

ANNUAL 2013
REPORT



THE MORRISON
Assisted Living and Skilled Nursing Care



This is What Families Are Saying About The Morrison





Dave Rodham,
Chairman, Board of Trustees



Roxie A. Severance,
Executive Director

Dear Community Friends:

The Morrison Board of Trustees and staff are delighted to report another year of high quality health care services provided to our residents and community. Despite a year full of regulatory and financial reimbursement changes in health care, The Morrison has remained resilient and has adapted to the changes in the health care environment and changing needs of our community.

Fiscal Year 2013 began with a perfect State of New Hampshire Health and Life Safety Survey. Many thanks go to a strong management team and dedicated staff who take pride in delivering quality health care to our assisted living and nursing home residents. Staff also took advantage of numerous educational opportunities for additional certifications, specialized dementia training, leadership training and took part in the Nursing Home Culture Change Coalition sessions hosted at The Morrison for North Country Nursing Homes. These educational opportunities have served to strengthen The Morrison's quality care programs.

As we end one year and start another, we want you to know that The Morrison is in excellent health — both financially and in quality. Our dedicated Board and Senior Staff spent time in 2013 evaluating programs and entered into a strategic planning process to develop a master plan for our future. Our process was driven by identifying programs that our residents and our community want and need. We remain committed to meet the changing needs of our residents and the community we serve. Our talented Board has kept a pulse on the needs of The Morrison and is poised to set direction, embrace future challenges and grow The Morrison's mission and vision for future community needs.

Year after year, community support for The Morrison is unwavering. Our sincere gratitude to our generous donors, dedicated community partners, and professional advisors. We are deeply grateful to each of you for helping to grow our programs so we can better serve you.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Rodham".

A handwritten signature in black ink, appearing to read "Roxie A. Severance".

Dave Rodham, Chairman, Board of Trustees

Roxie Severance, CNHA, FACHCA, Executive Director

Rehabilitation Coordinator
Tiffany Hartshorn, DPT, left,
walks with Cecile Dubois.



Dana Wing Rehabilitation



Chuck Besaw strengthens his legs on the Omnicycle under the watchful eye of Tiffany Hartshorn, DPT.

“I refer to them as our angels,” says Elaine Gainer of the staff at The Morrison. “They have been here day and night for my mother.”

Elaine’s mom, Cecile Dubois, was admitted to the Dana Rehabilitation Wing at The Morrison last summer for cardiac rehab. After successfully completing her rehab, Cecile spent several months at home, but following a fall in early winter that resulted in some broken ribs, Elaine and her sister Norma Ahern, realized that their mother had passed the point of being cared for in their own home and she is now a resident on the skilled care wing.

“From our earlier connection, we knew she would do well here and adapt and she has,” says Elaine. “Everyone is wonderful. The staff members are like an extension of our family. She’s a part of it. We feel like we’re part of it. It’s a blessing that we have such a phenomenal place so close to home.”

“The staff has a positive attitude and they work well with us,” says Norma. “They value what we say and they hear us. They all have her interests at heart. Having her here has given us peace of mind.”

Ernie and Patty Angelicola of Jefferson, celebrated their 70th wedding anniversary in December 2013. Shortly before that Patty spent several weeks at The Morrison in the Dana Rehabilitation Wing recovering from a serious infection that had left her very weak

“To all the workers at Dana Place: Many thanks for all the concern and caring help given to me while I was there. I sure did appreciate all you did for me to make my stay a pleasant one. I enjoyed your daily visits. Many thanks to all of you.” — Peggy Guilmette

“I want to thank everyone at Morrison who made my stay there as comforting and pleasurable as it was. Everyone was very helpful and did it cheerfully. Thank you again for making my stay almost as pleasant as being home.”— Gwen Howe

and unable to return home from the hospital.


Ernie recalls that he initially resented her coming to The Morrison. “I didn’t want her in a nursing home,” he says. But, based on his doctor’s recommendation and research on the Internet that showed that The Morrison has a 5-Star rating, he agreed to give it a try.

“I was so amazed,” says Ernie. “Rehab had her doing better than before she went into the hospital. They knew what they were doing with the physical and occupational therapy. The whole purpose was to get her up and out of there.”

Ernie says the upbeat attitude of the staff impressed him. “Everyone is always pleasant and helpful and upbeat and act as if they enjoy their jobs. It has to do with wanting to help people. They care and they know what they’re doing.”



Ernie and Patty Angelicola



“Just a note to let you know how much the family appreciated all that was done for Leighton by the staff, from the kitchen staff, the housekeeping, the aides, the nurses and activities staff. The close attention he and all of us were given the last few days helped make a very difficult time easier.”

— Sally Pratt & family

“To all of the wonderful staff at The Morrison: Although our mother’s stay was a short one, the care & compassion that you all gave her couldn’t go unnoticed.

— The family of Beverly Peacock

End of Life Care

The Morrison provides quality end-of-life care for its residents and for members of the community who are in need of this specialized type of care in the final days of life.

End-of-life care focuses on the physical, spiritual and emotional care for both patients and their friends and families. During the final chapter of life, The Morrison staff helps to support everyone through the dying process. Families and friends are encouraged to spend time with their loved one and have the opportunity to say good-bye.

“End-of-life care offers an opportunity to complete our relationships,” says Social Services Director Mary Bates, MS, CT. “In supporting each other during end-of-life we have a chance to celebrate life and face death in a compassionate, caring environment. It’s the next continuum.”

In addition to end-of-life care, The Morrison contracts with North Country Home Health and Hospice in Littleton and Northwoods Home Health & Hospice in Lancaster to provide hospice care.

“Advanced directives are key in helping the staff to carry out the person’s end-of-life wishes,” says Mary. “These documents clearly define a person’s choice and provide families with peace of mind during the end-of-life care

What Are Advance Directives?

Advance Directives are written instructions that let others know the type of care you want if you are seriously ill or dying and cannot speak for yourself. Directives include a Living Will and Durable Power of Attorney for Health Care (DPOAH), or health care proxy.

A Living Will records your end-of-life care wishes — the decisions you’d like made on your behalf — in case you are no longer able to speak for yourself.

A Durable Power of Attorney for Health Care names a health care proxy — someone who can uphold your care decisions if you are unable to do so for yourself. At The Morrison, our specially trained staff is available to help answer questions and also to help complete Advance Directives.

— From *“End of Life. Helping With Comfort and Care.”* Published by the National Institute on Aging, National Institutes of Health, and U.S. Department of Health and Human Services.



planning process. Critically important decisions about what to do and what not to do have already been decided, affording families the opportunity to focus on spending quality time together, for whatever time one has left.”

The Morrison’s hospice and end-of-life room is a beautiful, large private room with space for the family to stay with their loved one. Furnished with a sofa and comfortable chairs, the room has a bathroom with a shower and is located close to the facility’s main entrance to make it easier for family to visit at any time of the day or night.



Chaplain Daniel Boyce, right, visits with Sartwell resident Herb McGee

Social Services Department

“There are no words to adequately thank you for everything you have done for us over the past years. We are so grateful for the care, respect, compassion and love you gave Jay during his life and death. The Morrison was Jay’s home and you were his family. You encouraged him to sing (??), to play, to attend church. With you he discovered the music of Katie Rose, Shorty, Lois and others. AND you introduced him to Dancing with the Stars! He enjoyed the visits from the many volunteers, the therapy dogs, the Vets, the children. You made Jay’s life the best possible with your high fives, thumbs up and smiles. You are very special folks and The Morrison is a very special “Place to Live.” With our heartfelt thanks, love and gratitude.”

— Nancy Colborn & family

At The Morrison, the Social Services Department focuses on quality of life. This includes the residents' perspective on their total living experience in the facility, not just their medical care.

Often called "psychosocial well being", this care includes mental health issues such as depression, anxiety, dementia, and delirium, as well as a range of more social dimensions including loss of relationships, loss of personal control and identity, and adjustment to the facility. The Social Services Department includes Mary Bates, MS, CT, a masters' level Social Worker; Rev. Daniel Boyce, an ordained Chaplain; and Erin Oleson, The Morrison's Activities Director.

It is The Morrison's responsibility to foster a climate, policies and routines that enable residents to maximize their individuality, independence and dignity. This climate provides residents with the highest practical level of physical, mental, and psychosocial well being in a loving, supportive, home-like environment.

The Morrison's Social Worker coordinates intake and admissions and works with residents by identifying their psychosocial, mental and emotional needs. The Social Worker remains in contact with residents and families providing information, responding to any questions, assisting with financial matters, and obtaining required authorizations for resident care.

The Chaplain helps residents and families with spiritual needs in an effort to fully support and engage all parties in meeting resident goals for quality of life.

The Activities Director presents a variety of offerings for residents that are designed to engage their senses and help them remain physically and mentally active.

Volunteers work alongside staff to enhance daily activities while honoring the individuality and strengths of each resident.



Erin Oleson,
Activities Director



Mary Bates, MS, CT,
Social Services Director

Volunteers 'Make a Difference' at the Morrison

There are many opportunities to share your talents, skills and caring with The Morrison's residents.

- Be a friendly visitor
- Read stories
- Play board games
- Sing songs
- Play music: bring your instrument or use our piano
- Help with the garden
- Take a resident for a walk
- Give a manicure
- Share a skill, like woodworking, knitting or sewing
- Sit with a resident overnight

Let us know what you'd like to do, and we'll find the perfect spot for you. Give us a call today at 837-2541 and start making a difference.



“Thanks so much for giving my mom, Ruth Reynolds, the best quality of life she could have anywhere over the past four years. Thanks to Wendy and staff at Sartwell Place, as well as Sue, Julie and so many unnamed staff on A wing. I felt that you all genuinely enjoyed her presence among you even when she could be difficult. You all also supported me and my family right out through to the lobby to Roxie, Claudia, Sally and Patti. You have been so loving!”

—Nancy Page and family

Sartwell Place Assisted Living



Sartwell Administrator Wendy Colby, left, enjoys a moment with Sartwell resident Rita Waterman.

A homelike atmosphere prevails at Sartwell Place Assisted Living at The Morrison, where residents enjoy their meals served family-style in the dining room, take part in a full gamut of activities from cooking and crafts to music and exercise, participate in family events, and look forward to weekly outings for shopping and dining.

Sartwell Place Assisted Living offers residents private rooms, along with four rooms that can be shared by couples or two women or two men.

Caring and devoted staff members help residents retain their independence by providing individualized care. Some residents require assistance with managing their medications, while others require a higher level of assistance with their daily living activities, but the goal is always the same: to provide the best possible care in a loving and homelike setting.

And just like home, Sartwell Place has a couple of pets: Orie, a sweet-natured dachshund, and Mama Cita and Brady, the facility's cats, are free to wander in and out of rooms, down the halls, and, sometimes, even find their way onto a resident's lap!

Assisted Living

Our licensed, professional staff provides exceptional care to individuals who need assistance in the tasks of daily living, all in a loving, friendly and home-like atmosphere. Independence is promoted without compromising safety.

Respite Care

Our short-stay Respite Care program is the perfect solution for family caregivers who need to take a break and recharge, and provides a social opportunity in a new environment for their loved ones.

Our services:

- 24 Assisted Living Beds
- 24-hour Licensed Nursing Care
- Medication Management
- Physical, Occupational & Speech Therapy (contracted through local home health services)
- 3 Meals a Day, Plus Snacks
- Social, Recreational & Art Activities
- Family Support
- Laundry Services
- Hairdresser
- Pet Therapy
- WiFi, Cable Television and Phone Services
- Assistance to Appointments
- Church Services

“We try our best to keep them as independent as possible,” says Sartwell Place administrator Wendy Colby, LPN. “I want this to be their home. I want them treated like you’d treat your mom. We become a family. Everybody worries about each other. There is lots of love and hugs.”

The Morrison employs approximately 100 people, with 65% being licensed nursing staff. The Morrison has 57 long-term care and skilled nursing beds and 24 assisted living beds, and offers comprehensive long- and short-term nursing care, rehabilitation care, social services, recreational activities and therapy in a homelike environment.

The Morrison is an equal opportunity employer, and is Whitefield's largest employer.



Sartwell resident Stella Roberts

The Morrison is governed by a Board of Trustees with experience and expertise in health care, finance, and management. It has overall responsibility for the charitable, clinical practice, and educational mission and purposes of The Morrison.

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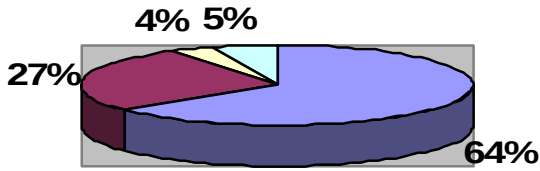
Mission Statement:

The Morrison is a caring, compassionate, resident-centered community. We commit to empowering our residents, their loved ones and our staff in achieving their optimal well-being in a quality home-like setting, expressed by mutual respect and trust.

Vision Statement:

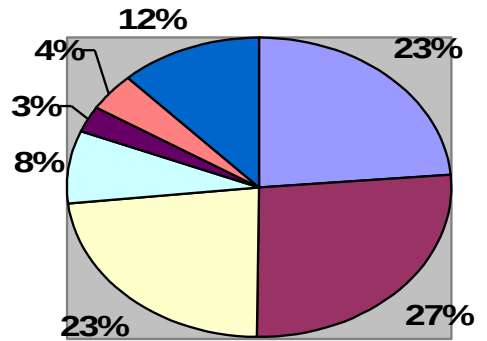
The Morrison will be the preferred elder care provider in the community by offering excellent care in a homelike environment. Quality of care, creative solutions, and positive outcomes define us in a competitive environment as the innovative leader in services for seniors.

Where our money goes (\$ thousand)



- Salaries & Benefits - \$3,447
- Supplies & Other - \$1,234
- Debt Payment & interest - \$1,512
- Fixed Assets - \$306

Where our money comes from (\$ thousand)



- Medicare - \$ 1307
- Medicaid = \$1,485
- Private = \$1,287
- Quality Assessment - \$441
- Other - \$153
- Investment - \$234
- Sartwell - \$659

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