

The Morrison Communities



2020 ANNUAL REPORT



With Grateful Appreciation We Salute Our Dedicated Employees!

TWENTY-FIVE+ YEARS

Chrissy Gooden

TWENTY+ YEARS

Tammy DeGray

FIFTEEN+ YEARS

Travis LeBrun

Deb Nutting

Scott Burgess

Amber Goodwin-Aldrich

TEN+ YEARS

Patti Roy

Candace Gray

Patty Morrisette

Kathy Baker

Judy Marier

Joy Emery

“My biggest reward is seeing my staff going above and beyond for our residents. Seeing our residents enjoying time with my staff and the smiles they bring to their faces is heartwarming.”

—Christina Gooden, Activities Director



Chrissy Gooden
Activities Director
29 Years

“I have had some great mentors, worked with some great people, made some great memories, and built great relationships with residents and their families.”

It is not unusual to see Chrissy Gooden dressed in rainbow colors or as the Grinch or a Care Bear, as she and her equally colorful staff create joyful and fun-filled activities for the Morrison’s residents.

On any one day, you might find her driving the bus for a resident outing, overseeing themed days, events and parties, or doing an activity with the residents. Her calm, confident and cheerful attitude extends behind the scenes, too, where she performs assessments, supervises care plans, orders supplies, and much more.

“My biggest reward is seeing my staff going above and beyond for our residents. Seeing them enjoying time with my staff and the smiles they bring to their faces is heartwarming.”

Chrissy has taken great pride in everything she has done during her 29-year tenure that began with her initial employment as a housekeeper and laundry aide. She was also Head Housekeeper for 14 years and Supply Manager for seven years. She accepted her current position as Activities Director four years ago. “Twenty-nine years is a long time with one organization; it’s one of my biggest accomplishments, along with attaining my credentials as a Certified Activity Professional.

“I have had some great mentors, worked with some great people, made some great memories, and built great relationships with residents and their families, and I hope to continue building on those things and continue my journey with the Morrison.”



Travis LeBrun
Support Services
Director
17 Years

“I like fixing things and improving the look of the building for the residents.”

Travis LeBrun is a familiar face on both campuses as he and his maintenance crew keep The Morrison Communities running smoothly and efficiently, ensuring repairs are made in a timely manner and performing routine maintenance, like keeping sidewalks shoveled and driveways plowed. Travis is also a techie and is the go-to person when computer issues arise.

Travis can trace his affiliation with the Morrison to his first trip there as a child as part of a school program. Although he always wanted to work in Maintenance, there were no openings when he was first hired. Undaunted, he worked in Housekeeping and Laundry for a few years before joining the maintenance crew; in 2010 he was offered the position of Support Services Director.

“Having worked in several departments for so many years, I feel I know my way around the Morrison and all of its quirks. I like fixing things and improving the look of the building for the residents.”

The most rewarding part of his job, he says, is his ability to be the eyes and ears for the residents and follow through on a wide range of projects that improve their quality of life.

“With the help of my team, we have evolved to take on most any project that comes up, and many that help save the organization money and result in a project completed in a much faster timeframe.”

Deb Nutting, LNA, Nursing Staff, 17 Years

Deb Nutting joined the Morrison 17 years ago and she considers it “the best move I’ve ever made. Being an employee here makes me very proud. We have a great reputation – 5 Stars! I consider myself very lucky to be an employee of this growing family.”

On an average day, Deb greets her residents making sure all their needs are met, finds ways to make them smile, and talks with them about their lives, families and jobs.

Deb considers the Morrison a family, one that provides support on the job and in crisis situations. “The management team is remarkable. Their doors are always open, asking if everything is okay, if I need anything. They’ve also helped me: once after a house fire with money and time off to recover and on another occasion with time off to care for my husband who was on Hospice at our house with Stage 4 lung cancer.

“I enjoy going to work. Who can say that?”



Scott Burgess
Dietary Department
15 Years

“The thing that brings me the greatest joy is when a resident tells me how great a meal was.”

“It’s not a job if you enjoy what you do and the people you’re with,” says Scott Burgess of his 15-year career at the Morrison, where he has worked and excelled in several departments.

His interest in Morrison began with a visit with his great-grandmother when she was a resident. He was hired as a cook, later obtained his LNA license, and even had a two-year stint in the Maintenance Department. Eventually he decided he could best serve the residents by returning to the kitchen. On an average day, he prepares a variety of appealing meals, including foods for breakfast and lunch and making and baking desserts, always taking into consideration the residents’ tastes and preferences.

“The thing that brings me the greatest joy is when a resident tells me how great a meal was. It’s also gratifying when our department works with the other departments to make a function run smoothly, for example at Christmas and Thanksgiving.”

“In the last 15 years, I have met many people, all of whom have become family to me, including staff who have become close friends. I’ve been able to enter and learn multiple departments and exit on great terms, and I feel my biggest contribution at Morrison is my ability to use the knowledge I’ve learned from each of them to benefit our residents.”

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& Sartwell Assisted Living
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Summit by Morrison
Travis LeBrun,
Support Services Director
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Dr. John E. Ford, Jr., MD

Mission Statement:

The Morrison Communities is a caring and compassionate resident-centered organization that extends our charitable commitment to the greater 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.



Douglas A. Shearer
President, Board of Trustees

Dear Community Friends:

The Morrison Communities Board of Trustees takes great pleasure in dedicating the 2020 Annual Report to our extraordinary staff. We are profoundly grateful for their compassion, dedication, grit, creativity, and resourcefulness. Their ability to adapt to the multiple challenges of COVID-19 leaves us humbled.

Throughout the year their unwavering dedication to our organization, our residents and their families, and to each other, was tested on a daily basis. At each step of the way they never faltered, finding numerous ways to sustain and improve the quality of life for our residents.

We would be remiss if we didn't salute our residents who faced extraordinary adjustments and limitations as we strived to keep their community safe. Their grace in understanding the need for these restrictions was inspiring.

We also celebrate our families and the wider community for their support, encouragement, and random acts of kindness. Each act lifted spirits and let our staff know that they were recognized and appreciated.

Through all the changes that this year brought, we continued to make our communities a home for our residents, and indeed became extended family members during the many months when the facilities were closed to visitors. As we head into a new year, we will continue each day to seek ways to improve the quality of life for our residents.

We hope you will join us in offering our team members your thanks and gratitude for their professionalism, perseverance and many kindnesses the next time you see them.

Sincerely,

Douglas A. Shearer
President, Board of Trustees

The Morrison Communities Core Values

Quality:

Caring team approach focusing on individualized resident-centered care, delivered with compassion and empathy, enhancing the lives of our residents.

Integrity:

Always doing the right thing. Respecting residents and staff. Working towards a common goal to ensure the dignity and needs of residents are put first.

Sense of Ownership:

Investing in our work place and culture as a reflection of ourselves.
Striving for and maintaining a 5-Star reputation.

Service:

Exceeding expectations while meeting the changing needs of our community.



This year tested us all and was especially challenging for staff in senior living communities. We are extremely proud of our team members, each of whom responded with extraordinary agility and dedication whatever their role in our organization. With gratitude, we dedicate this year's annual report to the staff of The Morrison Communities.



The Dementia Education Team at The Morrison has had such a significant impact in the community that they were honored this year as the ones to carry the yellow flowers at the Walk to End Alzheimer's. Carrying a yellow flower signifies you are a caregiver to someone with Alzheimer's or dementia. While this year was a virtual walk, it didn't stop our staff and residents from gathering to walk — while social distancing and wearing masks — because it is so important to them.



Activity staff quickly had to change the way they brought joy and entertainment to the residents. With social distancing and masks, everything became a challenge. They immediately took thinking outside the box to new levels to create hours of memorable activities for our residents.



“Appreciation can make a day, even change a life. Your willingness to put it into words is all that is necessary.”

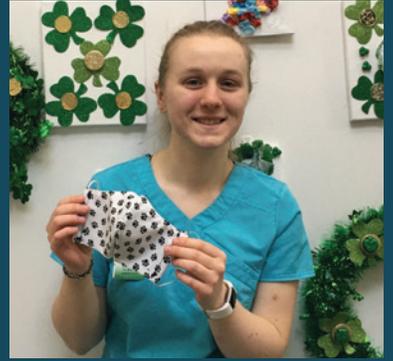
~ Margaret Cousins



Nursing staff worked extra hours to ensure that everyone was tested for Covid-19 following CMS/DHHS guidelines. They learned new infection control practices and completed their jobs in a markedly different manner while wearing PPE. Throughout the year they worked extra shifts and continue to do so, answering a critical need during the current nursing shortage.



Finding the safest way to connect family to residents early on included window visits. Staff's generosity of spirit was evident in their willingness to employ their own phones to help residents connect via FaceTime, Zoom or whatever worked to bring their family and friends closer.



Staff, along with their families, sewed homemade washable face masks for the residents and staff. Dozens of local seamstresses and local businesses also went to work to make masks to help keep our residents safe.



Rising to the challenges of 2020, every member of staff went above and beyond to keep our residents safe by taking all the recommended precautions – at work and outside our facilities – to protect the residents from contracting the virus, along with doing everything they could to keep residents active and engaged.



Dietary staff met the daily challenge of delivering tasty and healthy meals and snacks in a completely different way. Yum!



Housekeeping and maintenance staff followed new protocols to ensure our facilities received the daily deep cleaning and attention to upkeep needed to keep our residents safe.

Growing Our Own

This year, seeing extraordinary people doing what they do every day with passion and dedication, we have recommitted to building a fund to support continuing education for our employees. The fund will provide financial support to employees wishing to advance their job skills through education to enhance the level of patient care they provide, bring greater value to their current position, and to prepare for career advancement. Anyone interested in supporting this fund can visit our website or call for more information.

Financial Statement

Audited as of September 30, 2020

INCOME

Net Patient Revenue.....	\$11,038,000
Uncompensated Health Services...	(\$1,385,000)
Donation Income	\$28,500
Other Income.....	\$104,600
Paycheck Protection Program	\$1,031,400

EXPENSES

Salaries & Wages.....	\$6,397,000
Supplies & Other.....	\$2,627,000
Other Community Services.....	\$52,500
Debt Payment & Interest	\$1,555,000
Capital Asset Purchases	\$235,800

The Value of Strong Networks

Our network of partners was one of our most valuable resources this past year. The ability to have reliable and trustworthy partners to turn to when needed is vital to an organization. We are grateful to the NH Department of Health and Human Services (DHHS), NH Department of Public Health Services, (DPHS), NH Health Care Association and the NH Association of Residential Care Homes, which provided information, support, and resources.

On a national level we engaged with LeadingAge for information and best practices throughout the country. Our local community and business partnerships were invaluable and vital, generously donating supplies and funds to support us during these difficult months. Area residents and the families of our residents provided immeasurable support, donating hundreds of handmade face masks, writing letters of encouragement, and demonstrating their willingness to work with us to bring joy and reassurance to the residents whether it was through car parades or zoom calls. We were reminded again and again what a wonderful place it is that we all call home.

A BIG THANK YOU!

Gifts to The Morrison Communities help make our senior living community and our region stronger. The following individuals, businesses and organizations made generous donations* to us. Many thanks to all our donors.

AB Logging, Inc.	Edward & Ann Louise W. Cowan	Mary L. Gross	Nancy Perreault
Glenn Adams	Rebecca Crawford	Art & Marcia Hammon	Marjorie B. Poggas
Dawn Almon	David & Andrea Craxton	Melanie Harding	Porfido's Market & Deli
David & Iris Amadon	James Daly	J. Peter & Dorothy M. Hare	Clifton & Ghislaine Powers
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George Brodeur	Ernest Gaudes	Deborah McKenzie	Wendy Thatcher
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Diane Carter	Cindy Gorgogliano	William Mossberg	Ed & Judy Warden
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Church of the Transfiguration	Julie & Wayne Graham	Jean Niece	Sharon & Jon Wilkinson
Cary P. & Christina L. Clark	William Greene	Daniel O'Neill, MD	
Florence Colby	John G. Greenlaw, Jr.	Irma Pagnotti	

*Includes donations received through the end of our fiscal year, September 30, 2020.



Mike, right, and Keith are joined by their mother, Mary Kopp, front, in presenting the keys to Shannon Lynch, Executive Director of Summit by Morrison

Mike and Keith Kopp generously donated a 2020 Ford EcoSport to The Morrison Communities. It joins a wheelchair accessible bus and a van to provide transportation to medical and dental appointments for the more than 110 residents in skilled nursing and assisted living.

Prior to acquiring the new vehicle, staff had to employ magician-like skills to juggle appointments to keep residents safe and separate during the ongoing months of COVID-19 restrictions.

The donation reflects the Kopp family's commitment to the Morrison and honors Mike and Keith's father, Kevin Kopp, and grandfather, Al Kopp, both of whom had a passionate interest in the Morrison and served on the board.

"Keith and I are happy to make this donation as a tangible way to honor our father and grandfather's commitment to the Morrison and continue their legacy of civic engagement in the greater North Country community," said Mike.

Getting Outdoors Is Beneficial For Residents With Dementia

Summit's Memory Care Garden is a safe space for residents to walk, exercise, relax, socialize and just be outdoors in any season feeling the sun on their faces and the wind in their hair.

The Alzheimer's Association notes that fresh air and some exercise in their daily routine greatly benefits people with dementia. Studies indicate that being outside can alleviate stress and anxiety, lifts moods, improves self-esteem, confidence and happiness, and helps people feel less lonely and isolated.

"For instance, residents who use the Memory Care Garden are not only getting a daily dose of Vitamin D which is essential for their physical and mental health," says Mary Bates, MS, CT, Certified Dementia Practitioner, "but they are able to interact with visitors, staff, delivery drivers, and others who are coming and going through the front entrance, helping them feel connected with the community."

Being active and outdoors has been an integral part of the lives of two of Summit's residents who have not lost the desire to get outside and move their bodies every day despite living with dementia.

Both men and their wives led active lives climbing all 48 of New Hampshire's 4,000-footers and enjoying many other outdoor activities, such as biking, tennis, rock climbing and camping.

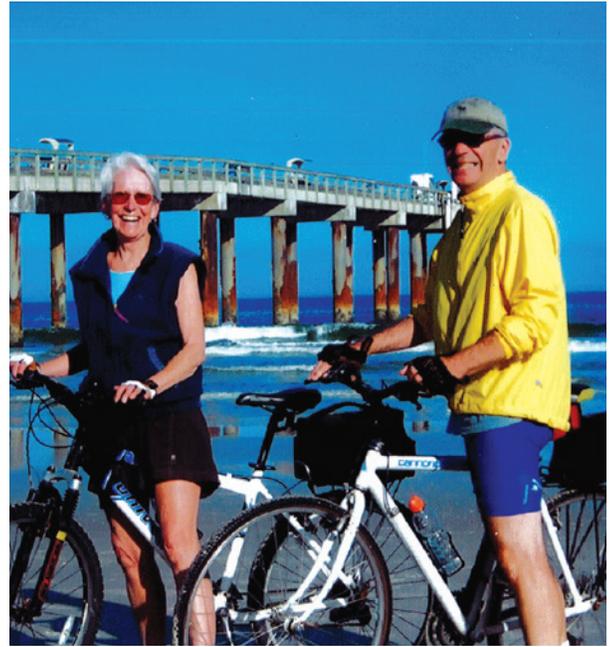
"Every day we would do something outside," says Mary Ellen Carmen, whose husband Nate, age 90, was diagnosed with dementia in 2003. "We never stopped biking, never stopped doing what we wanted to do, and even bicycled across the United States several times."

Mary Ellen credits diet, medication and especially being active for keeping Nate healthy for so many years after his dementia diagnosis even through two bouts of cancer, a hip replacement and heart problems. "I believe it was our lifestyle that slowed down his dementia. At Summit it boosts Nate's spirits to be outside. He's in and out multiple times a day no matter what the weather. Nothing stops him."

Marge and Doug Button did a bit of everything: hiking, biking and tennis together and Doug also enjoyed rock climbing. They hiked most of the trails in the White Mountains multiple times, traveled across the country in their camper for six weeks visiting



Mary Ellen and Nate Carmen



Marge and Doug Button

National Parks, and before Doug entered Memory Care last August, frequently biked the West Danville to St. Johnsbury, Vt. bike trail.

On a recent day, she visited her husband and they walked around the living room at Summit. He looked outside and asked, "What are we going to do today?"

Mary Ellen and Marge have gotten to know one another and have offered support during the last months sharing phone calls and advice. "Mary Ellen is such a positive influence," says Marge. "She tells me we're doing the best we can. They are safe. They might not always be happy, but they're safe."

"When I reach out to Marge it's a wonderful conversation," says Mary Ellen. "She is an amazing woman." The staff, she notes, is "so incredibly awesome. The memory unit is a happy place. The leaders are so upbeat. They see goodness and not doom and gloom."

Outdoor Enhancements for Residents

Safe and secure outside space on both Morrison campuses is severely limited.

Going forward, we intend to redesign existing spaces and add others dedicated to outdoor visits and activities that are flexible, allow us to meet the highest safety standards, and ensure that the opportunity to enjoy the outdoors is always an option for all of our residents. Anyone interested in supporting this project can visit our website or call for more information.



"We found our new home, and it was one of the best moves we ever made."

Jan and George Kirk retired to the North Country from Chicago over 20 years ago and jumped right into volunteering. They are responsible for starting the Littleton Farmers Market and for their work on several Littleton events, including the Art Show, Christmas Parade, and others. In addition to being named Citizens of the Year, the town's Volunteer Award was named in honor of them.

One of the many things the Kirks have done over the years is to read to the children at Littleton's Lakeway Elementary School. In talking with Jan, we could see that this was a special part of her week, so in the midst of the pandemic we thought "Why not bring the Kirks to the children via technology?" A link on our website now accesses over 10 children's books read by Jan and George.

We are so delighted the Kirks were one of the early cottage residents at Summit, moving here in April of 2019. "We found our new home and it was one of the best moves we ever made. Jan and I love it here." said George.

The Morrison Communities

6 Terrace Street, Whitefield, NH 03598

Morrison Skilled Nursing Facility
Sartwell Assisted Living
Summit by Morrison

*Providing a continuum of
care for your senior years.*

(603) 837-3640
themorrisoncommunities.org

The Morrison Communities is a nonprofit 501(c)(3) charitable community that has been providing quality healthcare to residents of New Hampshire's North Country since 1903.



"They serve from their hearts, not their paychecks."

Irene "Sunny" Just
Sartwell Assisted
Living Resident



After Massachusetts resident Sunny Just had issues with falling, she knew the time had come to move. She chose Sartwell Assisted Living because it was close to doctors and to friends.

"The decision has paid off," says Sunny, whose upbeat and enthusiastic personality spills over in all her interactions with staff and residents.

"I love to make people laugh," she admits, and likes nothing better than to open "Sunny's Closet" and pull out her wildest outfits with accessories like wigs and feather boas! "It gives me a purpose and brightens their day."

She has high praise for the entire staff for the personal level of care they provide. "They serve from their hearts, not their paychecks."

"I like the quiet, simplified life here. I love the mountains and the scenery. I have a great room and the excellent staff looks after me so well. The food is good, and the other residents are fun to be with."

Ed Walkonen
Summit by Morrison Resident



One of Summit's original residents, Ed Walkonen toured a couple of assisted living communities near his hometown of Lunenburg, Mass., before choosing Summit as his new residence.

"It's the way life should be. It's a great environment, a great place to be. It only took me two days to settle in. Now this is my home."

Ed retired after a 39-year career as an elementary school teacher and 40 years as an auxiliary police officer. Eight years after his wife passed away household tasks began to take their toll. It was getting harder to bend down, carry groceries, keep up with housecleaning and take care of the lawn and snow removal. At Summit he doesn't have those worries.

"The main thing is the people are nice, very genuine and down to earth. Real people. I marvel that there are still places like this."