the needs of individuals who are homebound and have little social contact. Volunteer visitors are trained to address the special needs of those who are lonely or alone. Visits are usually conducted on a weekly or bi-weekly basis and range from 1-3 hours in length.

*Reassurance Phone Calls* are made to a large number of people we serve. Many elderly and/or disabled individuals not only live alone, but are often without family nearby. CareGivers volunteers call those people who have expressed a desire to receive daily or weekly reassurance phone calls. Knowing a CareGivers volunteer will call gives these people peace of mind. CareGivers often has clients call one another for this task...thus helping people form "telephone friendships," as well as making the person feel good about themselves because they are contributing to helping others.

*Community Involvement Support* addresses the need of care receivers who have expressed an interest and have the capability of providing volunteer service to others in the community. This allows them an opportunity to "give back" to the community, which proves to be important for emotional health. Visits to the client's home are made to encourage volunteerism for those who have expressed an interest. Volunteer opportunities are explained and The CareGivers, Inc. provides the transportation for the care receiver to participate in volunteer activities in the community.

*VA Transportation* is offered to local area veterans who need transportation to the Veterans Administration Hospital in Manchester. The CareGivers, Inc. has worked closely with the VA Hospital to make this program known to area veterans in need of this service.

*For more information on our programs and services, please feel free to contact us.  
622-4948 or 595-4502  
info@caregiversnh.org*