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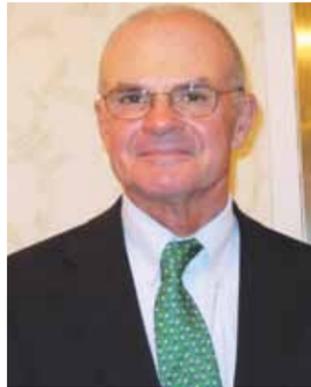
The Morrison is a 501c3 nonprofit organization that has been providing quality health care to residents of the North Country since 1903. The Morrison provides skilled nursing, rehabilitation, respite care, Alzheimer's adult daycare, long term care and assisted living services to 80+ residents. The Morrison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



Student Council members and other 7th and 8th grade students at the Whitefield School have visited The Morrison nursing home about once a month during the school year, sharing activities and holidays with the residents, including Valentine's Day, Trick-or-Treating, holiday caroling, and playing games. Students also interviewed residents about their lives, and especially about their remembrances of World War II because they were studying that period in school. "They were really interested in what people have done with their lives," said Andrew Munroe, Student Council Advisor and 7th and 8th grade Social Studies teacher. On their last visit to The Morrison before summer vacation, the students gathered outside the nursing home for a photo.

Summer 2013 NEWSLETTER

Kevin Kopp



Dear Community Friends,

Many of you know that the North Country lost a community icon this July with the passing of Kevin Kopp of Lancaster and North Country Ford. Kevin was recently on our Board of Trustees and we would like to pay tribute to him in this newsletter. When Kevin first retired, The Morrison asked him to consider board membership. At that time he said he wanted to get used to retirement and that we could call him in a year. Twelve months later, Kevin was ready and willing to serve. As a nonprofit organization, we count on community members to give of their time to help our organization meet the needs of the community. We were honored that Kevin chose to serve and are appreciative of the work he did while a member of our board.

Many of you are aware that Kevin's love of cars also made him a big fan of Henry Ford. His memorial plaque was inscribed with his name and this Henry Ford quote: "You can't build a reputation on what you are going to do." This quote reminds us that plans are essential for success, but only if they are fulfilled. Kevin knew intentions were not good enough in bringing The Morrison's mission and vision to the community. As a board member Kevin helped to ensure that the governing body of The Morrison and its staff took action on its plans and dreams for the future. As Chair of the Facilities Committee Kevin oversaw the completion of the memory unit and many other projects during his tenure. We have all been inspired by his dedication and his ability to listen to the needs of the organization and act upon those needs.

Another Henry Ford quote brings Kevin to mind: "Anyone who stops learning is old, whether at twenty or eighty. Anyone who keeps learning stays young." Kevin loved learning about The Morrison, whether it was about the physical facility or the quality care provided by the staff. He seemed to enjoy it all and quickly learned everything he needed to know about The Morrison so he could best serve our resident and staff needs. He made every decision with them in mind, and continued to hold a great vision for our future.

Kevin Kopp was a person of principle. He spoke out and actively participated in board and committee deliberations. He was able to work with all board members to create consensus. He considered all view points. He had the courage and willingness to do the right thing and the commitment of time, heart and the standards to make The Morrison successful.

Our sincere condolences to his wife, Mary, his sons Keith and Mike, his mother, Joan, his sisters, Katie and Sally and his many grandchildren. Thank you for sharing Kevin with us. He made a significant impact on this community nonprofit.

Sincerely,

Dave Rodham, Chair, Board of Trustees

Roxie Severance, CNHA, FACHCA
Executive Director

Kevin requested that anyone who would like to do so could make a memorial donation to
The Morrison
6 Terrace Street
Whitefield, NH, 03598.

Congratulations to Glenda Smith, Restorative LNA, who was The Morrison's nomination for the New Hampshire Health Care Association's LNA of the Year. In her nomination letter, Rosemary Critelli, RN, noted that Glenda is Morrison's "Blue Moon LNA", because "such a shining, caring, compassionate LNA like Glenda only comes along in your facility once in a blue moon." Sue Marineau, RNBS, put it this way: "If we had such an award, 'Most Valuable Player on the Morrison Team,' it would go to Glenda. She gives over 100% on a daily basis. Her gentle, empathetic approach is kind, respectful and compassionate. If I ever needed a caregiver, Glenda would be my choice."



Director of Nursing, Courtney Pagan, RN

The Morrison Welcomes New DON

Energetic, enthusiastic and experienced best describe The Morrison's new Director of Nursing, Courtney Pagan, RN.

Originally from Pennsylvania, the Colebrook resident began her nursing career at a community hospital in the Keystone State, first as an LNA, then as a coordinator, a nursing intern, and finally an RN working primarily in orthopedics and post operative surgical care. Since then, she has held positions in pediatrics, neonatal intensive care, medical-surgical, neurology/orthopedics, and orthopedic trauma. Following a stint at another long-term care facility, Courtney joined The Morrison in February as its Quality Assurance Educator before assuming the DON position on August 2.

"I like taking care of the elderly, but didn't have a chance to get close to my hospital patients, many of whom were in the hospital for orthopedic problems," Courtney says, explaining why she decided to make the switch from hospital to nursing home care. Her close relationship with her grandmother, who passed away in 2008, also helped solidify her decision to change her career path. "I find nursing home work very fulfilling for me personally. It's like having lots of grandparents!"

In her spare time, Courtney, her husband and three daughters, ages 7, 6, and 4, enjoy living a country lifestyle at their Colebrook home, surrounded by nature and lots of animals, including a horse, 10 alpacas, 10 chickens and a dog named Bella. "I like working in the barn, but I still have some city girl in me because I like to shop," she says, flashing a smile.



Residents lined up to watch the town's Memorial Day parade pass by.



Sartwell Assisted Living residents Marietta Ingerson and Herb McGee oversaw the bake sale table at The Morrison's Spring Fest.



Waving their American flags in honor of Memorial Day were Eleanor Klase, left, Anna Bisson, and Lucille Webb. Residents gathered outdoors on May 27 for the Whitefield Memorial Day parade, which traditionally stops at the nursing home where the White Mountains Regional High School band plays several patriotic tunes.



Rosemary Critelli, RN, left, presented Julie Pandora, LNA, with a certificate and 25-year pin for her years of service to The Morrison during a Longevity Awards ceremony.



Whitefield School eighth graders Thomas Ford, center, and Severin DeWitt played Bingo with Morrison resident Diane Hodgdon during a recent visit.



Resident Ann Glines told stories about her life to Whitefield School seventh graders Alli Husson and Emily McCusker.

EMPLOYEE SPOTLIGHT

Claudia Foss is the Face of Morrison



Claudia Foss

If you've visited or called The Morrison, chances are you've met Claudia Foss. She's the smiling face behind the glass when you walk through the front door, and the voice on the phone when you call to speak with someone.

Although her official title is Receptionist/Accounts Payable, Claudia is really all about the people she encounters, and making them feel comfortable and welcome. "If I had the time," she says, "I'd visit every resident every day. I try to stop every morning in the dining room after I clock in to say hello to everyone. It makes my day."

Claudia, who began working at The Morrison on October 4, 2006, was brought up to respect and appreciate her elders. She spent a lot of time with her grandparents, who took her with them to meet people. Those early years of absorbing her grandparents' welcoming approach to new peo-

ple and situations has served her well throughout her life, and taught her the importance of valuing her fellow human beings.

The experience she gained during her long and varied career — in banking, box stores, insurance companies, schools and hotels — has proved invaluable at The Morrison, giving her the skills to excel at the clerical aspects of her job and her ability to deal with all kinds of people and situations in a warm and respectful manner.

"I try to greet all residents — and visitors — when they come in, so they feel welcome," she says.

"We are family here. It's what I like about The Morrison, the family atmosphere. This is where the residents live and where their families visit."

If you haven't yet met Claudia, stop by and say hello — and be welcomed into The Morrison family — the next time you visit.

MORRISON SCHOLARSHIP

Groveton High School senior Ashley Mundell has been awarded a \$250 nursing scholarship by The Morrison. Presenting the scholarship during the LNA Recognition Ceremony at the Hugh J. Gallen Career and Technical Center in Littleton on May 2 was The Morrison's Courtney Pagan, RN. Ashley was among 24 high school students who received their LNA certificates and pins after completing both course and clinical work through the LNA program at the Gallen Center. She plans to attend White Mountains Community College, Berlin, where she will study nursing.

The Morrison has also awarded a \$250 nursing scholarship to White Mountains Regional High School graduating senior Katelyn Dion of Lancaster. Katelyn plans to attend Middle Tennessee State University and pursue a career in nursing.

"The Morrison is committed to preparing the next generation of students for a career in nursing," says Executive Director Roxie Severance. "We are incredibly proud to be able to offer these scholarships to two outstanding students who have their sights set on a nursing career."



Courtney Pagan, RN, left, and Groveton High School senior Ashley Mundell.

MEET KEN HAZELTON, Morrison's Director of Food Services



It's not often that chefs find a job just around the corner from where they live, but that's what happened for Ken Hazelton when he became The Morrison's new Director of Food Services in January.

Ken had spent his career as a chef at several hotels and restaurants around the North Country. All required a commute and time spent away from his family. Now he works where he lives and he loves it.

"I never thought I'd have the opportunity to challenge myself right around the corner from where I live," says Ken, who has been married to his wife Dee for 14 years; the couple has two sons, Jared, 12, and Avery, 9, and the family lives just a couple of blocks away from The Morrison. "I love being part of the community both at home and at work."

A graduate of the Culinary Arts program at Southern New Hampshire University, Ken has used his associate's degree and his cooking skills to secure positions at Lloyd Hills in Bethlehem, the Mt. Washington Resort in Bretton Woods, where he learned all aspects of the kitchens during his almost six-year tenure, and the Attitash Grand Summit Hotel in Bartlett, where he was Executive Chef for eight years before coming to The Morrison.

Ken credits his work at both the Mt. Washington Resort and the Attitash Grand Summit Hotel for giving him both the skills and confidence to assume a position in the health care industry.

"They were both great experiences professionally," he says, "and have prepared me well to tackle this new job, where I have to turn out three meals a day, snacks, and cooking for other occasions, like birthdays and staff workshops." Ken's responsibilities include supervising the kitchen staff, developing recipes and menus, ordering food supplies, and consulting with the dietician to ensure that portions and nutrition fit the residents' needs.

Ken says he enjoys the daily challenge of cooking for the residents because food appeals to the senses and is something everyone can enjoy. "Everyone has to eat and I like to put a smile on their faces."

Along with the daily meals he prepares, Ken also conducts regular cooking classes with the residents, where he is able to introduce new foods for them to taste. "The cooking classes give me an opportunity to converse with the residents and find out what they like," he says. If something is a hit in the cooking class, it may eventually be put onto the menu roster. The residents also enjoy seeing how he prepares food, from cutting a strawberry to garnish a treat to more complicated recipes.

Currently, Ken has prepared a three-week menu, which means that recipes are not repeated within that three-week period. Eventually, he will move to a four-week menu to bring further diversity to residents' meal choices. The Morrison kitchen prepares all the meals for the 87 residents in the nursing home and Sartwell Place Assisted Living, except for breakfast at Sartwell, which is prepared in the assisted living unit's own kitchen. Menus are changed seasonally, so there is continued choice and variety, which makes for a more pleasurable dining experience.

"My goal is to make the residents' dining experience a social occasion," says Ken. "I want them to feel comfortable coming down for dining, with good food and a pleasant and attractive atmosphere."

"We are very fortunate to have Ken on our staff," says Roxie Severance, Executive Director. "Residents are enjoying their favorite foods, along with the opportunity to try new recipes. Ken's culinary skills, plus his passion for the residents and the community are a good fit."