



# John H. Whitaker Place

ASSISTED CARE COMMUNITY

The John H. Whitaker Place Annual Report  
through June 30, 2011

*All quotes are provided from our residents and families*

*"Please accept our appreciation and thanks, for all you & the staff do. What a wonderful, caring bunch of individuals. It all comes together so well, I would never hesitate to recommend such a fine establishment to anyone!! "*

**Contributions from Joyce Fisk, Director:**

*"Mom loves living at Whitaker, and we are happy she is enjoying her new home."*

**Occupancy**

Occupancy in our 54 apartments at John H. Whitaker Place this year resulted in 95.3% of beds being occupied and included one apartment with two residents. The waiting list has 11 potential residents while 19 residents moved out this year, transferring to a nursing home, hospice house, or passed away. The previous year there were 23. The average age of our residents is 85, ranging from 66 to 99 years of age.

**Resident Satisfaction Survey**

The annual survey was distributed to residents and their families and resulted in a 100% favorable response from the 42 surveys returned. 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.

**Marketing**

Referrals continued from our residents, families, web-site ([www.whitakerplace.org](http://www.whitakerplace.org)), Concord Hospital, Concord Regional VNA, ServiceLink, Opening Doors, Bureau of Elderly and Adult Services, Riverbend, nursing homes, and assisted living residences. Tours are provided by members of the management, by appointment and on a drop-in basis. Marketing efforts include advertising in local newspapers as well as hosting events, which enable us to keep an active profile in the community.

**Donations**

The "Gift of Giving Fund" established as a way to pay tribute to others received a donation by **Dave Hillman and Family**. In addition, items were also donated 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 a holiday tree, pumpkins, gourds, flowers, and of course, his dancing talent.

**Contributions from DeeAnn Riehl, Wellness Nurse:**

*"There is no way we can thank you adequately for the love and un-ending kindness shown to our Mother and each of us for the past four years. It was so very appreciated."*

**WELLNESS SERVICES**

Concord Regional Visiting Nurse Association (CRVNA) care staff continues to meet the needs of residents. Working closely with the Home Care services component helps to maintain independence and aging in place. Our team approach is vital to achieving this goal for the residents and their families. CRVNA provided 18,736 hours of personal care service during the year, as well as a full time Wellness Nurse Coordinator.

**Contributions from Kim Marshall, Activities Director:**

**"This music is wonderful! I'm going to go put on my dancing shoes!"**

The Activities Department continues to provide events to meet the social, recreational, educational and spiritual needs of each resident. Residents are encouraged to attend and participate in monthly planning meetings to prepare a calendar of events for the following month. As each resident has different interests and needs, the activity calendar is ever changing. We strive to offer a varied schedule of activities giving residents choice, a sense of independence and belonging, which helps to keep them active and involved.

**Transportation**

The transportation schedule for doctor appointments has remained on Tuesdays and Thursdays, rides to local churches each Sunday, and to local shopping venues once or twice a month. The bus is widely used for recreational trips such as sight-seeing, picnics, breakfast, lunch or dinner out, foliage, school events, movies, local events and more.

**"May you live all the days of your life"**

## Volunteers

We continue to benefit from volunteer services including residents in the RSVP/Friends program who help prepare our newsletter, invitations and other mailings. Kay Clark provides clerical support with Rose-Mary Garger. Rose-Mary also serves as a Eucharistic Minister offering communion every Sunday. Scott Geer has been a faithful volunteer and visits each week. This year, two Merrimack Valley High School students completed their community service hours and as always, we look forward to seeing our community friends on the United Way 'Day of Caring.'

## Spiritual Services

Rev. Bill Paige offers a non-denominational Worship Service twice a month in addition to Rose-Mary Garger's services and hymn sings are scheduled also giving residents an opportunity to sing their favorite hymns.

## Community

Being involved in the community is important in the overall well-being of residents. This year either we went to the community and the community came to us! We hosted our first ever Senior Center Month luncheon during National Assisted Living Week and invited and received 30 of our friends from the Penacook Senior Center. We continue to have a close relationship with the Penacook Community Center and hosted a Red Hat Society Yankee Swap, Tea and Treasures Tea Party. We also enjoyed inviting the daycare program with the latest gathering of a pizza party with four year olds and residents! Some of the special programs were the New England K-9 Search and Rescue demonstration, the NH Historical Society presentation 'Going To School,' the Ms. New Hampshire Senior America Cameo Club Show, the NH Highland Games performance and a League of NH Craftsmen member talk on rug hooking. We maintained our monthly lunch trips, attended the Immaculate Heart of Mary Senior Day, Pleasant View's Big Band Night, a special Veterans Day ceremony at the Merrimack Valley Middle School, the NH Federation of Garden Clubs Flower Show at the Audubon Center, Clark's Trading Post, Nevers Band Concerts, several Walker Lectures, Boscawen's Old Home Day Parade, and a Barbershop competition. We also ventured as far as the Mt. Washington Hotel for lunch!

Family participation is always welcome and the support is vital to our success. We hosted several special events for families this year including Strawberry Fest, Peach Cobbler Night, Potluck Supper, Ice Cream Social and Irish Pub Supper, Mother and Daughter Tea, Father's and Family Pancake Breakfast and our annual Holiday Party.

Lastly, we recognize that each resident is an individual with their own special interests. Puzzles, books, talking books, games, music and movies are always available to residents. Impromptu cribbage, Rummikub, cards, music, walks, visits, and reminiscing are common. We respect a resident's right to privacy while offering them a program with opportunities for socializing, learning and laughing, as well as having a sense of well-being, independence and belonging.

### *Contributions from Todd Richardson, Dietary Director:*

*"The food is great, why would anyone go out to eat"*

## DIETARY

We are happy to announce that we had another successful year in the Dining Service Department. The Resident Satisfaction Survey scores were retained at 100%.

The purchasing program offered by our major food purveyor, US Foods, continues to work well. As a result, I was able to attend a food show, took advantage of product rebates and found a great resource for networking and acquiring new, fresh ideas.

We announced Suzanne Wolfe as new staff in the First Cook position in January 2011. With 25 years experience in healthcare foodservice, she has quickly become an asset. Suzanne is studying for the Serve-Safe food safety program and will become certified in the fall of 2011.

Christine Gallup has been retained as the dietician through the Concord Hospital and continues to be instrumental in helping us improve our menu. She is involved with planning, meeting with the residents about nutrition, and provides menu ideas.

Our Dining staff has done a tremendous job this year and continues to find ways to improve by meeting monthly. Terry Robichaud is in her 4<sup>th</sup> year, and Deb Fair who is a 9<sup>th</sup> year employee has been instrumental to our success. Bonnie Bixby, has been with us 3 years and works occasionally in prep. The balance of the team are: Lizzy Johnston back for her 5<sup>th</sup> year, Tess Hodges, 2 years, Alyssa Rollins and Michael Lawry. All are reliable and attentive employees that are an important part of our team.

From July 2010 through June 2011 the total food expenditures were \$102,033, with the cost per meal of \$3.09 per person. We served a total of 32,933 comprised of 17,524 dinners and 15,654 suppers.

### *Contributions from Irene Couch, Housekeeping Director:*

*"It's nice to know I have a clean apartment and a clean bed to snuggle in at night."*

## 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-four apartments and over the year they have completed 1,216 loads of laundry and 3,579 loads of resident's linen.

**LOOKING AHEAD**

As the economic downturn seems to linger on far beyond most of us imagined, we continue to look at belt-tightening measures to ensure that we continue to provide the highest quality of services, at the most affordable pricing. Inflationary increases in health care costs, staff wage increases, food costs and utility bills are just a few of those areas that often are seen increasing beyond our control. We are pleased that our staff turnover rate is exceptionally low and that translates into good continuity of care for residents.

Please consider making a contribution to the John H. Whitaker Place fund. Joyce maintains a list of "dream items" that we would love to indulge ourselves with, but have been limited due to our resources.

I again appreciate the opportunity here to thank all of the very hard working staff, aided by a very supportive Board of Directors. John H. Whitaker Place is all about the care and love of the 50+ residents, but without a strong backbone of staff and Board, our home would be little more than an apartment building. Good health, good spirits and good fortune to all of you.



Allan M. Moses,  
President

(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 Riehl, Kim Marshall, Todd Richardson and Irene Couch.)

