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.
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.
Dear Friends:

Author Jim Collins in his book, Great by Choice, says, “We cannot predict the future. But we can create it.” All the changes in the healthcare environment certainly can make for an uncertain future; however, with the help of a caring community, generous donors, faithful residents and family members, dedicated staff and board we were able to embark on creating a strong future for The Morrison.

Working with Nikita Plyaskevich from Dartmouth College, Tuck School of Business, The Morrison was able to gather data on customer demographics, preferences and needs to identify potential markets and factors affecting our future. At the same time we also measured and assessed customer/community satisfaction, as well as the effectiveness of advertising and communication strategies. All this data will enable The Morrison to develop a business model and strategy to support future growth initiatives. Thank you to the hundreds of survey respondents who completed and returned surveys. The data you provided is invaluable as it will help us fulfill our vision to become the preferred elder care provider in the community by providing excellent care in a homelike environment. Quality of care, creative solutions, and positive outcomes allow us to stand out as the premiere nursing home in a competitive environment.

We want you to know that our knowledgeable, qualified staff can be depended on to help create a strong future for The Morrison. This is evidenced by Wendy Colby, Sartwell Administrator, who received the American Health Care Association’s Bronze Award, and both the nursing home and Sartwell Place Assisted Living, which received a deficiency-free annual survey from the Center for Medicare and Medicaid Services (CMS). Our staff members not only care deeply for our residents, but they are invested in continuous quality improvement. Caring and quality is their trademark.

We hope each of you reviewing this report will continue to join us in creating a strong future for The Morrison. As a community nonprofit, we are humbled by the outpouring of support you continually provide to our organization. Your ongoing support will help The Morrison thrive in these uncertain times.

On behalf of our staff and board members, thank you for trusting and supporting The Morrison.

Sincerely,

Anne M. Conner and Marion A. Rexford, Co-Chairs, Board of Directors

Roxie A. Severance, FACHCA, Executive Director
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.

**MEET OUR BOARD**

**Anne M. Conner,**
MLS, AHIP, Co-Chair
Ms. Conner, a resident of Littleton, is Director of the Gale Medical Library at Littleton Regional Hospital and serves on the Quality and Executive Committees.

**Marion Rexford,** Co-Chair
Ms. Rexford is a Branch Manager with the Connecticut River Bank and a resident of Whitefield. She chairs the Marketing Committee and serves on the Quality and Executive Committees.

**Dave Rodham,** Secretary
Mr. Rodham has 35 years of public service, serving in both elected and appointed positions in local, state and federal government, with a number of years in public safety. He is chairman of the Board of Trustees at The Savings Bank in Wakefield, MA. He is a resident of Whitefield and is on the Executive, Finance and Facilities Committees.

**Bruce G. McLaren,** Treasurer
Mr. McLaren is a staff member of Community Financial Services Group of Littleton. A resident of Sugar Hill, Mr. McLaren serves on the Executive and Finance Committees.

**Kevin Kopp,** Trustee
Mr. Kopp is a retired Lancaster businessman who owned North Country Ford for many years. Mr. Kopp has a special connection with The Morrison; his dad was on the board for over 40 years and he was born at The Morrison when it was a hospital. Mr. Kopp serves on the Facilities Committee.

**Cheryl Going,** Trustee
Ms. Going is a registered nurse and works for Common Ground in Whitefield. Formerly, she was a nurse at The Morrison. Ms. Going is on the Quality and Nominating Committees. She resides in Lancaster with her husband, the Rev. Lou Going.

**David Haas,** Trustee
Mr. Haas, a resident of Lancaster, retired in 2009 after a 38-year career at Weeks Medical Center, where he was a physical therapist and also worked for many years in various managerial positions. Mr. Haas is a member of the Quality Committee.

**Kalman Csigi,** Trustee
Mr. Csigi, a resident of Whitefield, worked for Digital Equipment Corporation for over 10 years designing PC’s and Notebook products, including the first one-inch Notebook. Mr. Csigi serves on the Facilities Committee.

**Thomas F. Kennedy, Jr.,** Trustee
Mr. Kennedy is retired from the N.H. State Police, has worked as a private consultant and trainer specializing in law enforcement management services, and is an adjunct faculty member at the Justice Systems Training and Research Institute, School of Justice Studies, Roger Williams University. A resident of Littleton, Mr. Kennedy serves on the Personnel Committee.
EXE Cutive Director
Roxie A. Severance, FACHCA

Senior Staff
Patti L. Roy, Finance Director
Rosemary Critelli, RN, Director of Nursing
Wendy Colby, LPN, Sartwell Administrator
Cheryl O’Malley, BS, Social Services Director
Travis LeBrun, Director of Support Services
Deborah May, Activities Director
Brian Inkell, Director of Food Services
Angela Pearson, RN, Clinical Manager
Elizabeth Riley, LPN, Weekend Manager
Gail Yourison, LPN, Careplan Coordinator
Sylvia Gagnon, RN, Night Supervisor
Pamela Cass, LPN, Evening Supervisor
Christina Gooden, Supply Manager

The Morrison employs 97 people, including 33 registered and licensed practical nurses who perform assessments and treatments; four MNAs, who are licensed medication nursing assistants; and 31 LNAs, who provide hands-on care. 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.
SERVICES AND AMENITIES

The Morrison strives to provide the highest quality of care in the assisted living, skilled rehab and nursing home by offering services and amenities designed to help residents reach their full potential. This is reflected by continuing to provide services for all residents, to the fullest extent possible. The Morrison provides diversified services at competitive rates.

- 24-hour professional nursing care
- Beautiful interior décor
- Private and semi-private rooms
- Physical, Occupational and Speech Therapy
- Hospice care
- Medication supervision
- Social Services consultation and assistance
- Supervised recreational activities
- Nutrition specialists
- Morning, afternoon and evening snacks
- Housekeeping services
- Maintenance services
- Emergency call system
- Air-conditioning
- Congenial dining atmosphere
- Community social rooms and outside decks and terrace
- Daily activities—arts, music, crafts, reading, puzzles, exercise, etc.
- Emergency response system
- Alternative therapies, such as aroma and pet therapy and Reiki
- Hairstyling salon
- Cable television
- Guest meals for friends and family
- Transportation services
- Oxygen
- Personal laundry
- Podiatry services
- Physiciansʼ services
- Dental services
- Laboratory services
- Prescription medications and supplies
- Psychiatric services
- Community partnerships with area churches, schools, and community organizations such as the Arts Alliance of Northern NH and Tri-County CAP
Their numbers are small, their challenges large, but The Morrison’s laundry and housekeeping staff engaged in cleaning the 57-bed skilled nursing facility and caring for residents’ laundry is geared up for the task.

“We have a team that works really, really hard,” says department supervisor Tammy Dupont, who has worked at The Morrison for 16.5 years, and just recently accepted the additional challenge of supervising the close-knit, six-member team. The Housekeeping/Laundry Department makes sure that each resident’s room is spotless, that the common areas like the Family Room, the Terrace Room, the dining room and the hallways are kept in tip-top shape, and that residents’ clothing and other items that need to be laundered, like towels and sheets, are clean and fresh.

“I’m a neat freak,” says Dupont, who admits this trait is very useful in her job. “Our daily tasks go beyond changing beds and wiping up spills. We make sure that everything is wiped down and disinfected so that germs don’t spread. That’s very important.”

The daily schedule includes dusting, including light fixtures, cleaning the bathrooms, sweeping and mopping the floors, and changing bed linens on residents’ bath days. Common areas are cleaned early each morning, getting them ready for resident activities, and sometimes they get done more than once because people eat in those areas and spills occur.

Laundry is picked up first thing in the morning, and there are additional “dirty pickups” throughout the day. Once laundered, clothing is hung or folded and returned to residents’ rooms.

The best part of her job, says Dupont, is interacting with the residents. “I’m always trying to make the residents laugh. This is their home, and I treat them just like family members. It’s my goal to make them laugh.”

She has high praise for her crew, as well as other Morrison staff. “It’s basically the whole facility working together to get things done,” Dupont says. “We aren’t here 24 hours a day, so the entire nursing department helps out too, making sure everything is clean. It’s a real team effort.”
TEACHING THE TEACHERS: THERAPY HELPS THEM REGAIN INDEPENDENCE

Peggy Guilmette of Lancaster, and Virginia Mondor of Groveton, spent their careers in the classroom teaching children, teens and adults, helping them to become independent and productive citizens. When the retired teachers became patients in the Dana Rehabilitation Wing at The Morrison, the tables were turned and they found themselves on the receiving end of instructions — with their physical and occupational therapists' assistance they are striving to regain their independence so they can return to their active, productive lives.

Guilmette is recovering from a knee replacement, while Mondor is healing from a broken shoulder and extensive bruising all along her right side from a fall she took at her apartment.

“My sister was a big influence in my coming to The Morrison,” says Guilmette. “She said, ‘Tim will make you do the things you need to do to go home.’ I want to go home so I’m working hard.”

“I won’t let her get away with anything,” says physical therapist Tim White, a former student of Guilmette’s at the Lancaster School. “It’s all about Peggy and getting her back home safe and functional. Therapy isn’t fun, but we make it fun. We want to get our patients back to their prior level of functioning or better.”

Mondor had had 11 falls over a period of several months, and she and her husband, Joe, had begun looking for an assisted living facility where they would...
“All of these restorative and rehabilitative services also help our long-term care residents attain their maximum functionality,” says Rosemary Critelli, RN, Director of Nursing. “For instance, the exercise program is designed to strengthen our residents to prevent them from falling and to keep them flexible. It promotes their self-esteem and gives them confidence. Being able to offer IV therapy and having a bladder scanner and EKG machine in-house, we can treat residents immediately and directly — according to their physicians’ orders — so that they don’t have to travel to the hospital for care. It gives them and their families peace of mind.”

be comfortable. “I was looking for activities, and Joe was looking for a kitchen where he could cook,” she says. “We put our name in here at Morrison. Once I can walk down the stairs, I’ll be ready to move upstairs to assisted living.”

The Morrison contracts with national provider Synertx Rehabilitation for its physical and occupational therapy services. Synertx hires local therapists to provide the appropriate therapies for short-term patients like Mondor and Guilmette, as well as for Morrison’s long-term residents.

White uses a variety of state-of-the-art equipment to help patients restore function, improve mobility, relieve pain, and prevent or limit permanent physical disabilities. The goal is to restore, maintain, and promote the overall fitness and health of the individual.

The occupational therapy that Danielle Lemieux, OTR/L provides includes self-care training, and improving endurance and strength so patients can regain their independence and take care of themselves when they return home or enter an assisted living facility. “I work on the upper extremities, teach compensating strategies, and help my patients modify and adapt as needed,” she says.

“The services and the care are just wonderful,” says Mondor. “They encourage you to try, so you do.”

Other Rehabilitative Services
Long-term care residents on the skilled nursing floor at The Morrison also benefit from the array of rehabilitative therapy services offered. In addition to physical, occupational and speech therapy, The Morrison offers IV drug therapies, incontinence programs, and EKG testing, to treat residents quickly and keep them comfortable in familiar surroundings, so they don’t have to enter the hospital. Twice daily exercise programs help increase strength and flexibility and improve mobility.
Saturday, May 19, was a festive day for residents, staff, family and friends of The Morrison as both the Grout Family Room and the new Memory Unit were dedicated during the nursing home’s annual Spring Fest. They are the final pieces of an extensive $1.5 million renovation project begun in 2010 that also includes the Dana Rehabilitation Wing, a hospice suite, a resident-friendly deck, and new office and lobby space.

The spacious Family Room on the skilled nursing wing was made possible by the generous donations of Lois and Ted Grout of Littleton and Sharon and Boyd Bush of Franconia in memory of their parents, Kenneth and Merle Grout, both of whom were residents of The Morrison, Merle for 11 years and Kenneth for six years. The couple celebrated their 60th wedding anniversary at The Morrison.

Following the unveiling of a plaque, Sharon Grout Bush said that the family wanted to support The Morrison with the creation of “this wonderful room” that can be enjoyed by all the residents in appreciation for the excellent and attentive care their parents had received.

The inviting room, with its high ceiling and multiple windows at one end, is furnished with a comfortable couch, chairs, and a small table for cards or games. A big screen television mounted to the wall was donated by the Veterans of Foreign Wars Post 10675 in Whitefield, whose members conduct a Vet to Vet friendly visiting program at The Morrison.

The new Memory Unit is self-contained and can accommodate eight residents in four rooms, each with two beds. It includes its own nursing station along with a community area for dining and where residents can safely enjoy various activities and visit with family members.

“We are so pleased with all of the improvements to The Morrison that the renovation project made possible,” says Roxie Severance, Executive Director. “We couldn’t have done this without the support of the many, many individuals and businesses who contributed so generously to our Capital Campaign. Community members are invited to stop by and take a tour and see for themselves what a difference this project has made to the safety and comfort of our residents.”
An innovative arts partnership between The Morrison and the Arts Alliance of Northern New Hampshire, which brought guest artists to the facility for multi-day residencies during 2010-2012, has set the groundwork for similar Arts & Health programs for seniors to be implemented next year all around the North Country region.

Based on the success of The Morrison/Arts Alliance partnership, the arts organization wrote a grant that has been funded by the New Hampshire Department of Health and Human Services, to offer the 10 nursing homes in northern New Hampshire the opportunity to provide a structured program of arts and cultural activities for their residents, staff and families through artist residencies. The Morrison will be the host site for regional trainings and networking sessions for participating organizations.

“Our residents have benefitted greatly from our partnership with the Arts Alliance,” says Morrison’s Executive Director Roxie Severance. “They have enjoyed hands-on workshops, concerts, performances and more with dancers, a drummer, a storyteller, weavers, a writer and an Irish harper. Numerous studies have demonstrated that providing nursing home residents with stimulating arts and cultural activities engages their senses and enhances and improves their lives. In every instance, our staff noted improvements in residents’ physical well-being, their ability to communicate, and increased socialization.”

In addition to working with residents, the artists also offer tools for staff and family members to use with the residents once their residencies have concluded, so that some of the activities can be continued.

“We are delighted that The Morrison can serve as a model for the other nursing facilities in the region that would like to offer high-quality arts programming for their residents and staff,” says Severance. “We can’t wait for this new artist series to begin!”

Jan Slater, one of the enthusiastic Morrison residents who worked on the woven tapestry, is holding a framed copy of the New Hampshire Health Care Association’s 2013 Member Masterpiece Calendar photograph for the month of September which features the art piece. The text reads, in part, “The artists from the Morrison Nursing Home that created this piece are from a background of varied age ranges and artistic abilities. The residents of Morrison Nursing Home all worked together giving ideas, sharing thoughts and weaving to create this art piece.”

Sartwell resident Lorraine Demers enjoyed working on the woven art piece that Morrison and Sartwell residents created with weaver Marcy Schepker during a multi-day arts residency.
Sartwell Place Assisted Living at The Morrison has been recognized as a 2012 recipient of the Bronze – Commitment to Quality National Quality Award presented by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), a trade organization with approximately 11,000 members nationwide.

“The commitment that Sartwell’s staff has made to continuous quality improvement is impressive,” says Administrator Wendy Colby, LPN. “Our team is dedicated to consistently exceeding the needs and expectations of residents, their families and staff, and providing excellent service to our residents.”

Bronze applicants were asked to demonstrate their ability to improve a process. Sartwell Place provided documentation on weight loss and delivery of medication among residents and the methods employed to improve results. The process involved forming an interdisciplinary team — from housekeepers to residential aides to administration — who evaluated data, set a goal, tracked progress, identified trends, and took steps to institute a new method of addressing the two areas.

“We determined that we could improve results through a series of adjustments,” says Colby.

The feedback report from the examiners notes that, “Examples of quality improvement show significant improvement as a result of the implementation of the facility’s performance improvement process.”

This year, hundreds of nursing homes and assisted living communities from across the nation applied for the Bronze Quality Award, and Sartwell Place Assisted Living is one of nine New Hampshire organizations to receive the award. The award was presented to Colby at AHCA/NCAL’s 63rd Annual Convention and Expo in Tampa, FL on October 7.

MISSION STATEMENT

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LOOKING TO THE FUTURE

Surveys completed this fall by members of the general public, residents, staff and family indicate that The Morrison is on a firm footing for the future.

Nikita Plyaskevich from Dartmouth College’s Tuck School of Business worked closely with The Morrison to create a survey and analyze, evaluate and interpret nursing home data. The results will be used by the Board of Trustees and Executive Director to develop a business model that will help determine future planning initiatives.

“The results are a tool that the board will be able to look at and use,” says Co-Chair Marion Rexford. “As a board we use long-range planning to meet the long-term needs of the community. Our mission won’t change. That’s what makes 90 percent of the people who responded to our survey say ‘this is why we chose The Morrison.’”
$1,000 to $4,999
Luther-John Deutsch
Peter Overbagh

$250 to $999
Mary Jane Chase
Florence Darby

$249 and under
Eileen Alexander
American Legion
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Anonymous

2012 ANNUAL APPEAL

Gary Arsenault
Michael Baer
Bailey Funeral Home, Inc.
Herbert & Pauline Boynton
Roy & Donna Brewster
Scott Burgess
Harold Burns & Joyce B. Thomas
Ashley Campbell
Sam & Aggy Chase
Paul Conner
Margaret Connors
Edward & Ann Louise W. Cowan
Jeff & Denise Crowley
Delta Kappa Gamma
Stephen & Rowena R. Donohue
Michael Duffy & Charlotte McLaughlin
Rock & Marion D. Dunham
Elwin & Mary Jane Falkenham
Charles & Mary Fitch
Robert & Joyce Freund
Bill & Sandy Ghelli
Bill Greene
John & Barbara J. Greenlaw, Jr.

Joan and Maurice H. Grenier
Debbie Houd
Kevin & Mary S. Kopp
Paul Lister
Harry & Sharyn C. McGuigan
John & Annette McMahon
Ronald & Sandra Medeiros
Mary Anne and Erwin E. Moosher
John & Dianne K. Mumley
John & Nancy D. Rapoport
Louis & Irma Pagnotti
Raymond Patry
Joseph & Sandra A. Pisani
Rick & Diane E. Richardson, Jr.
David & Karen Rodham
Robert Ryan
Mary Schreiber
Shaw’s Littleton, #372/7501
Topsy Smith
Phyllis Stinehour
Wayn-O’s Disposal Service
John & Marilyn J. Weygand

IN MEMORY/HONOR

Activities Dept. at Morrison
Charlene Jordan
Marie Levasseur
Clotilde Arena
Annette & John McMahon
Carl Baker
Paul & Marilyn Hardiman
Frank Bendheim
Kay Bendheim
Etienne Bisson
Anna Bisson
Helen W. Byron
Nancy & C. Perron Byron
Marie Campbell
Melinda Richmond
Cpl. Ludger Chabot
Brion & Margot J. Chabot
Harriet B. Chase
Bevalie Nute
Sue Watkins Clark
Gloria & Ray Howland-Mulligan
Margaret Watkins
Therese Clothey
David & Tanya S. Tellman

Rita Crawford
Charles Brann
Louis & Cheryl J. Goulet
Tim & Carolyn J. (Callie) Goulet
John & Martha R. Young
David & Elaine Dana
Deborah Heuga
Karen Anne (Bailey) DeGroat
Ronald & Carol Bailey
William R. Deutsch
Luther-John Deutsch
Charlie Duffy
Samuel & Christine Zerillo
Stephen Thomas Gage
R. Gage
Ida Gallinelli
Joyce Alexander
James & Jean K. Brooks
MidState Medical Center
Radiology Associates, Inc.
Albert C. Golden
Patricia & Laurence P. O’Connor
Joe Gross
Mary Gross

Harris Family
Karin Anderson
Adrienne Harris
Joanne Rigazio
Shirley Hayes
Virginia Glines
David Peth
Francis & Bernadette Sudol
Grace Hinkley
Polly Berry
Constance Eastman
Elwin & Mary Jane Falkenham
Sally & Leighton Pratt
Dean & Meredith E. Sherman
Lena Holland
David Savage
Alexander Kopp
Robert & Sally Maroon, Jr.
Roland LaLande
Theresa Davidovich
Mary & James Lewis
Clare and Joseph F. Ashe
Irene MacLeod
Sandra MacLeod

continued on next page...
IN MEMORY/HONOR  cont...

Memory Unit
George & Daphne Pinkham
Glenn & Marilyn Stillings

Harold & Eva Nason
Dana & Sally Nason

The Nigro Family: John, Chiarina,
Nicholas & Angeline
Grace Degan

Dorothy O’Leary
Franklin O’Leary

John & Anne O’Neil
Kevin Godbout

Linda Dumas Poulin
Joseph & Carlene M. Dumas

Bessie R. Prince
Betty Lou Fenmore

Ruth Reynolds
Barbara Bull
Betty Newell
JoAnn Nielsen
John & Roxie Severance

Gena & Tim Savage
David Savage

Spring Fest
Daniel Hill

Angelo & Elvira Tucciarone
Joseph & Kathryn E. Mastropolo

David Tupper
Eric & Sally Livingstone
Sharon Tupper

Fredrick B. Tyler
Naomi Bender

The White Family
Paul & Carol F. Lidstrom

THANK YOU AGAIN TO ALL THE WONDERFUL DONORS
OF THE MORRISON’S 2010-2012 CAPITAL FUND CAMPAIGN

$250,000 to $500,000
David & Elaine Dana
Town of Whitefield - Community
Development Block Grant

$50,000 to $249,999
Boyd & Sharon Bush
Edward Grout
Woodsville Guaranty Bank

$25,000 to $49,999
Robert & Clair Beckler Foundation
Littleton Chevrolet Buick
& Pontiac
NH Charitable Foundation -
Tilton Fund
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$10,000 to $24,999
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NH Charitable Foundation -
Northern NH Region
PJ Noyes
NH Charitable Foundation -
Tender Corporation Fund
John & Roxie Severance

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Michael Bush
Mary Jane Chase
Jay & Nancy Colborn
Florenty Darby
Luther-John Deutsch
Eric & Judith Feldmann
Genworth Foundation
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LM Charitable Gift Trust
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NH Charitable Foundation -
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Sally Roberts
Bill Robinson
David & Karen Rodham
Linwood & Patti Roy
TD Bank
Bradley & Mildred Thayer
David & Sharon Tupper
Whitefield Hardware

OUR FUTURE
Where our money comes from ($ thousand)

- Medicare $522
- Medicaid $1,790
- Private $1,339
- Quality Assessment $430
- Other $228
- Investment $277
- Sartwell $651

Where our money goes ($ thousand)

- Salaries & Benefits $3,447
- Supplies & Other $1,234
- Debt Payment & Interest $1,512
- Fixed Assets $407
A family affair. Anna Bisson, right, a resident of Sartwell Place, was joined by her daughter, Betty Mercier and her sister, Norma Wiggin, at Sartwell's Fall BBQ.