

### *Septic System Betterment Loan Program*

The Health Division Administrative Assistant oversees the Community Septic System Betterment Loan Program that successfully disbursed \$104,076 in 2010. The program allows homeowners to borrow up to \$30,000 to offset the costs of replacing their septic system. The loans are repaid to the Town over 10 years at 2% interest as a betterment lien.

### *Housing Inspection Program*

The Environmental Health Inspector is required to inspect dwelling units when requested by the occupant to identify substandard conditions in accordance with the State Sanitary Code. Housing inspections address health and safety issues such as lead paint, asbestos, lack of heat or insufficient water. Ten properties were inspected that required enforcement action.

## **EMERSON HOSPITAL HOME CARE SERVICES**

Brian Hailey, MSPT, Manager

Emerson Hospital Home Care is a Medicare/Medicaid Certified, Joint Commission accredited, provider of home health services in Concord, as well as 23 surrounding towns. Home care is an active member of the Home Care Alliance of Massachusetts with a mission is to deliver high quality, safe, and cost effective services to all our patients. These services include skilled nursing, physical, occupational and speech therapy, home health aide, and medical social work. Emerson home care continues to grow to meet the demands of skilled services in the home as hospital length-of-stays continue to decrease.

Home Care accepts referrals for services from Emerson Hospital, other local and Boston hospitals, physicians, skilled nursing facilities, rehabilitation hospitals, and from clients with a physician's order for home care. Members of the community can contact Home Care directly for skilled services for themselves or family members. Home Care services assist community members to receive services at home after hospitalization, during a prolonged illness, or when a skilled need arises and the client is home bound. The goal of home care services is always to promote the highest state of wellness and independence, and to assist in planning

for the continuum of care. Home Care also provides community health and communicable disease follow up in accordance with our Board of Health Contract with the Town of Concord.

Although Emerson Hospital does not have a hospice program, we continue to work closely with several Hospice providers serving this area. The Home Care department has provided end of life care for those patients who have decided not to enroll in a Hospice program. Our focus has continued to be provision of care focused on symptom management and dignity for patient and family at end of life.

The Home Care Department has been an integral part of the hospital's focus on enhancing the care of the growing elderly population in the communities we serve. This includes ongoing meetings with members of the community, as well as initiatives within the care environment in the hospital. Using our "Disease Management Program", the Home Care Department continues our success in decreasing emergency department visits, hospitalizations, and lengths of stay in several diagnostic groups, including Chronic Lung Disease and Congestive Heart Failure. The department has participated in a nationwide effort by CMS to reduce unnecessary acute care re-hospitalizations from home care providers and has had success in decreasing this re-hospitalization rate. Home care participates on the hospital's Community Geriatric Committee that meets quarterly to address the needs of the geriatric population in the community.

Home Care continues to care for residents of Concord Park, Newbury Court, Newbury Commons, and the Concord Housing Authority Residences. Through Medicare and other insurers, we are able to provide "home care" services for these individuals who now call these sites their "home". This has allowed these residents to successfully age in place. Home care also coordinates closely with the Concord Council on Aging to promote health and wellness to seniors.

The contract with the Town of Concord includes communicable disease follow-up and an influenza vaccination program. The contract also allows Home Care to make home visits to ill individuals who have no source of payment to cover much needed services. As Medicare and other insurers are limiting their coverage, this

becomes a more important aspect of our work with the Board of Health. Influenza vaccination clinics have also served many of Concord's residents and employees. Please see attached spread sheet with data from flu clinics and communicable disease follow up.

Throughout this past year, Emerson Home Care has worked closely with the Board of Health and with other community organizations to coordinate care for the residents of Concord. We will continue to work with the town and organizations to identify areas of opportunity to serve the town's residents in an effort to promote health and wellness. Home Care is also represented on the Emerson Hospital Emergency Preparedness Committee which works with the Town of Concord and others to coordinate emergency preparedness efforts.

EMERSON HOSPITAL HOME CARE SERVICES		
Flu vaccination Clinics	'08-'09	'09-'10
Senior Clinics	253	238
Concord Teachers	87	55
Seniors at Concord Park	65	57
Open Table	8	12
Communicable Disease Follow Up	7/09 -- 6/10	
Home care telephone visits	39	
Home visits	0	

## SEALER OF WEIGHTS AND MEASURES

Raymond A. Costa, Sealer

The ultimate goal of the Sealer of Weights and Measures is to "Create Equity in the Marketplace." All individuals in a community are affected by weighing and measuring operations for virtually all of the necessities of life, particularly of food and fuel.

The function of the Weights and Measures official is to safeguard the public in matters involving the commercial determination of "quantity" and ensure that whenever merchandise or service is bought or sold, that honest weights and honest measures are delivered, and that fraud, carelessness or misrepresentation of such transactions are eliminated. To facilitate this endeavor, the accuracy of all weighing and measuring devices used for sale to the public are inspected, sealed or condemned as required.

These weighing and measuring devices include, but are not limited to, all gasoline and diesel dispensing devices (pumps) throughout the community, all weighing devices (scales) used at supermarkets, delis, meat markets, seafood shops, retail checkout counters, farm stands, specialty stores, small convenience stores, pharmacies, laundromats, public shipping stores, hardware stores as well as home heating oil (fuel oil) delivery trucks and a myriad of other weighing and measuring devices.

Consumers can also feel confident when making purchases at establishments that use bar code pricing devices (scanners) as the inspection and testing for accuracy and proper operation of these price scanning devices is another of the Sealer's duties.

The Weights and Measures official investigates consumer complaints that may be issued regarding weighing and measuring devices in the community that do not appear to be complying with legal standards. Upon investigation, whenever a failure of a device is found or failure of an establishment to comply with the weights & measures laws is discovered, immediate action is taken to facilitate compliance and, if necessary, the Sealer may issue civil citations or engage in criminal actions based upon these failures.

The following inspections were performed by the Sealer of Weights and Measures at more than 64 business establishments throughout the community: 100 weighing scales, 150 gasoline/diesel meters, approximately 45 bar code scanners, 615+ store shelf commodities, 10 fuel oil delivery trucks and a variety of other miscellaneous weighing and measuring devices... all "So That Equity May Prevail" in Concord.

## NATURAL RESOURCES COMMISSION

The Natural Resources Commission (NRC) and staff are responsible for the overall stewardship of the natural resources of the Town, and the establishment of Town environmental policy in conjunction with the Selectmen and Town Meeting. The NRC administers the State Wetlands Protection Act (MGL Chapter 131, Section 40), Rivers Protection Act (MGL Chapter 258 of the Acts of 1996) and accompanying regulations (310 CMR 10.00), and the recently approved Concord Wetlands Bylaw and regulations. The NRC also plays