







Dave Rodham,  
Chair, Board of Trustees



Roxie A. Severance,  
Chief Executive Officer

Dear Community Friends:

The Morrison has enjoyed another great year of delivering high quality health care services to our residents and the community.

The Morrison sets a high standard of achievement for its staff, and these efforts have been recognized in a number of ways. The Morrison holds a Five-Star rating — its highest — from the Center for Medicare and Medicaid, and has received excellent ratings on the New Hampshire State and Veterans Administration Surveys. Most recently, The Morrison was awarded OSHA's (Occupational Safety and Health Act) highly regarded SHARP workplace safety award (Safety in Healthcare Achievement and Recognition Program) for exceeding workplace safety requirements. The Morrison is one of only 10 businesses in New Hampshire to attain this certification.

The Morrison counts on the community's continued support of its mission, and we are especially grateful for your generosity. During 2014, donations of over \$14,000 allowed us to make many beautiful changes to the facility. We were able to add the Kopp Corner Café near our main dining room, a pergola to our deck, and a gazebo near our front entrance. Many of you chose to share your skills, talents and interests with our residents, significantly increasing our volunteer program and substantially improving our residents' quality of life.

Using an ongoing process of strategic planning, feasibility studies and focus groups, The Morrison continues to plan for the future. The studies indicate a need to grow our programs and services in order to continue to serve our constituents. To address these needs, The Morrison broke ground on a Rehabilitation Center in the fall, and will open a new 4,000-square foot physical and occupational therapy gym in the spring of 2015, where community members can receive therapy to promote independence in daily activities after strokes, hip and knee replacements, and other medical procedures. The gym will also be a local option for community members who want to continue the rehabilitative services they received at The Morrison while recovering from surgery. Wellness classes will be offered to seniors to improve their strength, agility and flexibility to help them age better and stay in their homes longer.

Following the completion of the new Rehabilitation Center, The Morrison will focus on a second project to improve our services to the community by expanding and growing into a new campus in Whitefield, while continuing to offer the same quality of care to residents at our current location. The new Senior Living Community will have assisted living apartments, independent living cottages and apartments, and a memory care wing, providing a continuum-of-care option for today's active seniors, who demand quality care, desire their independence and want to stay in their own community.

We cannot achieve great results without you. We look forward to hearing your ideas, answering your questions and receiving your support. Please contact us at any time should you want to share your thoughts.

Sincerely,

Dave Rodham, Chair, Board of Trustees  
Roxie Severance, CNHA, FACHCA, Chief Executive Officer



# Rehabilitation Therapy Center

*Watch for the Grand Opening on April 30th!*



Looking toward the future, The Morrison continues its tradition of comprehensive care for the region's citizens. Currently under construction, with an anticipated completion date of April 30th, is a 4,000 square foot physical and occupational therapy Rehabilitation Center.

The new Rehabilitation Center complements the Dana Rehabilitation Wing, completed in 2010, with 12 private and shared bedrooms and private bathrooms for patients undergoing rehabilitation therapy.

The Rehabilitation Center will include:

- A state-of-the-art dedicated space where Morrison residents and seniors in the community can access therapeutic care locally.
- A dedicated space where community members can benefit from physical and occupational therapy to promote independence in daily activities after strokes, hip and knee replacements, and other medical procedures.
- A local option for community members who want to continue the rehabilitative services they received at The Morrison while recovering from surgery.

- A gym where seniors can take wellness classes, like yoga, cooking — with an emphasis on healthy eating, and exercising with light weights, to improve their strength, agility and flexibility to help them age better and stay in their homes longer.

Wellness classes have the added benefit of providing a gathering place for seniors and increasing their social connectivity, an important component of aging well.

The Rehabilitation Center is being constructed as an addition to the current building at 6 Terrace Street. The two-level structure includes a private treatment room; a bright and airy gym with state-of-the-art equipment, including therapy bikes, a NuStep recumbent cross trainer, treadmills, diathermy equipment, ultrasound unit, parallel bars, electrical stimulation units, and a 3-D "virtual rehabilitation system; an occupational therapy kitchen and bathroom where patients can practice the skills they need to ensure a safe discharge to home or assisted living; a staff office; an activity area; and two administrative offices relocated from their current space in the main building.

# OSHA's SHARP Designation

The Morrison has been recognized by OSHA (Occupational Safety and Health Act) with its prestigious SHARP certificate through its Safety and Health Achievement Recognition Program. It is one of only 10 businesses in the state to attain this certification. The recognition ceremony on November 21 was attended by OSHA officials and U.S. Senator Kelly Ayotte.

Teresa Ferrara, an Industrial Hygienist with Work-WISE NH, the New Hampshire OSHA Consultation Program run out of Keene State College, praised Director of Support Services Travis LeBrun for his initiative in inviting OSHA into The Morrison and the hard work that led to the SHARP certificate. "Morrison had to alleviate any hazards and any potential hazards," she says. "Nursing home hazards are up there with coal mines. It all came down to the staff and LeBrun's leadership."

"This is an outstanding achievement on the part of the staff at The Morrison," says Chief Executive Officer Roxie Severance, "because the culture of the organization had to change so that staff members always think about their own and their co-workers safety at work. Travis worked closely with OSHA and led the way."

Organizations with SHARP status are an elite group of small businesses that maintain exemplary injury and illness prevention programs. SHARP grants businesses an exemption from OSHA-programmed inspections for up to two years, and a

subsequent renewal for up to three years. In the meantime, the business must continue to meet all SHARP eligibility criteria and program requirements. Participation in SHARP does not eliminate the responsibilities of owners or rights of workers under OSHA.

"It took a team effort to make this happen," says Sen. Ayotte, praising LeBrun and The Morrison staff. She went on to present LeBrun with an OSHA SHARP plaque in recognition of the facility meeting all of the requirements for the designation.

"It's hard to go beyond OSHA code," says George Kilens, Assistant Area Director of OSHA. "Morrison is only the second health care facility in New Hampshire to receive SHARP designation, and there are only 10 organizations in the state (with SHARP certification)."



The Morrison has achieved SHARP certification through an OSHA program. Attending the awards ceremony were, from left, Morrison's Finance Director Patti Roy; Sartwell Place Administrator Wendy Colby; Activities Director Erin Oleson; Social Services Director Mary Bates; Director of Support Services Travis LeBrun, holding the plaque presented to him by U. S. Senator Kelly Ayotte; Sen. Ayotte; Resident Council President Eleanor Blake (seated); Chief Executive Officer Roxie Severance; NH Executive Councilor Joe Kenney; OSHA's Assistant Area Director George Kilens; OSHA Industrialist Hygienist Teresa Ferrara; Director of Nursing Robin Hicks; and MDS Coordinator Zach Shephard.

# MEET OUR CLINICAL TEAM



**Director of Nursing**  
**Robin L. Hicks,**  
**BS, RN-BC, WCC, DNS**

**Education:** Bachelor of Science in Textile Technology, UMass Dartmouth; Associate's in Nursing, Bristol Community College, Fall River, Mass.; ANCC in Gerontology/National Alliance of Wound Care Certification

**Years of Experience:** 28

**Areas of Special Interest:** Wound Care, Gerontology, and Hospice Care

**Professional Goal:** Obtain Hospice Certification

**Special Qualities You Bring to the Clinical Team:** "My clinical experience is extensive and includes assessment skills, managerial skills and acting as a strong resident advocate."



**Rehabilitation Coordinator**  
**Rebecca Herndon, MS, OTR/L**

**Education:** Bachelor of Science and Master of Science in Occupational Therapy, Russell Sage College; Bachelor of Science in Psychology and Sociology, University of Maryland

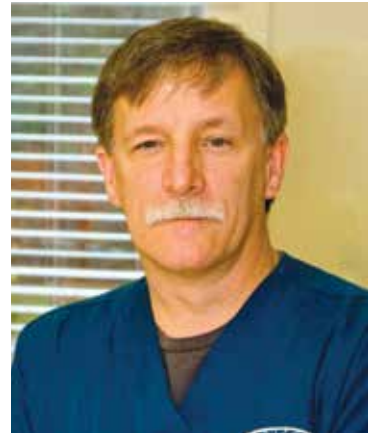
**Years of Experience:** 14

**Affiliations:** Member of the American Occupational Therapy Association

**Areas of Special Interest:** Geriatrics and Wound Care

**Professional Goal:** To become credentialed as a Geriatric Specialist

**Special Qualities You Bring to the Clinical Team:** "I bring my professional skills and experience in the rehab field, good communication skills, and a sense of calm when things get hectic."



**Clinical Manager**  
**Louis DeGray, RN**

**Education:** Associate's in Nursing, White Mountains Community College, Berlin, NH; Licensed Advanced EMT

**Years of Experience:** 3

**Affiliations:** Former Captain of Pittsburg Fire Department; former EMT with Pittsburg Fire Department and 45th Parallel EMS; a member of the fast responder squad providing search and rescue and advanced life support care to a vast area of northern NH.

**Areas of Special Interest:** Wound Care and Geriatric Care

**Professional Goal:** Wound care certification, and increasing knowledge of geriatric care

**Special Qualities You Bring to the Clinical Team:** "I bring care, dedication and compassion, along with clinical skills such as IV and blood draws."



**Careplan Coordinator  
Zachary D. Shephard, LPN**

**Education:** Bachelor of Science in Health Administration, New England College; MBA candidate in Healthcare Management, Florida Institute of Technology; Licensed EMT

**Years of Experience:** 12

**Affiliations:** American Association of Nurse Assessment Coordination (AANAC)

**Areas of Special Interest:** Rehabilitation Nursing, Health Informatics, and QAPI

**Professional Goal:** Certification as a Resident Assessment Coordinator, Nurse Manager, and LTC. Is completing AIT (Administrator in Training) to be licensed as a Nursing Home Administrator.

**Special Qualities You Bring to the Clinical Team:** "I am detail-oriented and bring strong analytical skills, and a strong history in sub-acute care working directly with a diversity of orthopedic patients."



**Social Services Director  
Mary M. Bates, MS, CT**

**Education:** Bachelor of Science and Master of Science, Springfield (Mass.) College; Certified in Thanatology (Death, Dying and Bereavement); POLST Certified Community Facilitator; Reiki Level One certified

**Years of Experience:** 30

**Affiliations:** Association for Death Education and Counseling (ADEC); American College of Healthcare Administrators

**Areas of Special Interest:** Death, Dying and Bereavement, including Hospice; Complimentary Therapies; Dementia and Other Chronic Diseases

**Professional Goal:** Completion of AIT-Administrator in Training Program and obtaining Administrator's license; acquiring Reiki Level II; the creation and contributions toward the first ever Hospice House in the North Country.

**Special Qualities You Bring to the Clinical Team:** "I bring compassion, honesty, patience, flexibility and a great sense of humor to the clinical team."



**Staff Development/Infection Control Manager  
Lucy Gordon  
RN-BC BSN, CDE**

**Education:** Bachelor of Science in Nursing, Franklin Pierce University, Rindge, NH

**Years of Experience:** 20

**Affiliations:** Board Certified in Gerontology; Certified Diabetes Educator; Member of New Hampshire Infection Control and Epidemiology Professionals and APIC (National Association for Professionals in Infection Control & Epidemiology)

**Areas of Special Interest:** Education/staff development; Geriatrics (especially Dementia); Providing Guidance and Education about Diabetes

**Professional Goal:** Achieve Infection Prevention Competency (CIC certification)

**Special Qualities You Bring to the Clinical Team:** "Because I have worn many hats when caring for elders, most especially those with Alzheimer's and other dementias, I bring a well-rounded wisdom to the table. I base my decision-making on values of mutual respect for what each person knows about caring for the resident, and act in ways to mirror and acknowledge the contributions of each member of the Morrison team."

**We are proud of The Morrison's clinical team and invite you to contact us to learn how the team and its staff of caring professionals can serve your rehabilitation or long-term care needs.**



# Volunteers Make A Difference



Volunteer Joyce Freund visits with resident Helen Radsky.

The Volunteer Program at The Morrison is growing! In January 2014, 30 community members volunteered their time and talents, and by the close of the year a total of 191 volunteers had donated 2,112 hours.

Volunteers are every age and come from all walks of life. What they have in common is a desire to make a difference in the life of the residents. They enjoy visiting with The Morrison's residents and lending the staff a hand during activities. Volunteers help to write letters, make one-on-one visits, read, go on outings, provide office help, walk with a resident in loops around the building, take them outside, help with gardening, share bible study/stories, play music, sing songs, and much, much more.

Volunteer Joyce Freund of Whitefield typically volunteers once a week. "The residents are so happy," she says. "It's a pleasure to come in and talk with them and do activities like arts and crafts or exercising." Like most volunteers, Joyce notes that volunteering is a two-way street. "I give something to them, but they give so much more to me."

Are you ready to share your talents, skills and caring with The Morrison's residents? Let us know what you'd like to do, and we'll find the perfect spot for you. Call Erin Oleson today at 837-2541 and "volunteer to make a difference."

## Who Are The Morrison's Volunteers?

### Religious Volunteers:

- Twin Mountain Baptist Church
- Whitefield Community Baptist Church
- Whitefield Christian Church
- Trinity United Methodist Church
- Gospel Service (Lancaster House of Prayer)
- St. Matthew's Church and Gate of Heaven Parish

### Common Ground:

13 volunteers who are clients of Common Ground, along with their community integrators.

### VFW members:

2-3 volunteers visit every month, and a total of 13 visit throughout the year.

### Musical volunteers:

20 volunteers share their musical talents.

### Sitting Vigil Volunteers:

5 volunteers sit with residents at the end of their lives and are there for family and staff as well.

### Intergenerational Program:

Students from Whitefield Preschool, Whitefield Middle School, and White Mountains Regional High School JROTC visit residents on a regular basis for conversation, singing, and games.

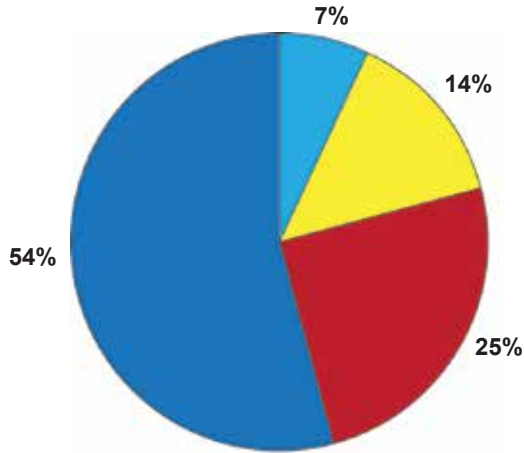
And there are 31 additional volunteers who are willing to help out wherever needed.



# FINANCIALS

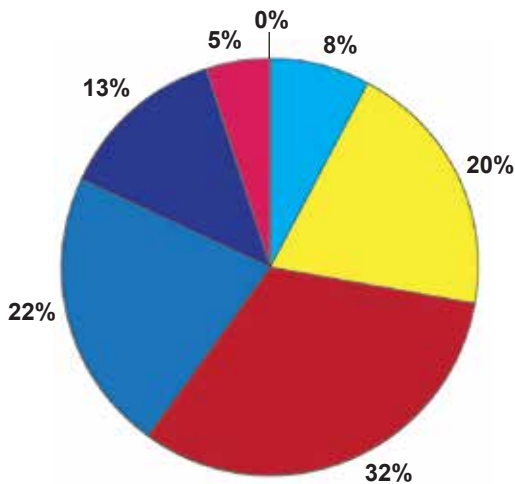
## A Year in Review

### Where our money goes (\$ thousand)



■ Salaries & Benefits:	\$3,816
■ Supplies & Other:	\$1,747
■ Debt Payment & Interest:	\$1,030
■ Fixed Assets:	\$516

### Where our money comes from (\$ thousand)



■ Medicare:	\$1,626
■ Medicaid:	\$2,414
■ Private:	\$1,464
■ Quality Assesment:	\$580
■ Other:	\$20
■ Investment:	\$393
■ Sartwell:	\$951

# IN MEMORY

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Anonymous

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Edith M. Tucker

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John & Roxie Severance

## **Fred Webb**

John & Roxie Severance

## **Lucille Webb**

John & Roxie Severance

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## **Jean and Don Fogg**

Edward & Ann Louise W. Cowan

## **Victoria Pagnotti**

Anthony & Louis Pagnotti

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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.

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.

### BOARD OF TRUSTEES

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**Roxie A. Severance**, CNHA, FACHCA

### MEDICAL DIRECTOR

**John E. Ford, MD**



#### **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.





6 Terrace Street,  
Whitefield, New Hampshire 03598  
[www.morrisonnh.org](http://www.morrisonnh.org)

