



Introduction to the John H. Whitaker Place Annual Report through June 30, 2009

The staff, management, and the Board of Directors at John H. Whitaker Place is especially proud of our accomplishments this year and some of the feedback provided by our residents and families. This report was prepared with contributions from Joyce Fisk, DeeAnn Ridhl, Kim Marshall, Todd Richardson and Irene Couch.

“I highly commend and recommend John H Whitaker Place as it is a wonderful place to live. I have witnessed both my parents improve in health and spirit while staying together for as long as possible. The staff there is loving, kind, considerate and goes the extra mile!! The activities were very helpful and fun (throwing such great parties) for my father AND my mother and all the residents. The house is very clean, spacious, safe, homey and the food; well you know how much we liked it- in a word ”GREAT”!

Sue Dal Pra

Contributions from Joyce Fisk, Director:

Occupancy

John H. Whitaker Place (JHWP) maintained full occupancy of 50 apartments this year which included three apartments with two residents, resulting in 97% of beds being occupied during the fiscal year. A prospect waitlist at the time of this writing has 18 residents, and 10 are for HCBC. Through the fiscal year, we had 17 residents move out to transfer to a nursing home, hospice house, or death compared to the previous year of 9 recorded move outs. The average age of our residents was 84, which ranges from 65 to 96 years.

“I have nothing but praise and genuine thanks to the John H Whitaker Place, you, and your wonderful staff for providing a wonderful living setting for her (my mother) for the last seven years. Glenna and my family are very grateful”... Bill Cantlin

Resident Satisfaction Survey

Annually a survey is distributed to residents and their families and this year, the community received a 97% favorable response from the 37 surveys returned from residents and families. Comments continue to be constructive, and recommendations for improvement have been put in place with support from the Quality Assurance Committee, Board of Directors and staff. We will strive to improve this rating.

“I wish to thank you all for the love and care you showed my mother, it gave us great peace of mind to know how happy she was living there. You all do such a wonderful job making it a home”.... Galady and Jill Kazamier

Marketing

Referrals continued from our residents, families, web-site (www.whitakerplace.org), Concord Hospital, Concord Regional VNA, ServiceLink, TLC Adult Day Care, Bureau of Elderly and Adult Services, Riverbend, nursing homes, and assisted living residences. 90% of our residents come from, or have family living in Penacook or the surrounding area and tours are provided by members of the management, by appointment and on a drop-in basis.

Marketing efforts include advertising in the Concord Monitor and hosting a variety of events with provider groups. Area events enable us to keep an active profile in the community and include family events, educational programs, health clinics and screenings for area residents.

“I have not, in recent memory, heard my Mother more excited about having such a nice time than she was upon returning from the baseball game yesterday. Obviously the company you are in is more important than what you are actually doing: you deserve a RAVE!”.... Brian A. Lewis

Donations

A “Gift of Giving Fund” was established as a way to pay a tribute to others and contributors are listed below. In addition, many items were donated this year including books and magazines, art work, music, and craft supplies. We continue to be grateful for the support of our local farmer (Mr. Marshall) who provides us with trees for the holidays, pumpkins and gourds, flowers, and dancing talent.

Gift of Giving Donation and Memorials

In Memory of Marjorie Horsfall

Touver Family
Roeder Family
Sparks Family

In Memory of Ruby Anderson

Dave Anderson

In Memory of Clifton Perry:

Boulet Family Adaline Savage Williams Family
Allan Moses Elizabeth and Roy Somaini
Lucelle Lecour Joanane Bosch

In Honor of Lucy Hartford

Nancy Gesen

“Thanks to you and your wonderful staff for your care and concern for Ruby during her years residing with you. Continued success to you and may the years ahead be as wonderful as the past few have been...” Dave Anderson

Contributions from DeeAnn Ridhl, Wellness Nurse:

WELLNESS SERVICES

Concord Regional Visiting Nurse Association (CRVNA) continues to serve the medical needs of our residents. We work with each resident and family to formulate the right plan of care on an ongoing basis. CRVNA provided 16,494 hours of Personal Care Provider service during the year, as well as a full time Wellness Nurse Coordinator.

“I feel better knowing that you are all here to help us”

Contributions from Kim Marshall, Activities Director:

ACTIVITIES

“I didn't know if I really wanted to come here but you made me feel comfortable as soon as I walked in the door.” Anna Berlandi

The Activities Department offers quality programs and events for the residents By striving to meet the social, spiritual, recreational and educational needs. A monthly activity planning meeting is held with residents to coordinate the activity calendar for the next month. Residents discuss the events they would like to participate in and each month brings a different level of participation depending on the population of residents at the time. Residents are encouraged to discuss ideas or suggestions with us at any time between these meetings. A varied calendar offers residents choice, stimulation and a feeling of belonging to a busy community.

“I love going on the bus trips. I like to learn about the places we go.” Dave Hillman

Transportation is also offered to doctor appointments, grocery shopping, and local churches. Resident trips include shopping at area department stores, restaurants, picnics, mystery rides, foliage and sightseeing, beaches, parks, concerts, local school events, neighborhood drives, and more. Our bus is very busy! Speaking of the bus....you should see our NEW bus. It sparkles, it shines and it takes us everywhere. Beep at us when you see us on the road!

“I've never been so busy”

We continue to coordinate activities with Girl and Boy Scout troops, church groups, Merrimack Valley High School, middle school, Penacook Community Center Daycare Program, and the Penacook Senior Center. A special relationship has formed with the Red Hat Society and added a lot of fun to our programs. Residents have attended a Red Hat Tea, Yankee Swap and Pizza Party.

“Thanks so much for taking us to the Walker Lecture. It was wonderful.” Nan Bliss

Families are invited to attend any activity, and special gatherings are planned during the year. Examples of the activities from the past year include:

Potluck supper in August	Mystery trips	Mother/Daughter Tea
Peach Cobbler Night	Inauguration Day party	Fathers and Family Pancake Breakfast
Outing at the Fisher Cats game	Ice Cream Social	Strawberry shortcake festival
Irish Pub supper	Red Sox Opening Day party	Bektash Shriners Fez'tival of Lights
Boscawen Old Home Day Parade		Senior Day at the Immaculate Heart of Mary Church

“I'm having more fun then I've had in my whole life!” Lucille Lecours

It has been an interesting and eventful year - gardening, cooking, singing, learning, reading, volunteering, dining, riding, exercising, stapling, crafting, watching, competing, inviting, clapping, getting wet, wrapping, yelling, guessing, praying, licking (ice cream!), belonging and laughing - we've had a great year!

“I love to get my hands dirty in the garden. I'm so happy I can work in the garden here.” Hazel Gustafson

VOLUNTEERISM

We are lucky to have many volunteers providing countless hours of service. RSVP volunteers Ruth Moses and Kay Clark are in their ninth year of providing light clerical duties and Pat Stearns and Rose-Mary Garger also cover the front desk. Scott Gear and Kevin Ring play pool, visit and call bingo. We also have family members of former residents who help at the annual New Year's Eve party, bus trips and in-house activities. This is their way of staying connected to JHWP.

Several residents are part of the RSVP program and help put the monthly newsletter together as well as other mailings, call bingo, play trivia, card games and more. We also continue to benefit from volunteers who visit as part of the United Way 'Day of Caring' each September. Many thanks to all of our volunteers. We couldn't do it without you.

Contributions from Todd Richardson, Dietary Director:

DIETARY

This was a year of growth and learning and I know it was very successful. I have recently been re-certified with the Serv-Safe Program sponsored by The National Restaurant Association. This program ensures that managers are updated on health code rules, proper food storage and handling, time and temperature as related to food handling, as well as food borne illnesses.

***“Meals are great, staff is great”
“Excellent meals, Inauguration meal was a huge success.”***

Our Sous Chef Sharon Munoz has been with us since 2006, and her responsibilities include food preparation for a 3 week cycle menu as well as assisting in planning menus and specialty events. Our goal for the year is to acquire a new dietician ensuring menus are ready to change with the seasons. I worked with Christine Gallup, registered dietician from Concord Hospital, and the summer menu started off well. We will meet again in late fall to work on the winter menus. Our dining staff has done a tremendous job this year and continues to have monthly meetings to troubleshoot any dining issues. Terry Robichaud is in her 2nd year, Deb Fair, a 7 year employee, Bonnie Bixby and Tess Hodges are new recruits, and are joined by students Lizzie Johnston, and Andrew Masterson.

“I would like to say that we love the excellent staff in the dining room, let's keep them here!”

For the year, our total food expenditures were \$91,000. We served 16,549 resident dinners and 14,826 suppers, a total of 31,375 meals and an estimated 375 employee meals. The cost per meal was \$2.90 per person.

Contributions from Irene Couch, Housekeeping Director:

MAINTENANCE / HOUSEKEEPING

A preventive maintenance schedule is in place and working well. HVAC filters are checked and/or changed; electric motors are oiled and/or greased. Life safety equipment, fire extinguishers, fire panels, nurse pull stations, and generators are all checked to ensure our residents safety.

Housekeeping, during the course of a week will clean fifty apartments and over the year they have completed 1,374 loads of personal laundry, and 3,380 loads of residents' linen. Laundry numbers are up due to the addition of 4 apartments and all laundry is done by staff during the week.

LOOKING AHEAD

Ending our ninth year in operation, we have many to thank. Moms and dads, aunts and uncles wouldn't have such a wonderful place to live without all of the great sustenance that our "community of supports" provides. Special appreciation does go to the Board of Directors, Concord Regional Visiting Nurse Association and our very devoted and unbelievably hard-working staff. We look forward to another great year of operation and are very proud of the accomplishments during the past year. We will continue to provide the best care for our residents in the future.

As we look to the coming year and further, we have started planning for the tenth anniversary. We intend to have a "mighty" celebration that week (early May 2010). Mark your calendars now and plan to join us as we dig up our buried time capsule and replace it with today's news, events and treasures.



Allan M. Moses,
President

(All quotes are provided from our residents and family)