



Postings

Penacook Place Nursing & Rehabilitation Center
• A not-for-profit, community-based home •

Spring/Summer, 2006
No. 15
Haverhill, MA

Founded in 1969 as
Union Mission Nursing Home

Revelers say “Aloha” from Haverhill

Grass skirts in Haverhill? In March? Absolutely!

After a long, hard winter, folks in New England long for warm, tropical breezes and island hospitality. Adhering to the (slightly modified) adage, “If you can’t bring Merrimack Valley to the mountain, bring the (Diamond Head) mountain to the Merrimack Valley,” Penacook Place held its third annual Luau and Silent Auction in late March at the Haverhill Country Club. The premier fundraising event for the not-for-profit facility, this year’s Luau was another big hit.

The evening honored Robert D. Edelstein, a member of Penacook Place’s Board of Directors since 1977 and Chairman of the Board from 1990 through 1999. Bob’s leadership has had a major impact on the organization’s growth, development, and success. For his dedication, Penacook presented Bob with its 2006 “Advocate for the Elderly” award. Each year at the Luau, the facility’s board plans to honor a person from the Greater Haverhill area who has made a significant difference in the lives of the area’s elderly.

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BOB AND GAIL EDELSTEIN at the Luau. Penacook honored Bob with its 2006 “Advocate for the Elderly” award at the event.

Internships work well for students and Penacook

As part of a new program, Penacook Place has welcomed some much-appreciated high school interns. The students, who attend Notre Dame High School in Lawrence, have worked in the facility’s social services, medical records, and activities departments.

Two sophomores, Ruben Reyes and Ivana Ortiz, and two freshmen, Raphael Lara and Sindy Montesquieu, interned at Penacook during the past school year. The students all reside in Lawrence.

“I’ve heard rave reviews from every department here that had a student from Notre Dame working in it,” said Director of Human Resources Leah Doherty. “They’ve been very professional, well-mannered, and helpful.”

According to Notre Dame Assistant Director Bob McCarty, many of the employers involved in the internship program have expressed similar sentiments. “We just conducted our first formal performance review for the school year,” said McCarty. “Ninety percent of our students received good or outstanding reviews from their employers. For us, that was really a great indicator of how well the program is doing.”

Notre Dame High School is a two year-old not-for-profit Catholic high school. Students help defray the cost of their \$7,200 yearly tuition by participating in the school’s Corporate Internship Program. Students earn \$5,000 a year as interns and also receive financial assistance according to need. On average, students’ families pay \$600 a year out of pocket in tuition expenses, according to McCarty.

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New Activities of Daily Living station expands rehab

More families, discharge planners, and patients are turning to Penacook Place for rehabilitation following an illness, injury, or hospitalization.

Approximately 20% of the facility’s residents at any one time are short-term patients receiving rehab services to prepare them for a return to the community. To help residents maximize their skills and better simulate a home setting, Penacook recently installed a mock kitchen, including a stove, refrigerator, sink, and cabinets.

Known as an Activities of Daily Living, or ADL, station, the kitchen allows Penacook’s therapists to work with patients on the meal preparation skills they will need in order to be as independent as possible when they go back to their homes. For tasks such as retrieving food from the refrigerator and moving items from the cupboards to the table, the therapists work on developing

Continued on p. 2



AND BINGO WAS THEIR GAME-O
Notre Dame High School intern Ruben Reyes helps Penacook Place resident Natalie Dupont play a round of Bingo.



Howard Brown, Ed.D

In this space, I have often mentioned the American Association of Homes and Services for the Aging (AAHSA) and its CEO, Larry Minnix. In early June, he spoke at the annual meeting of the Massachusetts Aging Services Association (MassAging) in Worcester. But what is *MassAging*?

It is our state affiliate of the American Association of Homes and Services for the Aging, the national not-for-profit association located in Washington, D.C. It is the only Massachusetts membership association representing not-for-profit providers that are affiliated with religious, fraternal, and other not-for-profit groups. Members include nursing homes, residential care

Employees exemplify Penacook's Golden Rule

Penacook Place is grateful to the many donors who support its programs. Sometimes, however, we're on the giving instead of receiving end.

Like the rest of the country, we were moved by the stories of devastation that Hurricane Katrina caused in the Gulf Region. Penacook Place staff members pooled their donations and sent them to a fund established by the American Association of Homes and Services for the Aging. The organization represents non-profit health care facilities such as Penacook Place. The Katrina funds went to support non-

communities, assisted living residences, housing providers, continuing care retirement communities, and community-based service providers.

MassAging works to achieve a system of healthy, affordable, and ethical aging services for older persons in Massachusetts, carrying out its mission through leadership, advocacy, education, savings, and opportunities for networking and collaboration. Further info is available at MassAging.org.

Penacook Place belongs to, and is active in, both of these organizations. They are important to our local operations, since they speak for our "industry" in Boston and Washington, D.C. They each offer conferences that provide forums at which professionals gather to keep up with state and national trends. Locally they provide continuing education and training, required of specified professional staff members by their states, in order to maintain their licenses and their *perspective*—and our organizations certainly need *that* in such times of change!

profit nursing facilities damaged by the hurricane.

Also, Penacook Place has a long-standing relationship with the United Way of Merrimack Valley. Employees donate to the community agency through a payroll deduction program. And the agency supports Penacook through its Gifts-In-Kind program. In addition to the ongoing payroll donations, employees organized and contributed to a raffle with proceeds going to the United Way.

Penacook Place acknowledges and thanks its employees for helping these good causes.



IN THE MIX Discharged resident Susie Morelli prepares a meal in Penacook Place's new ADL kitchen station as occupational therapist, Diane Mears, COTA, assists her. The mock kitchen allows Penacook's rehab team to work with short-term patients on the skills they will need in order to return to their homes.

Good things cooking in rehab room

Continued from p. 1

skills such as balance, strength, and endurance and often prescribe adaptive equipment.

Tantalizing aromas now waft from the rehab room as patients prepare breakfast and dinner items. Perhaps the best part of the therapy sessions is that the residents get to eat the meals they make.

Along with a bathroom across the hall, the ADL station allows the rehab team to create an apartment-like environ-

ment, according to Steve Buckley, Penacook's Director of Rehab Services. The ADL station was made possible through a grant from the Griffin-White Foundation as well as a donation given by Penacook employee Kirtika Patel, COTA, and her husband Kirit in memory of their parents.

"This really helps Penacook's rehab program evolve and broadens our capacity," Buckley says. "I'm grateful for the support."

Penacook Place welcomes interns

Continued from p. 1

Notre Dame has partnered with 38 employers in the Greater Merrimack Valley to provide internship opportunities to students. Roughly 10 percent are not-for-profit organizations like Penacook Place.

"The management and staff at Penacook Place have been pleased with the additional support these students have provided," said President and CEO Julian Rich. "We've also been happy to provide an opportunity that has helped

them reach their educational goals. This collaboration has benefited all of the parties involved."

Penacook Place is planning to work together with Notre Dame's internship program next year.

Visit
Penacook Place
online
www.penacookplace.org

Family Council supports Penacook Place

As embodied in its Golden Rule, "To care for residents as we would want to be cared for," the focus at Penacook Place is on its residents. But the daughters, sons, and other family members who entrust the care of their loved ones to Penacook are also an important part of the facility's focus. To give them an opportunity to propose suggestions, voice concerns, and participate in a forum, Penacook Place maintains a Family Council.

Brenda Nowers, Penacook's Director of Social Services, facilitates the free-form group, but family members run it.

Averaging about ten people, the council meets monthly to share information, foster communication, and promote education. Sometimes, a guest speaker, such as one of the nurse managers, will address the group. Nowers explains that the Council is not a support group. Nor is it a place to raise individual issues. But discussions about general matters, such as ideas that might improve the quality of all the residents' lives, are encouraged.

At one of the Family Council meetings, for example, members talked about the need for

additional seating in residents' rooms to better accommodate visitors. That led to a grant from the Wadleigh Foundation to purchase chairs.

More recently, the Council decided to assist fundraising programs to support the non-profit Penacook Place. Its members also have plans to help educate the community about the facility and the good work it does. "I was pleased to see that they've chosen to develop their own initiatives," Nowers says. "We welcome their help and input."

For more information about Penacook's Family Council, contact Brenda Nowers at 978-374-0707.

Luau tops \$16,000 for Penacook Place

Continued from p. 1

More than 150 employees, board members, family, and friends from the community gathered to honor Bob and raise funds for Penacook. They also basked under the warm glow of the Haverhill Country Club and enjoyed a Hawaiian-themed buffet and dancing. (And yes, there were grass skirts.) Board Vice-Chair Cindy Ryan and her husband Roger provided the music.

"With each year the event has been held, we've been able to spread the word about the great services Penacook provides," says Karen Tarzia, Director of Administrative Services and coordinator of the Luau. "We've also had more involvement, more support from local businesses, and ultimately have raised more money, topping \$16,000 this year."

As the area's only not-for-profit skilled nursing and rehab facility, fundraising efforts such as the Luau enable Penacook Place to purchase equipment and expand programs not covered in its operating budget.

From the President / CEO



Julian Rich

Did you ever wonder where your donations go? As a non-profit charitable organization, fundraising is an integral part of our operations.

Our largest fund, the **Friends of Penacook Place**, is used for equipment and renovations. For example, we recently began a program to replace overbed tables in the residents' rooms. The **Employee Fund** subsidizes our Employee Recognition programs as well as gifts to employees based on special needs. For instance, we were able to replace lost personal items for an employee who suffered a terrible ordeal.

Gifts made to the **Memorial and Tribute Funds** are used to directly benefit residents. The **Resident Activities Fund** helps pay for entertainment, events, and other resident programs.

As many of you are aware, our **Tree of Dreams** program has been in existence for over five years, and we use monies earmarked for the program to subsidize the cost of fulfilling residents' dreams. In 2001, the **Betty Bailey** family established a fund in her memory to subsidize the cost of textbooks for Penacook employees who further their education.

It is important to note that the Chairman of the Board of Directors reviews all expenditures with me; some are also approved by the Board. Our donors' generosity adds a dimension to the quality of the lives of those we serve.

Visiting tips for families and friends

Visitors at Penacook sometimes feel uncomfortable or believe that they "don't know how to visit" residents. Here are some ways to feel more at ease and make visits more successful experiences:

- **Encourage reminiscing.** Reviewing one's life can be a healthful and natural process. Old *Life* magazines, available at used bookstores, are great starting points. Consider recording the reflections on video.
- **Take an interest in small details.** Ask for a description of the small parts of a resident's event or experience.
- **Be patient** if your loved one is slow in responding or "gets off track."
- **Maintain honest and open communication**, which might include sharing a painful life event or your bad feelings as well as your good ones. Don't try to shield a resident from what can be a very meaningful exchange.
- **Ask for advice.** Most individuals are flattered and appreciate being needed. This is a good opportunity for the resident to make a contribution in your life.



WELCOME—AND WELCOME BACK Bob Rawding returned to Penacook Place to assume the duties of Director of Building Services. Bob is responsible for maintenance, laundry, safety, and housekeeping. Debbie Dube, joined the staff at Penacook as the facility's Director of Recreational Services. With 19 years experience, Debbie oversees a staff of five. She says that her goal is to develop activities that meet the spiritual, recreational, intellectual, physical, and emotional needs of residents.

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For the period through 5/06
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**Thank you to all our sponsors
for honoring Bob Edelstein,
supporting our fundraiser,
and being a
Friend of Penacook Place.**

That's a *lot* of birthday candles

While reaching the esteemed age of 100 is more common today, it is nonetheless a rare occasion worthy of a major celebration. Penacook Place has been home to a number of centenarians in the past; sometimes two or even three residents 100 years or older have lived at the facility at the same time. But, when Penacook Place learned that six of its residents had attained triple-digit status, it was time to plan a doozy of a party.

To mark the occasion, the half-dozen honorees, their family members, friends, staff members, and special guests enjoyed a festive buffet, including a champagne fountain, a group birthday cake and six individual cakes, live music, and presentations. The guests of honor included: Frieda Moulton, 100, Arthur Bradley, 100, Esther Jewett, 101, Gertrude Barrett, 101, Ethel Johnson, 102, and Artemis Zazopoulos, 103.

State Representative Brian Dempsey and Haverhill City Council President Michael Hart, along with councilors David Swartz



FRIEDA MOULTON, 100, enjoys the 100th celebration with some members of her family. Her secret for long life? "The greatest happiness comes from giving to others."



"TAKE THINGS AS THEY COME and have a good sense of humor," advises Gertrude Barrett, 101, shown with members of her family at Penacook's celebration honoring its centenarian residents.

and David Hall, offered proclamations as a tribute to each of the six residents.

Enjoying her special day, Ethel Johnson reminisced about her long life and said, "I had a wonderful husband who spoiled me." Gertrude Barrett offered advice for longevity: "Take things as they come, and have a good sense of humor." Frieda Moulton chimed in: "The greatest happiness comes from giving to others."

"In all my years in this field, I've never been in a facility with so many people who've reached this age," said Julian Rich, Penacook's President & CEO. "It is a testament to the dedication, determination and quality of work of a group of very special people, our employees."

Rehab technician Beth Torla, who helped organize the celebration, said that she was inspired to plan the event after researching info for a staff trivia quiz. "One of the questions was, 'Who is Penacook's oldest resident?' I was stunned to discover that we had six residents 100 or better."



CENTENERIAN Ethel Johnson enjoys the party with her son and daughter-in-law.



ESTHER JEWETT and her daughter.

TREE OF DREAMS

Music inspired these dreams

Penacook's award-winning Tree of Dreams program continues to make residents' dreams come true—such as former resident **Rebecca Carlson**, a cellist who wanted to hear a concert by the Brockton Symphony Orchestra. The 95-year-old Rebecca, helped found the orchestra in the late 1940s and played in its string section for nearly 50 years.

Penacook's Dream Team, the group of employees that turns the dreams into reality, arranged complimentary tickets and transportation (thanks to Trinity Ambulance), and Rebecca returned to hear her beloved orchestra this past November. It had been ten years since she had last performed or reconnected with the members of the orchestra. The Brockton Symphony gave Rebecca the royal treatment by honoring her with a plaque and presenting her with a conductor's baton.

According to Beth Torla, a rehab technician and a key member of the Dream Team, it was an inspiring and emotional event. "Rebecca loved the attention," she says. "And the orchestra loved Rebecca."

Barbra Streisand may have lamented to Neil Diamond, "You Don't Bring Me Flowers," but Penacook resident **Celeste Cronin** got flowers *and* two tickets to see the soulful singer/songwriter perform courtesy of the Tree of Dreams program. Why Neil Diamond? "I've loved him and his music from day one," says Celeste. She went to the concert at the Boston Garden with her daughter. Among the evening's highlights was a raucous performance of the unofficial Red Sox anthem, "Sweet Caroline." The entire audience, including Celeste, joined in for the chorus.

For more information on how you can support Penacook's Tree of Dreams program with your donations and time, please contact Karen Tarzia, Director of Administrative Services at 978-374-0707.

Visit us online
www.penacookplace.org

Family members and state surveyors give Penacook high marks

Family members of Penacook Place residents are very satisfied with the care that their loved ones receive, according to a nursing home satisfaction survey conducted by the state's Department of Public Health.

More than 16,000 family members of nursing home residents across Massachusetts completed the survey, which is the first of its kind in the state. Using a scale of 1-5, with 1 being "very dissatisfied" and 5 being "very satisfied," participants were asked to rate nursing home staff, physical environment, activities, personal care services, food and meals, and residents' personal rights, as

well as overall satisfaction and the facility's ability to meet residents' needs. Penacook Place received 4.49 for overall satisfaction, well above the statewide average of 4.25, and the highest score of all three Haverhill nursing homes that participated in the survey.

"Every member of the staff and management here is committed to the Golden Rule of Penacook Place—to care for our residents as we would want to be cared for," says President and CEO Julian Rich. "Penacook Place includes residents and their families in making decisions and initiating changes that improve and enhance quality of care and quality of life. Judging from the results of this survey, along with the positive feedback we have received over the years, Penacook's efforts continue to be successful."

In addition to polling family members, the DPH sends a survey team to annually inspect Penacook and all nursing facilities. In the most recent survey, Penacook again scored well on compliance with federal and state standards. "It's great to be recognized by the DPH for our hard work and dedication," says Rich. "The more than 200 employees who are on the front lines delivering the care are the ones who deserve the credit."



THANKS FOR YOUR GIFT. As a not-for-profit organization, Penacook Place welcomes the support of the community. The facility offers many ways to donate, including the Employee Fund. We are most grateful to donors such as Lucille Annaloro and her mother, resident Connie Lombardo, for contributing to the fund so that we can recognize the hard work and dedication of our employees.

Employees of the Month

- July, 2005
Annie Ngugi, LPN, Nursing
- August, 2005
Yasmin Henriques, CNA, Nursing
- September, 2005
Bridget Briand, Business Office
- October, 2005
Donna Shaw, Activities Assistant
- November, 2005
Gloria Rodriguez, CNA, Nursing
- December, 2005
Secunda Diaz, Housekeeping
- January, 2006
Kristi Cosgrove, CNA, Nursing
- February, 2006
Mark Kaufman, RN, Nursing
- March, 2006
Diane Mears, COTA, Rehab

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Spring/Summer, 2006, No. 15

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