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"The care here is wonderful. If I need something there's always somebody to take care of me. The organization is great. They've put together so many caring people. I never feel alone."

—Fred Allaire, Resident

The Morrison is a 501c3 nonprofit organization that has been providing quality health care to residents of the North Country since 1903. The Morrison provides skilled nursing, rehabilitation, respite care, Alzheimer's adult daycare, long term care and assisted living services to 80+ residents. The Morrison accepts residents under Medicaid, Medicare, private insurance, Veterans Affairs programs and private pay. The Morrison is an equal opportunity provider and employer. 



NEWSLETTER



Ellen Dorr, Whitefield's oldest resident, was presented with the Boston Post Cane by Police Chief Ed Samson and Selectman Mark Lufkin. (Photo courtesy Edith Tucker, Coos County Democrat)

Spring 2013



Dave Rodham, Chairman, Board of Trustees

The Morrison's Board of Trustees

During its December Board of Trustees meeting, The Morrison bid farewell to three of its members who have served in various capacities during their tenure: Anne Conner and Marion Rexford, outgoing co-chairs of the board, and Bruce McLaren, Treasurer.

New board chairman Dave Rodham of Whitefield thanked the retiring members and welcomed new members Carrie Gendreau of Littleton, Dr. Robin Hallquist of Twin Mountain, Carroll Rexford of Whitefield, and Pamela Sansoucy of Lancaster. They join board members Cheryl Going of Lancaster, David Haas of Lancaster, and Kalman Csigi of Whitefield.

"The Morrison is fortunate to have so many community members willing to volunteer their time and expertise on behalf of the facility," says Rodham. "We are looking forward to a productive year, and remain committed to maintaining the excellent care and services that The Morrison is noted for, while supporting future growth."

The Board of Trustees has overall responsibility for the charitable, clinical practice and education mission and purposes of The Morrison. Members have experience in health care, finance and management.

Congratulations!.....

Three community members have each won \$100 in cash for participating in last fall's survey that sought information about how The Morrison can better serve the region today and in the future. In a random drawing, the winners chosen were: Annika Chaffee of Lancaster; Cheryl Merrill of Littleton; and Roberta Terrill of Whitefield. Thanks to all who participated and congratulations to the winners.

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives."

-William A. Foster

Dear Community Friends,

Those of you who visit us at The Morrison, or live or work here, know that we are not your typical nursing and assisted living home. At Morrison, we create a sense of home with an emphasis on quality of life for our residents that is achieved through the excellence of care we deliver to our residents.

Every day, our caring staff focuses on quality improvement so that our residents and families have positive experiences and outcomes. The focus on quality improvement standards is embedded in every department and at every level of staff. Our residents are offered many choices and life experiences. We focus on wellness by offering alternative therapies such as music, aromatherapy, and pet visits, as well as daily exercise programs, rehabilitation services, gardening, shopping, and intergenerational programming, to name a few of our outstanding offerings. Our programs reflect the interests and needs of our residents. We have many computer stations so residents can remain in contact with loved ones via email or Skype. The lives of our residents are greatly enriched by the many volunteers who provide a wide variety of services.

The Morrison's approach to quality care is to invest in training initiatives like the Pioneer Network's Culture Change Coalition. Morrison has hosted four programs in the last year and will be hosting a fifth program in May. These trainings teach our staff how to improve residents' dining experiences, reduce psychotropic drugs, manage staff consistent assignments, and employ strategies to improve organizational performance. We commit to offering more opportunities for our staff to learn new and exciting ways to improve quality of care.

Morrison trains its staff to constantly strive for improvement, toward a goal of delivering the highest quality services possible. In healthcare, the rewards of quality improvement are many — residents have improved quality of life and our staff has greater job satisfaction. The Morrison Team — our Board, senior staff and all of our employees, take great pride in continuous quality improvement initiatives at our home. We are proud that our continued efforts have been recognized nationally by the Center for Medicare and Medicaid Services (CMS) with deficiency-free surveys, the American Health Care Association Bronze awards, and the American College of Health Care Administrator's Facility Leadership Award.

We thank our residents, families, staff and community for their outstanding support in making The Morrison the best it can be.

Sincerely,

David Rodham, Board of Trustees Chair

Roxie A. Severance, FACHCA, Executive Director



Sartwell's cat, Brady, enjoys the new hallway carpet as much as the residents.

Dates to Remember

May 12-18 • NATIONAL NURSING HOME WEEK
NNHW highlights nursing home residents and staff. This year's theme is Team Care: Everyone Pitches In, which reflects the value of care planning where everyone "pitches in" for optimal outcomes.

Saturday, May ??
SPRING FEST AND OPEN HOUSE
9 a.m. to 1 p.m.
Rummage Sale • Silent Auction
Baked Goods • Kids' Games

Boston Post Cane Recipient Is Feisty, Independent and Keeps Active

Ellen Dorr, who turned 101 years old on November 3, 2012, has three pieces of advice for living a full, rich life: Take each day as it comes along. Look on the bright side of life. Have a positive attitude.

Ellen still lives in her home on Jefferson Road in Whitefield, but was a resident at The Morrison in January, receiving rehabilitative services after a bout with pneumonia, and it was here that Selectman Mark Lufkin and Police Chief Ed Samson presented her with the Boston Post Cane as the community's oldest resident.

Born on November 3, 1911, she lived on the family farm in Lunenburg, Vt. until she was 10 years old and the family moved to Whitefield. She is a graduate of Whitefield High School and Nasson College in Springvale, Me. In 1936, she married and moved to Wolfeboro, N.H., where she and her husband had three children. After her children were grown, she went to work, first in the grade school cafeteria and later at the switchboard at Huggins Hospital in Wolfeboro. She lived there until her husband passed away in 1971. In 1974, she married Chris Dorr and returned to Whitefield, where she has made her home ever since.

Through the years, Ellen has been an active member of the communities she has lived in,

especially the Whitefield and Winthrop Granges, Eastern Star, Rainbow and DeMolay, and the Congregational Church in Wolfeboro. She was a founding member of the Sisters of the Skillet, a group of Whitefield neighbor women who would get together each month for a potluck social. She also loves to knit, crochet, and sew, and is an avid stamp collector.

"She is a feisty lady," says Ellen's daughter, Frances Whiting of Dover. "She's always been a welcoming person. She loved having people in. She's a person who's never bored, and has always been able to entertain herself. She reads a lot and doesn't mind being by herself. She's very independent."

Friends who attended the Boston Post Cane presentation recalled how Ellen is "very witty. We like her little jokes." Once the Whitefield Grange disbanded, Ellen would, until just recently, drive over to Shelburne to attend the Winthrop Grange, where she was Chaplin and "always helped make something or gave a donation."

In addition to three children, Frances and her sister Dorothy Leonard of New Jersey, and son Willard Fuller, who has since passed away, Ellen has seven grandchildren and 11 great-grandchildren.



Frances Whiting congratulates her mother, Ellen Dorr, who was presented with the Boston Post Cane on January 23.

*Ellen's advice for living a full, rich life:
"Take each day as it comes along.
Look on the bright side of life.
Have a positive attitude."*

Executive Director to Receive Facility Leadership Award

The Morrison's Executive Director, Roxie Severance, is among 17 New Hampshire Administrators who will receive the prestigious ACHCA Facility Leadership Award, which is given by the American College of Health Care Administrators to top performing skilled nursing facilities. Severance will receive the award during Peer Celebration at the 47th Annual Convocation and Exposition, April 12-16, in Orlando, Florida. A total of 1,179 organizations were chosen from among 15,654 skilled nursing facilities across the country.

Awardees had to provide three years of survey data, including performance measurements in health, fire (life safety), complaints, pain management and high-risk pressure ulcers.

"Winning the ACHCA Leadership award twice in succession is a wonderful accomplishment. Winning three times is outstanding," says John Sheridan, MHSA, President of eHealth Data

Solutions, a long-term care data and information company based in Cleveland, Ohio. eHealth Data Solutions analyzed national, publicly available survey data from the Center for Medicare and Medicaid Services (CMS).

"There are only 56 SNFs in the USA who have qualified for three years to be recognized for the leadership award," says Sheridan. "Congratulations to Roxie. This recognition reflects focused leadership and great teamwork by the entirety of The Morrison team."

"The Facility Leadership award isn't the result of one person's work. It takes the entire Morrison facility to make it happen," says Severance. "Every employee works hard and together we are able to implement excellent programs so our residents receive the highest quality services. I'm inspired by the work our staff does every day."



Roxie Severance, Executive Director

"Winning the ACHCA Leadership award twice in succession is a wonderful accomplishment. Winning three times is outstanding."

Residents Provide Direction for Sartwell Redecorating

Every house needs a facelift from time to time and Sartwell Assisted Living is no different.

"When we decided to refresh the residents' dining room, I knew I wanted them to be involved in picking out the colors," says Sartwell Administrator Wendy Colby. "After all, this is their home!"

Residents who were interested got together and pored over wallpaper books before choosing the lovely leaf-patterned wallpaper that now adorns the dining room walls. The wallpaper, in soft beiges and creams, is complemented by a warm brown paint on the wainscoting and beige

trim. Next up are new curtains for the windows, several round tables to replace two of the rectangular ones now in use, and a brand new wood laminate floor.

"The best part of the project is that the residents did it," says Colby. "They sat together and picked everything out. The dining room looks so nice now, and the residents helped make that happen."

The renovation project has also included new rust colored carpeting for the hallway that is both pleasing to look at and walk on.



Residents who helped choose wallpaper, paint and curtains for the Sartwell dining room include, seated from left, Lorraine Demers and Marietta Ingerson, and standing, Lucille Webb and Rita Waterman. Also closely involved in the project were Glenna Rice, Anna Bisson, Herb McGee and Catherine Stanier, who were not present for the photo.



Fred Allaire

Resident Spotlight

"I've had a wonderful life," declares Fred Allaire who will turn 102 on May 8. "I took one day at a time. Fortunately, I have had a lot of good friends."

The Morrison resident spent his career in the wholesale grocery business, and lived in Massachusetts for most of his life, which included 58 years of marriage. With a twinkle in his eye, he says that following his wife's death, "I had a new vocabulary — a significant other." The two never married, but "we had good times together."

Fred had lived with his son and daughter-in-law in Maidstone, Vt., before moving to The Morrison. "The care here is wonderful," he says. "If I need something there's always somebody to take care of me. The organization

is great. They've put together so many caring people. I never feel alone."

Because Fred can't read, watch television or take part in many of the activities offered at Morrison because of macular degeneration, he values visits and telephone calls from friends and his large family — three children and many stepchildren, along with grandchildren, great-grandchildren and great-great-grandchildren. "The telephone is a great thing," he says. "A lot of people call and talk to me."

Fred also enjoys mingling with other residents, especially during holiday events like Christmas and New Year's festivities, taking part in conversations and sharing tales of his long and interesting life.



Volunteer Shirley Boulet visits with Morrison residents Elinor and George Thomas.

Shirley Finds Her Calling in Volunteering

Shirley Boulet of Whitefield, spent 34 years as a nurse's aide, working with older people. She also helped to take care her husband, Shorty Boulet, both before and while he was a resident at Morrison. About a month after he passed away last year, she called the nursing home and asked if she could be a volunteer.

"From working with the elderly over the years, I know that an extra hand is worth-

while," she says. "And I'm only a phone call away!"

Boulet helps with Bingo every Wednesday afternoon. At other times, she comes in and makes beds or does whatever else is needed, like serving cake and punch at a birthday party.

"The residents are so marvelous," she says. "I guess that's my calling — working with older people. I love it."

There's a Place for You at Morrison as a Volunteer

Some volunteers visit The Morrison every week, others come only a few times a year, but all are appreciated.

"Morrison's volunteers come from all walks of life," says Activities Director Deborah May. "Approximately 70 individuals volunteered last year, including some who belong to church groups and the VFW. We also have students, like the JROTC cadets who visit every week, and school classes that visit periodically and sing carols at Christmas or make cards and tissue paper flowers for Valentine's Day."

Opportunities for volunteers are endless, says May. She would like to have more "presentations," where people would talk about different subjects or do projects with the residents, as well as more bands and singers to practice or play for the residents. "I would also like some more

people willing to sit with residents. This is especially helpful when someone is dying and does not want to be alone."

Once potential volunteers pass a criminal records and Bureau of Elderly Services abuse and neglect registry check, they take part in a 2.5 hour orientation to familiarize them with The Morrison's policies, including wheelchair safety, HIPAA regulations, Residents' Rights, infection control, and learning what to do when the alarms go off. May rounds out the orientation with a tour of the facility and a discussion of the volunteer's interests, expectations and scheduling.

Morrison will host a Volunteer Brunch on April 23, with the theme of "Volunteers: our greatest natural resource." Community members are welcome to begin volunteering at any time during the year by calling May at 837-2541.



Sartwell resident Bea Hopps enjoys Bingo with the help of volunteer Shirley Boulet.

Volunteer Opportunities

Would you like to volunteer at the Morrison?

There are many opportunities to share your talents, skills and caring with our 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

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.

