



Postings

May 2010
Haverhill, MA

Founded in 1969

Renovations bring new look

From the moment you step through the main entrance and into the front lobby, the changes are obvious. The bold floral print on the carpeting and the warm hues of the wallpaper establish the tone and draw in visitors. New lighting brightens the spaces and showcases the lovely prints of old Haverhill that line the walls. Penacook Place's 40-year-old building has been given a makeover.

Extensive renovations, which began in August 2009 and concluded in February 2010, provide a more contemporary, comfortable look and feel for Penacook's residents as well as their families, employees, and other members of the Penacook community. The redecoration project included new carpeting, wallpaper, and furniture in the hallways, lounges, front lobby, and dining areas. Additionally, resident rooms have been painted and outfitted with

new window treatments and bed covers. Some rooms also have new dressers and nightstands.

While the changes include a broad palette of colors, the overriding motif incorporates a bright shade of blue. The lounge off the main lobby, for example, now sports wallpaper with a light blue design, light blue wainscoting, and blue upholstered furniture. A new, bright blue awning over Penacook's main entrance signals the changes within.

Donations generated through Penacook's campaigns and events such as the annual awards dinner helped fund the renovations. Additionally, generous grants from the George C. Wadleigh Foundation and the Griffin-White Foundation supported the redecorating work. Kentco, Inc., a

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DEPARTMENT SPOTLIGHT

Admissions

The two members of Penacook Place's admissions department are typically the first point of contact for family members seeking placements for their loved ones at the facility. As such, Maureen Blake, admissions coordinator, and Karen Brown, LPN, clinical liaison, are the faces of Penacook in the community.

In addition to the first impressions they make as Penacook's frontline ambassadors, Karen and Maureen need to provide calm reassurance and critical resources to people who may be experiencing family crises. Also, as Penacook's gatekeepers, the duo help set the tone for the facility; they identi-

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PLEASE JOIN US

Thursday, April 29
4 p.m. to 7 p.m.

Open House

See the remodeled Penacook Place.
The public is invited.

Penacook Place aces inspection

Charged with oversight for all licensed skilled nursing facilities in the Commonwealth, the state's Department of Public Health (DPH) conducts annual compliance inspections. For Penacook Place's most recent survey, which took place in November 2009, the DPH found zero deficiencies—essentially a perfect score.

Operating as the local arm of Medicare, the DPH survey team of health care professionals determines how well nursing facilities conform to federal and state quality and regulatory standards. The inspectors' comprehensive, multi-day, unannounced evaluations check for compliance on over 150 items, including areas such as nursing care, food services, residents' rights, and administration. They review records, tour the facility, speak with staff members, and interview clients and families to gather data.

"We're especially thrilled to be able to announce the deficiency-free survey

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ON THIS THEIR WEDDING DAY
Residents Eileen Esther and Paul Adams tied the knot at Penacook Place as part of the Tree of Dreams program. See page 6.

INSIDE: Your letters
Rehab reunion
Staff honored for longevity



THE DINING ROOM received a makeover as part of the renovations.

Friends of Penacook Place

Tree of Dreams Fund

Mary Wilcox
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In memory of Pauline Oliver
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The Rehab Dept Staff

In memory of Paul Carvigha
Carol Dognazzi

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In memory of Artemis Zazopoulos
Aris & Elaine Zazopoulos

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Robert and Betty Duffy
Roland Benoit
Shirley Casey
Victor and Carolyn Somma
Vuytowiez Family
Wayne and Vicki Auclair

*For the period through 4/09.
We apologize for any omissions.*

Penacook gets a new look

Continued from p. 1

Massachusetts-based design company, handled the renovation project.

“We are getting wonderful comments from residents and staff about the new look,” says Karen Tarzia, Director of Administrative Services. “It adds a warm and less institutional feeling to our home.”

An open house on Thursday, April 29 from 4 to 7 p.m. will give guests an opportunity to see the changes. The public is invited. “We normally hold our annual awards dinner and silent auction in April,” says Tarzia. “This year, however, we invite our friends here to thank them for their continued support and to present our remodeled facility.”



THE LOUNGE off of the main lobby was redecorated.

Perfect inspection

Continued from p. 1

to the community at this time,” says Julian Rich, Penacook’s president and CEO. “With the nation’s attention focused on health care, we are able to demonstrate that we provide exceptionally high-quality care while prudently managing our resources.”

Julian attributes the deficiency-free inspection, one of a succession that Penacook has merited through the years, to the facility’s staff members. “Their commitment and compassion is what elevates Penacook Place to one of the area’s very best homes.” He also acknowledges the generous support of donors in helping the not-for-profit organization maintain its quality care and resident-focused approach.

IN MEMORIAM



The Penacook Place community mourns the loss of Robert D. “Bob” Edelstein, who served on the Board of Directors starting in 1977, as president from 1990 through 1999, and continued to remain active until his recent passing. We offer our condolences to his wife and family.

Rehab patients return for reunion

They originally came to Penacook Place for a variety of reasons, including broken hips, knee replacements, and to recuperate from illnesses. But they all came back to Penacook for the same reason: to attend the annual rehab reunion.

The former residents received short-term care and, with the help and support of the rehabilitation department and the rest of Penacook's staff, were able to regain their strength and independence so that they could return to their homes. At the reunion, the "alumni" reconnected with staff and residents and shared stories about their post-rehab lives. They also shared praise about their experiences at Penacook, including this sampling of testimonials:

"The therapists, nurses, and all of the staff were just excellent. I couldn't have asked for any better care."

"I did nothing but improve. I loved the staff and found each floor filled with wonderful people."

"I was a resident twice and received marvelous care. Besides the wonderful care, I was treated with love."

"I cannot express the care and love I received during my three-month stay here in just a few words. It was my home away from home."

"Everyone at Penacook Place worked very hard, and the short time it took me to recover was unbelievable. The personal care given to me was greatly appreciated."

Rehab alumni take note: The next rehab reunion will take place on Friday, May 7. Start gathering your stories.

Years of Service Recognition

Among the reasons why Penacook Place is regarded for its exceptional care is the longevity of its staff. A high percentage of employees remain with Penacook for many years and enable the dedicated team to offer unparalleled experience, continuity, and camaraderie at the facility.

At an awards luncheon held in January, the administration recognized 19 staff members who had reached milestones in their years of service. Congratulations to the following employees:

20 years

Kathleen Gillen,
Medical Records

Elizabeth Standing, Payroll

15 Years

Nena Marshall,
Dining Services

Chet Twombly, LPN

10 years

Julia Paris, LPN

William Fleming, LPN

Angelina Avalos, CNA

Delia Hernandez,
Activities Assistant

10 years

Lynda Dondero, RN
Barbara Parker, LPN

5 Years

Annie Ngugi, LPN
Maryellen Griffen, CNA

Jen Donahue, LPN
Estervina Vargas, CNA

Jane Barberio, CNA

Natalie Hilton,
Dining Services

Francisca Then, Laundry

Lillian Morales, CNA

Geralyn Grammont, LPN



Let the momentum continue

We are pleased to share several positive developments impacting our beloved Penacook Place. And we want you to know about plans that will permit us to evolve and grow to better fulfill our mission.

In November, the Department of Public Health conducted its annual compliance survey and again found that our staff performs at the highest level possible. As a result, we received a deficiency-free rating. Additionally, during the latter part of the year, we decided to upgrade our appearance and reached into our "rainy day fund" for new wallpaper, carpeting, furnishings, and paint throughout the facility. In past years, fundraising efforts allowed us to establish a fund for building improvements, and we used a portion of these funds for this program. We will continue to conduct fund raising initiatives for future improvements and to pay the bills for our current project.

On April 29, we will be showing off our new look with an

open house from 4:00 to 7:00 p.m. We invite you to attend so that you can see first hand what we have accomplished. As part of the celebration, we will be conducting a sports raffle that will help us fund future projects and programs.

Shortly, we hope to officially designate our Riverview nursing unit (formerly 2 South) for Alzheimer's and dementia care. This decision reflects several years of strategic planning that considered community needs as well as an assessment of our current population to determine whether it might benefit from this kind of specialty service.

We thank the Griffin-White Foundation for providing funds so that we could contract with Landmark Health Solutions to conduct Alzheimer's and dementia care training programs.

We thank the community for its continued support of our mission to provide the best quality of life for those we serve.



RECOGNIZED FOR YEARS OF SERVICE: (Front, L to R) Geraldine Grammont, Betty Standing and Delia Hernandez. (Back, L to R) Jane Barberio, Julia Paris, Kathy Gillen, Chet Twombly, Francisca Then and Barbara Parker

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 The Andrews Family
 The Art of Communications
 The Laing Family Foundation
 Thomas and Katina Mortimer
 Trinity EMS
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In honor of Armand Cartier
 Jeanette Barlow

In honor of Olivia Zappala
 Thomas Zappala

In honor of Lillian LaLonde
 Lucille Ratte

Campaign for Quality & Comfort (cont.)

In honor of Alice Dormacki
 Helen and Paul LaBranché

In honor of Armand Cartier
 Pauline Boudreau

In honor of Sandra Young
 Jack Young

In honor of Joseph Gormley
 The Gormley Family

In honor of Karen Tarzia
 Robert and Kathleen Porter

In honor of Laura Quigley
 The Quigley Family

In honor of Jack
 Eva Rich Blumberg

In memory of H. Paul Bradley
 Mr. and Mrs. Thomas Bradley

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 John and Debra Maddox

In memory of Joy Goldbaum
 Robert and Gail Edelstein

In memory of Carmela Verzi
 Carole Yemma

In memory of Helen Zimny
 Edward T Zimny Jr.

In memory of Nelson Fecteau
 Robert and Agnes Rousseau

In memory of Anna Gagnon
 Christine and Terence Magner

In memory of William Murphy
 Pamela Parker Dungan

In memory of Vivian Clark
 James Clark

In memory of Andrew & Artemis Zazopoulos
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In memory of Evelyn Segal
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In memory of Ida Watnick & Elizabeth Robin
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 Janis and Charles Cordischi

In memory of Bernard Quinney
 Kenneth Quinney

In memory of Claire Vincent
 Kathleen Bresnahan

In memory of Rebecca Carlson
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In memory of Dan and Evelyn Thornton
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In memory of Virginia Fletcher
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Campaign for Quality & Comfort (cont.)

In memory of Arthur Hoyt
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 Ludinda Nolet

In memory of Audrey Farmer
 Brian Farmer

In memory of Linda Sundell
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 Paul and Jane Kinney

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 Bill Fitzgerald
 Patricia Kane
 M. Dorothea Flynn
 John Crites
 Frank and Shirley Pallaria
 Edward Gorski
 Michael and Rosemary Shields

In memory of Pauline Oliver
 Kirtika Patel

In memory of Eleanor Sample
 Marilyn Chaput
 Reva Rovner

Resident Activity Fund (cont.)

In memory of Ralph Prescott
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 Rob and Fran MacLennan
 John and Jeanne Kinhan
 Sue and Bill Howell
 Michele and Bill Lord
 Lynne Cramer

In honor of Lillian Berger
 Hilda Pollack
 Frieda Alper
 Anna Freedman
 Vivan Gordon

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 Dave and Gale Donovan
 John Kahigian

In memory of Helen Hein
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 Bud Watts
 Kurt Watts

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 RoseMarie Draper
 Joanne DeLuca
 Joseph and Gerladine Fortuna
 Olga Reardon
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For the period through 4/09.
 We apologize for any omissions.

It's never too late to become a Friend of Penacook Place. Send your gift in the enclosed envelope today.

Spotlight on Penacook Place's Admissions Department

Continued from p. 1

fy candidates who best complement the resident population and for whom Penacook can best meet their needs.

If it sounds like they have daunting tasks, you'd never know it by meeting Maureen or Karen. The duo, who have many years of experience between them, clearly appreciate their mission, enjoy their work, and excel in their positions.

In her role as admissions coordinator, Maureen generally holds down the fort at Penacook while Karen spends much of her time doing outreach in the community. Maureen's tenure with Penacook extends back to 1987 when she started working in the activities department. She then worked in payroll before settling into the admissions office in 1999.

Doing their homework

As part of her duties, Maureen gives tours of Penacook to families and prospective

residents. Sometimes, those taking the tours are actively seeking admission to the facility. Often, however, they are gathering info and planning for the future. "I frequently meet people who are doing their homework," Maureen explains. "Perhaps they are at an assisted living facility now, but want to make arrangements if they need more help down the road." Other people requesting a tour might have a planned hospitalization coming up, to replace a hip for example, and are considering coming to Penacook for short-term rehabilitation as part of their recuperation.

Maureen also gathers intake information for new residents and enters the data into Penacook's records. She helps manage the facility's Web site and gets involved with marketing as well.

Maureen says that outreach had previously been a team effort. Karen was hired as clinical liaison in July 2009 to focus exclusively on outreach and spend time



PENACOOK'S ADMISSIONS TEAM, Maureen Blake (L) and Karen Brown.

outside the building. While she may be relatively new to Penacook, Karen has been doing similar work for other acute care and long-term care facilities since 1998. She frequently makes the rounds at area hospitals, including Northeast Rehab in Salem, NH, Whittier Rehab in Bradford, Holy Family in Methuen, Lawrence General, Anna Jaques in Newburyport, Lahey Clinic in Burlington, and Merrimack Valley Hospital in Haverhill.

Telling Penacook's story

"I often help people put out fires," is how Karen characterizes the work that she does meeting with families whose loved ones are in the hospital and in need of post-hospital care. She also regularly meets with discharge planners and case managers at the medical centers to offer Penacook's services. Occasionally, she will meet with potential residents in their homes.

Sometimes, Karen says, she needs to reassure the adult children more than their parents who need care. "It can be devastating for families. But I help support them and explain that they are doing the best thing for their loved ones." Penacook's longstanding reputation in the community makes it easy for Karen to tell its story and offer comfort during difficult times. "People appreciate Penacook's homey touches as well as its ability to meet a wide variety of medical needs," she adds.

With their outgoing personalities and ability to easily connect with people, Karen and Maureen are well suited for Penacook's admissions department. While the work can often be challenging, Maureen says that the reward they get by providing help to residents and families is gratifying. "That's what makes it all worthwhile."

We like to share our mail

Dear Mr. Rich (Penacook president and CEO):

My family and I wish to extend our sincere gratitude to you and the entire staff for the exceptional care afforded to our mother during her recent stay at Penacook. We appreciate the genuine concern and professionalism with which we were all treated. Penacook Place truly lives up to its Golden Rule: "To care for residents as you would want to be cared for."

Sincerely,
(name withheld)

Dear friends:

To say thank you from the bottom of our hearts for taking such excellent care of our mother doesn't seem adequate. We are so grateful for the kindness, attention, and love shown to our mom throughout all these years.

We shared laughter, tears, stubbornness, and so much more; we thank you so much for helping us keep her safe and keep her with us for as long as we did. We will fondly remember the last Mother's Day tea we shared with her.

Penacook is indeed a unique place because of all the caring people who work there. Thank you for all of your support.

Fondly remembering you all,
(name withheld)

Names withheld due to confidentiality.

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May 2010
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Employees of the Month

July 2009

Beth Torla, Rehab Aide

August 2009

Francisca Then, Laundry

September 2009

Beyaniris Lora, RN

October 2009

Nadine Parker, RN

November 2009

Martin Santiago, Jr., Housekeeping

December 2009

Sonia Aponte, CNA



THE EASTER BUNNY hopped in to Penacook Place and visited with Marilyn Irish (L) and Marjorie Handerson.

Penacook helps Haiti

To help respond to the needs of the people of Haiti, staff members took up a collection and sent the proceeds, in the name of Penacook Place, to an earthquake relief fund. The facility also gathered some unused medical equipment, including wheelchairs, walkers, and items used for rehabilitation, and donated them to be used at clinics in Haiti.

Dream wedding at Penacook

No matter what the age, love will find a way. Take Eileen Esther, 83, and Paul Adams, 94. The Penacook Place residents declared their love for one another and wanted to get married. Sounds like a project tailor-made for the Dream Team, the staff members who grant residents' wishes as part of Penacook's Tree of Dreams program.

TREE OF DREAMS

The couple moved into Penacook Place last summer, and their courtship blossomed. Both widows, Eileen had confided to Rosanne Estep, community relations and education director and a Dream Team member, that she and Paul wanted to tie the knot and that she always wanted to have a big wedding. "Because times were difficult the first time she got married, Eileen was unable to afford a gown and other wedding trappings," Roseanne explains. "We wanted to give her the wedding of her dreams."

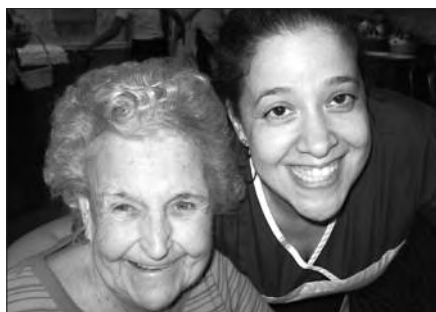
Working in conjunction with the couple's large families, the Dream Team helped organize the big event in January. A huge contingent of family,

friends from the community, and Penacook Place well-wishers overflowed the facility's newly renovated dining room and shared the event with the lovely couple. Eileen's daughter was maid of honor, while Paul's son served as best man. A minister conducted the ceremony, and a pianist provided the music. Penacook helped provide some of the food

and secured donations of flowers and a wedding cake.

And, per her special request, the bride wore a white wedding gown. Eileen's veil was a family heirloom that her granddaughter had recently worn to her first communion. "It was a wonderful day," Roseanne says. "Eileen and Paul were positively beaming."

For more information on how you can support the Tree of Dreams program with your donations and time, contact Karen Tarzia at 978-374-0707.



ENJOYING THE REHAB REUNION are Joan Lacroix (L) and Veronica Rodriguez. See page 3 for more on the event.

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