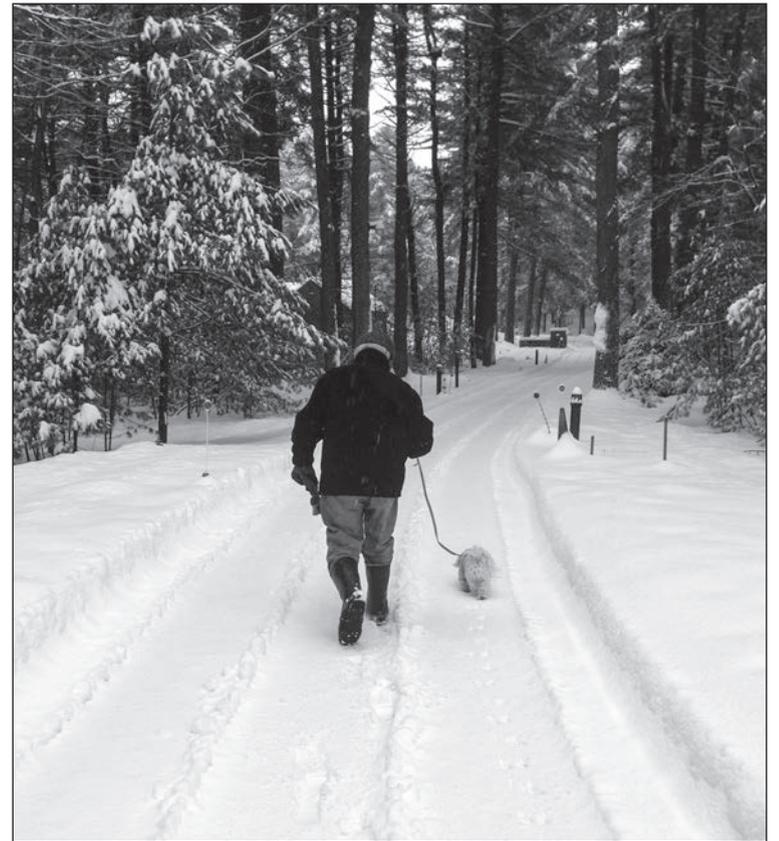


DOVER

Health Reports

2017



Report of the Board of Health

Gerald Clarke, Chairman

Dr. Harvey George

Dr. Joseph Musto Michael Angieri, Agent

George Giunta, Agent Karen Hayett, Executive Assistant

The Board of Health (BOH) is responsible for protecting the public health and environment, with authority and responsibilities as set forth in numerous Massachusetts General Laws (MGL) and Commonwealth of Massachusetts Regulations. Additionally, various federal statutes lay out the responsibilities of state and local governments to ensure the public health. The Board's elected members, agents, inspectors, and subcommittee members work to ensure that food, water, soils, and air are protected from contamination that would pose a public health threat. The BOH also works to prevent the spread of contagious disease in humans and animals, and to identify and prevent the spread of the growing number of tick-borne diseases. Information about the BOH's various programs can be accessed through the Town of Dover's website (www.doverma.org).

Water Quality and Supply

PUBLIC WATER SUPPLIERS

Dover residents first typically interact with the BOH on matters related to drinking water and sewage disposal. The BOH is obligated to ensure that drinking water is safe and available, both by its fiduciary responsibility to all residents and by various laws and regulations. Relevant federal statutes include the "Clean Water Act," as amended in 1972, and the "Safe Drinking Water Act," as amended in 1996. The primary act and laws of the General Court of Massachusetts that delegate responsibility to the State's local boards of health can be found in MGL, Chapter 111 (Public Health).

In 2017, the population of Dover consisted of 6,291 residents and 2,034 households, of which 4,096 residents (65%), or 1,248 households (61%), depended on privately owned wells located on residential properties. Another 2,195 residents (35%), or 786 households (39%), are serviced by eight Public Water Supply (PWS) companies that are regulated by the Massachusetts Department of Public Utilities and the Massachusetts Department of Environmental Protection (MassDEP). These entities and who they service are as follows:

- **Colonial Water Company:** 1,714 residents/605 households
- **Dover Water Department:** Chickering Elementary School and drinking water in the fields

- *Glen Ridge Resident Trust*: 122 residents/44 households (sourced from Natick Public Works)
- *Meadowbrook Water Trust*: 57 residents/26 households (sourced from Natick Public Works)
- *Old Farm Road Water Trust*: 40 residents/15 households
- *Precious Beginnings*: daytime preschool
- *Springdale Farms Water Supply*: 130 residents/41 households
- *County Street, Route 109*: 132 residents/55 households (sourced from Walpole Public Works)

PRIVATE WELLS

BOH well agents review plans for the locations of new private wells and inspect both the construction of new wells and repairs to existing wells. During 2017, 15 permits were issued for new potable water supply wells, 20 pump tests were performed, and 10 wells were abandoned. On July 10, 2017, the BOH modified and adopted the Town’s Board of Health Regulations, Chapter 233 (Wells), which became effective August 17, 2017. To ensure the safety of residents, and specifically young children, water quality and quantity tests are now required prior to the sale or transfer of ownership of a home. The updated well regulations are available at the BOH office (Town House, first floor, 5 Springdale Avenue) and on the Town’s website. The Board advises that all applicants for well permits and all well drillers review these regulations to ensure compliance. Notice of the amended regulations are also provided to real-estate brokers, so that the purpose of the revisions may be understood.

Nearly 30 years ago, the Town Water Department’s well field was contaminated by MTBE (methyl tertiary butyl ether), a fuel oxygenate, as the result of a gasoline spill at the Mobil service station. The well field at Church Street remains abandoned. In 1994, an alternative source of water was obtained under contract from the Dover Water Company. On July 22, 2017, the Town entered into a three-year extension of the supply contract with Colonial Water Company (the new owner of Dover Water Company) to provide drinking water to the Town’s municipal buildings and to the residents in the center of the Town who are connected to the original Department’s distribution piping.

Drought conditions in 2016 and again in 2017 led many citizens to contact the BOH to ask why it had not issued regulations on water conservation. Unless and until such time as the Town authorizes the BOH to undertake such measures, the Board does not have the authority to impose water conservation measures.

The following websites provide additional information on private wells:

- www.mass.gov/eea/docs/dep/water/laws/i-thru-z/prwellgd.pdf
- www.mass.gov/private-wells

DATA COLLECTION/MANAGEMENT

To modernize data collection, recording, and storage methods, the BOH recently acquired handheld tablets for use by its agents on all site inspections to obtain relevant data, photographic history, and GPS locations of wells and septic systems. At the time of this writing, the Board was awaiting receipt of the remaining equipment requested earlier in the year so as to maximize its efforts, which also includes the project task of scanning for record preservation all existing documents, many of which are in poor condition.

FORMATION OF WATER RESOURCE STUDY COMMITTEE

For many years, the Board of Selectmen (BOS) has frequently expressed concern regarding the lack of information on the current and future availability of drinking water sources on which Town residents depend, whether with their private wells or through the aforementioned local PWS entities.

Studies performed by the Town (January 1995: Water Study Report; February 2000: Water Study Advisory Committee) entailed researching and reviewing issues of water availability and the opportunity for alternative water sources, if any. More recently, the issue of water has figured prominently in the numerous discussions, professional and local studies, and meetings that commenced with the Town’s acquisition of the 46 Springdale Avenue property in 2014.

In March 2015, the BOS sought to establish a working committee to “research and report on the protection and preservation of Dover’s water supply, deeming this as critical to Dover’s future,” also noting that, “Dover has no current data that provide information on the quantity and quality of [its] water sources.”

In December 2016, the BOS asked for the BOH’s lead in addressing these issues, and so in early 2017 the BOH established the Water Resource Study Committee (WRSC). For a full report on the Committee’s activities, see page 163.

Garbage Collection

MassDEP regulation prohibits the disposing of food waste with trash. Food waste cannot be dumped at the Town’s Transfer Station. Dumping of food waste with trash creates a considerable increase in the cost of operating the Transfer Station and those residents who choose to ignore the MassDEP regulation put an additional cost on all Town residents. Although many residents have installed kitchen food grinders or disposals, even where their deed has a stated prohibition against it, the BOH strongly advises against use of food grinders because the small particulate matter created will, over time, clog a septic system’s drip field and cause failure of the septic system at great cost to the resident.

At no cost to the individual residence, food waste or “garbage” is collected once a week from private homes, businesses, and public buildings.

Residents should place their garbage and food scraps (not trash or foreign matter) in tightly sealed, covered containers. The Dover Recycling Committee can supply both in-kitchen waste storage containers, as well as larger containers to be kept in the garage. The container should be readily available to the collector. Any snow covering the container should be removed. The holder of the current contract for garbage collection is George Stevens, who services approximately 250 Dover homes and all public schools. After sterilizing the food scraps and garbage, the waste product is recycled into pig feed. Requests for service or questions concerning garbage collection should be directed to the BOH office.

Sewage Disposal

All subsurface disposal systems require proper operation and maintenance. Proper operation includes not pouring grease, fats, and oil down the drain; not using garbage grinders, as stated above; avoiding the use of hazardous chemicals for laundry; and repairing leaking toilet tanks and faucets as soon as possible. Proper maintenance includes having the septic system pumped out every other year by a licensed septic pumper to keep the system functioning well. The cost of pumping and proper maintenance may run to several hundreds of dollars every other year, but septic system failure due to abuse can lead to remediation costs of more than \$30,000. Note that where certain ejector or other mechanical or electric devices are installed in the septic system, maintenance must be undertaken according to the manufacturer's maintenance schedule.

The Massachusetts State Sanitary Code requires that each town provide for disposal of septage. The Town has an agreement with the Charles River Pollution Control District in Medway to have Dover's septage accepted at their sewage treatment facility. The fee paid by residents to the licensed pumper includes both a pumping charge and a treatment facility disposal fee.

In 2017, 14 permits were issued for upgraded septic systems for existing homes, two permits were issued for new home construction on vacant lots, and seven permits were issued for system upgrades where existing homes were torn down to allow for new home construction. There were also 20 distribution box replacements, two septic tank replacements, 15 ejector pumps and five alternative system installations, and three general repairs. The BOH Agent witnessed 43 deep-hole and percolation tests performed on existing house lots and 10 tests on previously developed lots where the house was torn down. There were 84 Title V inspections. Seven permits were issued for the construction of swimming pools.

MassDEP Title V regulations (The State Environmental Code Regulating Septic Systems), which went into effect and were adopted by Dover in 1995, require that a septic system inspection be made by a state-certified Title V inspector when a house is put up for sale, when ownership is transferred, or when there is a change of footprint. All applicants are advised to carefully review state and town regulations

to ensure compliance when seeking a septic system, swimming-pool construction, or well permit. For more information on Title V, you may call the BOH office or visit the MassDEP website.

Communicable Disease Prevention/Elder Services

In 2017, the BOH significantly expanded its offerings of vaccination clinics. More than 125 individuals were vaccinated against influenza ("flu"), pneumonia, shingles, tetanus, diphtheria, and pertussis (whooping cough).

The BOH contracts with the Walpole Visiting Nurse Association (WVNA) to provide many health clinic services, which are offered through the Council on Aging. For more information on the types of programs available, see the WVNA's report on page 170.



Silo at Powisset Farm. Photo by Dan Cahan.

Environmental Health

In 2017, the BOH continued to work closely with the Norfolk County Mosquito Control District to ensure that its activities were effective and conducted in a safe manner. Any homeowner wishing to have his or her property exempted from mosquito-control spraying must file the proper paperwork with the Town Clerk prior to the first of March.

Massachusetts law prohibits the disposal of medical sharps and items containing mercury in household trash. The BOH maintains an approved sharps receptacle at its office located on the first floor of the Town House, where sharps may be safely discarded during office hours. Mercury recycling is also available at the BOH office, the Council on Aging Office in the Caryl Community Center, and the Town Garage and Transfer Station.

BOH regulations, in concert with state regulations passed in 1982, prohibit the installation or further use of domestic underground oil and gasoline storage tanks and require that existing tanks be removed. This action resulted in the elimination of domestic underground hydrocarbon storage, in turn ending the threat of contamination of Dover's groundwater from such storage.

As the result of on-site inspections, in April 2017, the BOH enacted new regulations regarding manure (Town of Dover, BOH Regulations, Chapter 213, Manure) to amend those originally adopted in November 1993. The regulations specify new measures that must be taken regarding the size and location of manure stockpiles. These amendments were enacted to protect public water and private wells and to ensure that earlier violations, such as dumping or storing manure on public land, would be prohibited.

Food and Refreshments

The BOH adheres to the Massachusetts State Sanitary Code when issuing food permits. All food establishments, commercial kitchens, and summer recreational camps are required to have an inspection before a permit is issued. Commercial vendors providing food at charitable events and caterers providing food for private functions must also apply for a permit. Please contact the BOH if your organization is unsure of how these regulations apply to your planned event.

Household Hazardous Waste

The BOH, in coordination with the Recycling Committee, conducts an annual Hazardous Waste Collection Day each spring. Most Dover households will generate some amount of household hazardous waste (HHW) over the course of the year, yet only 10% to 15% of Town residents take advantage of the one-day HHW collection.

People "cleaning house" are often likely to discard accumulated HHW into trash and septic systems. This inappropriate method of disposing HHW can pose health, safety, and environmental risks to the property owners, neighbors, and the Town in general. The annual HHW collection offers an

acceptable alternative to inappropriate disposal methods, and the Board urges all residents to take advantage of the event. Residents of Dover may also drop off their hazardous waste at the HHW collection day sites of Charles River Household Waste Consortium member towns Ashland, Bellingham, Franklin, Holliston, Medfield, Milford, Norfolk, Sherborn, and Walpole.

Emergency Preparedness

Since 9/11, the BOH has assumed a significant amount of responsibility for emergency preparedness and participates in the Public Health Emergency Preparedness cooperative agreement, working in conjunction with the Massachusetts Department of Public Health, the Centers for Disease Control and Prevention, and other state and federal departments on continuing education, information sharing, and readiness training. The Board maintains a Medical Reserve Corps of volunteers for the Town.

Public Health Awareness/Substance Abuse

The BOH publishes an electronic newsletter on issues of public health, BOH programs, and changes in regulations, with explanations. Residents can subscribe to the newsletter by sending a request to health@doverma.org.

The BOH is responsible for reducing the use of tobacco products. In 2013, the Board voted to change the legal age for purchasing tobacco products in the Town of Dover from 18 to 21 years. To file a complaint regarding secondhand smoke or the sale of tobacco to minors, please contact the BOH at (508) 785-0032, extension 232.

The BOH awaits determination by the State Legislature regarding how recreational marijuana may be sold and used. In 2017, Dover did not pass a Warrant Article precluding the creation of a "Marijuana Establishment" within the Town as provided for in MGL, Chapter 94G, leaving the future disposition of the matter unclear.

SPAN-DS

Since 2002, the Substance Prevention and Awareness Network of Dover-Sherborn (SPAN-DS) has promoted awareness of substance abuse and offered resources to help prevent and reduce its incidence. SPAN-DS includes staff members from Dover-Sherborn High School (DSHS) and Dover-Sherborn Middle School (DSMS), local law-enforcement agencies and faith-based communities, youth and parents, and business owners. SPAN-DS helps build networks to heighten awareness, provide educational opportunities, and encourage strong support systems.

In 2017, the BOH provided funding for the Social Norming campaign at DSHS and DSMS. SPAN-DS has demonstrated that a social norming approach can have a significant positive impact on teenager behavior. Campaign activities include parent- and student-targeted presentations made by well-qualified professionals, often in collaboration with surrounding towns, and the distribution of flyers, stickers, posters, and other informational material.

Control of Zoonosis

The annual rabies clinic was held on March 25, 2017, at the Town Garage. Dr. Holly Kelsey, veterinarian at the Chestnut Street Animal Hospital in Needham, vaccinated 31 dogs and cats. Massachusetts Law requires every dog six months of age or older be vaccinated for rabies within one month of entering the Commonwealth and at least once every three years thereafter.

Massachusetts Department of Public Health regulations issued in 1992 mandate the vaccination of all dogs, as well as cats, and include stringent quarantine requirements. Dogs and cats wounded by unknown origin must be assumed to have been infected by a rabid animal and be quarantined for 45 days if their rabies shots are up to date. The animal will be quarantined for six months if it has not been vaccinated or if its rabies certificate has expired.

The ongoing concern over Eastern equine encephalitis underscores the need for continued vigilance. This zoonosis is maintained in nature through a bird-mosquito cycle and is transmitted to other animals and humans by mosquito bite. Horses should be protected from both eastern and western strains of the encephalitis by annual vaccinations. Control of the transmitting mosquitoes is the responsibility of the Norfolk County Mosquito Control District.

Animal Inspection and Quarantine

JENNIFER CRONIN, ANIMAL INSPECTOR

The animal inspector for the BOH annually inspects cattle, horses, goats, sheep, and swine and the conditions under which they are kept. In 2017, 11 inactive barns were documented and 26 active barns were inspected, during which time notations were made of tuberculin and brucellosis testing, equine Coggins testing, encephalitis vaccinations, and whether the animals appeared free from contagious disease.

FARM ANIMALS INSPECTED IN 2017

Horses	106
Ponies	4
Donkeys	6
Chickens	165
Goats	20
Pigs	3
Alpacas	10
Sheep	36
Waterfowl	5

Farms in Dover are either removing manure or composting it, in compliance with both regulations and protection of the environment.

Report of the Water Resources Study Committee

Gerald L. Clarke, Chairman
Carol Chirico
Gregory M. Kahoun
Justine Kent-Uritam
Carol Lisbon
Ronald Myrick Jr.

The Water Resources Study Committee (WRSC) was formed as a subcommittee in 2017 by the Board of Health (BOH) at the request of the Board of Selectmen (BOS), for the task of researching and reporting on the protection and preservation of the Town of Dover's water supply.

During the persistent drought conditions throughout 2016, many towns lost their ponds and streams and sources of drinking water, with communities subsequently joining the Massachusetts Water Resources Authority (MWRA). Early on in its work, the WRSC found that, despite the increased concern by many in the Town regarding our water supply, there was a lack of credible data on the Town's water resources, due to many years' worth of unfiled well reports. While anecdotal information on well failures, drilling depths, and yields points to a worrisome trend in water availability, additional factual data must be acquired before reliable conclusions can be drawn.

Consequently, the WRSC sees its fiduciary obligation as obtaining and analyzing information and hydrological data to ensure the sustainability of the Town and its residents into the future. One such effort involves recently acquired handheld tablets carried by BOH agents on all site inspections to gather valuable data, which the Committee can use to augment existing information available through the Town's licensed use of a GIS mapping system. This system, used primarily by the Board of Assessors, presents all types of geographical data, including wetlands and certain groundwater sources. The WRSC plans to build on this information by adding, at no cost, mapping layers that show the locations of wells and septic systems on each Town lot. Since online access to the system is available to all residents, once this work is complete, anyone will be able to view the many attributes of their own, or adjoining, properties.

During 2017, WRSC members participated in the Massachusetts Water Resources Commission meetings as well as the Massachusetts Drought Management Task Force. In addition, the WRSC testified before the State Legislature's Joint Committee on Housing on matters related to the public water supply and sources and the interaction of the water supply with septic and sewage. The WRSC has frequently interacted and met with State

Representative Denise Garlick and her office staff, as well as with officials from the Massachusetts Department of Environmental Protection and the Commonwealth's Executive Office of Energy and Environmental Affairs.

The WRSC has also met with, and obtained data from, numerous governmental agencies including United States Geological Survey, the National Weather Service/National Oceanic and Atmospheric Administration (NWS/NOAA), and Woods Hole Oceanographic Institute. It continues to acquire data on changing temperatures and precipitation patterns and has also monitored the capacity of the Massachusetts Rural Water Association (MRWA) to deliver water to its customers, not as a source for Dover, but as an indication of change in water availability. The data gathered by the Committee paint a compelling and concerning picture regarding future water availability.

For example, data from the NOAA National Centers for Environmental Information (www.ncdc.noaa.gov/cag) clearly indicate that average yearly temperatures increased by about 2°F between 1930 and 2015. In addition, extreme temperature fluctuations have occurred at an increasing rate (a shorter cycle); and extreme highs have become far more common while extreme lows have all but vanished. An excellent analysis of extreme cold temperatures in New England was published by *The Washington Post* and is available at www.tinyurl.com/y8brcox5.

NOAA data also demonstrates that annual precipitation has increased by almost 5 inches between 1930 and 2016, with an increased frequency of extremes of high precipitation years. However, the increased precipitation has not led to increased water in local reservoirs. Research published by the Massachusetts Institute of Technology and by the NWS indicates that, as temperatures have increased and as permeable land surface has been covered over by development, roads, and parking areas, approximately 25% of total precipitation is lost to evaporation, with another 25% lost to runoff into streams and rivers, leaving only 50% to percolate into the groundwater.

This disparity between precipitation and available water is further supported by data from the MWRA, which shows, for example, that the water levels in the Quabbin Reservoir—the Commonwealth's primary source of drinking water—have decreased by about 10% in the past 10 years (www.tinyurl.com/yb3p96xy).

In light of its research and review of current trends, the WRSC will seek Town funding in 2018 to undertake the primary investigative project originally envisioned by the BOS and earlier committees—namely, to engage licensed professionals to execute a Town-wide hydrological study that can be used for planning, to encourage residents to conserve water, and to consider other actions necessary to preserve the Town's water supply.

The WRSC invites all residents to attend its meetings and is actively seeking additional members. If interested, please e-mail us at health@doverma.org.

Report of the Lyme Disease Committee

Tim Holiner, Chairman
Dr. Joseph Musto
Matthew Schmid

George Giunta, Deer Management Agent
Jim Palmer, Deer Management Agent
Mike Francis, DMP Representative
Jay Walsh, DMP Representative

Mission

The mission of the Board of Health's (BOH's) Lyme Disease Committee (LDC) is to seek reduction of tick-borne diseases in the Town of Dover by informing residents about personal and property protection, disease transmission, and tick density reduction. The LDC makes recommendations to the BOH and the Town's governing bodies for implementing the above goals.

Personal and Property Protection

One of the LDC's major efforts is to educate residents on personal and property protection. It does so through the distribution of materials produced by the LDC and/or provided by the Massachusetts Department of Public Health (DPH) and the Centers for Disease Control and Prevention.

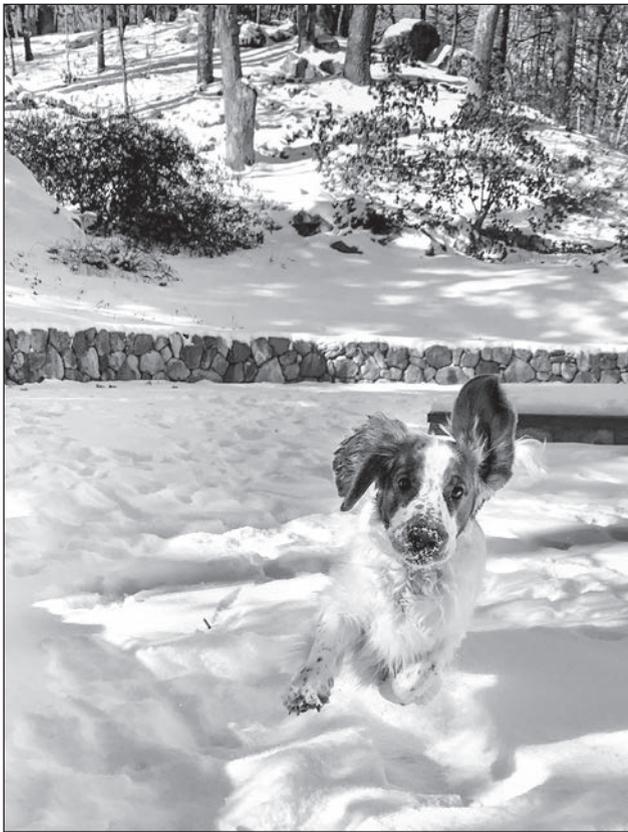
The LDC makes these materials available at several locations throughout Dover, including the Town House, the Library, the Post Office, and the Police Department, as well as through e-mails to parents of all school-aged children. The LDC updates the Town of Dover website with tick alerts and other helpful data and provides additional information on its own website (www.doverlyme.com).

Deer Management Plan

Since 2010, the LDC has implemented a yearly Deer Management Plan (DMP), a regulated hunting program based on the experience and guidance of the Massachusetts Division of Fisheries & Wildlife (MassWildlife) and Dover-specific rules and regulations, the most specific of which is that only bow hunting from tree stands is allowed. The DMP is administered on open Town land and private properties subsequent to signed permission from the landowner. As in past years, extensive signage was posted on trails and entrances to all properties participating in the DMP.

During the 2017 hunting season, 66 hunters were certified for the program, with a total of 62 active participants. Hunting was permitted on various Town properties (PDF of public lands map available on the LDC's website above). By season's end on December 31, a total of 28 deer had been culled (14 does and 14 bucks), resulting in a hypothetical reduction of 56 deer under the assumption that each doe would have had one set of twins yearly. Most important, no injuries or complaints were reported to the Police Department, the LDC, the BOH, or the Deer Management Agents.

The BOH and LDC believe that the three-pronged approach to managing tick-borne diseases—personal hygiene, property management, and deer and tick density management—will ultimately be successful in reducing tick-borne disease incidence rates in the area.



George at play. Photo by Janet DeBevoise.

Report of the **Norfolk County Mosquito Control District**

David A. Lawson, Director

The Norfolk County Mosquito Control District (NCMCD) takes an Integrated Pest Management (IPM) approach to mosquito control that is rational, environmentally sensitive, and cost effective.

Surveillance

We engage in an intensive monitoring process through weekly field collections and data analysis, in collaboration with the Massachusetts Department of Public Health, to detect disease-vectoring mosquitoes. Virus isolations help us focus our surveillance on hot zones, allowing us to alert nearby towns of a potential epidemic. We had 89 requests for service in 2017 and no virus isolations.

Water Management Activities

An important component of IPM is the management of existing flow systems that, if neglected, can contribute to mosquito breeding.

In addition to performing drainage system maintenance, NCMCD personnel are engaged in: communication with residents and town, state, and federal officials; site visits; monitoring; wildlife management; and land surveys. Maintaining regulatory compliance is integral to the management of waterways that may contribute to mosquito breeding. Pre- to post-management documentation allows us to assess the efficacy of our work.

- Culverts cleared: 19
- Drainage ditches checked/hand-cleaned: 185 feet
- Hydrants shoveled (when needed while conducting culvert work): 28
- Intensive hand-cleaning/brushing:* 0 feet
- Mechanical water management: 0 feet
- Tires collected: 2

**Combination of brush cutting and clearing of severely degraded drainage systems or streams by hand.*

Larval Control

When mosquito larval habitat management is not possible, larvicide application to control larval mosquito populations is the most environmentally friendly and effective method of disease control. An intensive monitoring program aides in our decision to effectively target culprit locations.

- Spring aerial larvicide applications (April): 202.2 acres
- Summer aerial larvicide applications (May–August): 0 acres
- Larval control (briquette and granular applications by hand): 6.9 acres
- Abandoned/unopened pools or other manmade structures treated: 0 briquettes

Adult Mosquito Control

Adult mosquito control is necessary when public health and quality of life are threatened by disease agents, overwhelming populations, or both. Our rigorous surveillance program, along with service request data and state-of-the-art GPS and computer equipment, helps us effectively target treatments. In 2017, the NCMCD sprayed 2,296 acres with aerosol ultra-low volume applications of insecticide.



Photo by Kaitlyn Simek.

Report of the Animal Control Officer

Danielle Estrella

Type of Call	# Calls
Dogs Picked up	51
Dogs Returned to Owners	87
Lost Dogs Reported	106
Dogs Hit by Motor Vehicles	2
Dog Bites	10
Other Animal Calls	164
Deer Hit or Killed	24
Total Calls	444

Citations Issued 69



Photo by David W. Stapleton.

Report of the
**Walpole Area Visiting Nurse
Association**

Board Officers

Sheila Ahmed, President
Margaret LaMontagne, RN, MSN, JD, Vice President
Callum Maclean, Treasurer
Virginia Fettig, JD, Secretary

Agency Leadership Team

Elaine D. Stephens, RN, MPH, FHHC, CEO
Leandra McLean, RN, BSN, CEN, CCRN, Public Health Nurse Specialist
Eileen Garvey, Director of Finance
Arline McKenzie, RN, BSN, Nursing Manager
MaryAnn Sadowski, PT, Rehabilitation Manager
Mary McColgan, RN, BSN, OSC, Director of Patient Safety and Quality

Founded in 1909, the Walpole Area Visiting Nurse Association (VNA) is a nonprofit, community-based, Medicare-certified home care agency providing high-quality home health, palliative, and public health programs and services to people of all ages in Walpole, Norfolk, Dover, and 25 additional surrounding communities.

The VNA provides nursing services, including physical, occupational, and speech therapy; medical social work; home health aides; maternal and child health services with nurses who specialize in lactation; pediatric nursing; and the services of a geriatric nurse practitioner. The agency also has nurses who are certified in intravenous therapy and wound care. Telehealth service—encompassing various technologies and tactics for delivering virtual medical, health, and education services—is also available.

Leandra McLean serves as VNA’s nurse specialist, whose primary role is to provide public health services to Dover, Norfolk, and Walpole.

In 2017, the VNA provided the Town of Dover with services under the following four Health Promotion Program categories:

Home Care promotes good health and maximum functioning for disabled residents and residents older than 60 years of age. The VNA conducts home assessment and home care visits, as well as health promotion visits for elders with chronic illnesses or conditions, or who might need information or access to services. Families interested in community resources can receive management guidance from the VNA via telephone. The nurse or therapist providing the assessment or information will help identify services associated with the elder’s condition, with the goal of

preventing unnecessary hospitalizations or institutionalization. When possible, the VNA may apply the reimbursement available for the care and provide all services ordered by the resident’s physician.

Senior Clinics are coordinated by the Dover Council on Aging. In addition to providing assessment and health counseling to elders, the clinics are staffed by a public health nurse who can answer questions about various health issues, medications, and community resources.

Maternal/Child Health Services promote the health and stability of the family during the periods of reproductive maturation, pregnancy, child-birth, the postpartum period, and the child-rearing years. A maternal/child health nurse specialist, certified in lactation, provides assessment, teaching, and support through home visits.

Communicable Disease Services promote the prevention and control of communicable diseases through case finding, education, and the provision of follow-up care consistent with, and in collaboration with, the Massachusetts Department of Public Health. Case finding is conducted through the state MAVEN system. Requirements have become more stringent in the past year, and VNA representatives attended multiple webinars to remain up-to-date on expectations and best practices.

2017 Public Health Statistics for Dover

Dover Residents Served	154
Communicable Disease Follow-Ups	64
Home Care Visits	22
Senior Clinics Held	68



McGill Corner flowers, planted by Chicatabot Garden Club. Photo by Mark Leonard.