

The 50 Yard Line

2020 Annual Report

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Peabody
Place

INDEPENDENT LIVING • ASSISTED LIVING • MEMORY CARE

A Personal Reflection: What Brought Me to Peabody?



I wasn't looking to make a job change – but I was ready for one. It had taken me some eight years, but I was finally at the point where I felt that I had things at Mountain View Community in Ossipee where they needed to be. I felt sad leaving – but I was confident that they were ready and able to continue without me.

For over 40 years I have been aware of Peabody's long-standing commitment to being a mission-driven charitable not-for-profit organization. I worked with Meg Miller before she came to Peabody and knew that she was committed to quality. What especially impressed me about Peabody was the dedication, commitment and vision of Peabody's Board of Managers. Knowing that the governing body was value driven made all the difference.

Forty-two years ago, when I started work at the Taylor Home it was a 32 bed Assisted Living Home with a Nursing 'Infirmary.' Then, it was very much like Peabody Home is today. In some strange way that is difficult to describe, it felt as though all my experience and training had prepared me to be in this place at this time. I was coming full circle at the right time and for the right reasons.

Peabody Place will be more than just a new building. It is going to require an entirely new way that we will need to look at providing supportive services. I will admit that I expected that many staff would be what I call 'Change Adverse.' I am pleased to say that I could not have been more wrong! Every single staff member has been more than willing to adjust/adapt and change what we do and how we do it! I just hope that I can be as much of an inspiration to staff as they are to me! We have formalized our Leadership Team into a cohesive group that works together to meet whatever challenge the day brings – and each day seems to bring a new challenge.

My goal is simple and straightforward: I want Peabody Place to be as wonderful a place to work as it is to live! Of course being simple to describe does not make it simple to create. We all have our work cut out for us – but it is based on the assumption that what we are really about here at Peabody Place is not just what we do – but it is how we do it. We are in the relationship business and as we transition into the new building that is going to become increasingly important. Our old model was a wonderful service-based model based on providing great care. As great as that has been, times have changed and we need to change with them.

That service-based model now becomes the foundation for our new model that is lifestyle driven. Increasingly we will be judged not by what we do or the quantity/quality of the services we provide – but whether our efforts achieved the desired results. Is our resident member happy? Our new goal is simple, but far from easy. We want to give each member a reason to smile each and every day! That of course is no small goal.

Let me let you in on a little secret for how we can do this. We need to listen, really listen. Our members will tell us...

I could not be more pleased than to be right here. A great group of residents, wonderful staff and a great Board of Managers make for a truly special team! There is however one thing that neither I or our staff is at all good with and that we need your help. We do a truly awful job of reading minds. You need to tell us (especially me) what we are doing that is right, what we are doing that is wrong and what we can/should be doing differently. With that kind of teamwork, nothing can stop us!

***With gratitude,
Howie Chandler, Executive Director***

50 Yard Line and Closing

If you have gone by “Peabody Place” recently, you have seen the amazing progress the construction team is making on Phase 1 of our new build. While there are always challenges, between our team of general contractors, engineers, architects, and resident experts on our building sub-committee, we are on track and closing fast on the goal line of a late December grand opening. While I would like to take all the credit as your Board President over the past few years, that would be a misrepresentation.



Many before me had sown the seeds for this incredible opportunity we find ourselves with, thrown in with a little “good luck is the product of good planning.” Meg Miller saw the aging of the existing structure for over 20 years and Steve Kulacz would work his magic to keep our 80-year-old building in its best shape possible each year. Eventually, prior Presidents Frank Tupper and John Benham, with Meg Miller’s assistance, convened a formal steering subcommittee to explore the options. The only real option became to remove and replace the existing structure, which included a lot of tired components, with a new steel-framed structure that would serve us for the next 50 or more years.

EGA Architects was hired for their expertise in this type of build, and Engleberth Construction was brought on board as the New England specialist in this space. The financiers we hired, Roxie Severance and Jon Freeman, are top notch in this area as well.

Now the good (dumb) luck kicks in!

1) During the steering subcommittee phase the vacant lot, called Proctor Point, located on the far end of the VFW, came up for sale. The steering committee had the foresight to snap that up for future use, and without that vision it would have been virtually impossible for the construction team to store their equipment/supplies onsite for the new build.

2) A little thing called a pandemic hit and the Feds lowered the interest rates to save/stimulate the economy. Roxie Severance and Jon Freeman jumped on this to approach USDA Rural Development about underwriting the \$27,000,000 build and secured long-term financing at a rate not to exceed 2.25% for a 40-year term. With that we will be able to keep resident rates the lowest in the area.

3) Meg Miller then decided that with the new build fully underway that new leadership should come in and tendered her retirement with no specific end date. Howie Chandler interviewed, was hired, and seamlessly took over the reins with Meg’s departure.

So nothing takes the place of good planning, but having a little dumb luck is not a bad thing.

***Yours,
Christopher J. Seufert, Esq., Chairman***

BOARD OF MANAGERS

Christopher Seufert, Esq., President

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Margo Coolidge

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Benjamin Feldman

Irene Feldman

Sandra Graves

Gail Henry

Kenneth Merrifield

Charles Motta

Katelyn Nash

Susan Nelson

Roger Rist

Ernest Smith

Sarah Stanley

LEADERSHIP TEAM

Howard Chandler, Executive Director

Meg Miller, Executive Director (retired Feb. 2021)

Catie Gaudreault RN, Director of Nursing Services

Mariah Gauthier, Director of Dietary Services

Marylee Gorham, Director Admissions & Marketing

Becky Joachim, Business Office Liaison

Steve Kulacz, Director of Environmental Services

Angela Mundy, Director of Activities and Volunteers

Our Team Response to the Year that Wasn't

We all know how the year played out during a pandemic that no one could have foreseen. As Peabody pulled up the proverbial drawbridge we turned our focus inward, keeping the atmosphere light and supportive as we protected our resident family members.

Like cogs in a wheel, each department increased efforts to assure staff were trained, informed, protected and supported during a difficult year.

Sometimes protocols changed overnight in response to the storm that raged outside our doors. We avoided a COVID 19 outbreak due to herculean efforts, hard work and an unprecedented personal commitment to those that call Peabody "Home."

Humbling indeed were the thanks we received from families grateful for our single-minded zeal to keep the virus out. The alternative wasn't something any of us wanted to contemplate.

It truly was a team effort and we are grateful to all.



The Housekeeping and Laundry staff kept up an almost impossible pace, cleaning every touch point and surface in the entire house, every two hours.

The Dietary team passed meals on trays since dining was sequestered. Our dining room was eerily quiet for much of the year since residents could not enjoy communal dining.

The Nursing team carried the heaviest responsibility ensuring health and wellness even as Cheryl Barnes retired and Catie Gaudreault assumed the Director of Nursing position at the very height of the pandemic. Catie steered us through sentinel surveillance testing, communicating each scientific guidance update and maintained staffing even as over 900 Licensed Nursing Assistants left the field statewide- our staff continued to report for duty.

Love really is spelled P.E.A.B.O.D.Y.



Top left photo: *Housekeeping Staff - Arlin Taylor, Allison Moffett, Cedric Robb and Jane Doe (Irene Eichhorn not pictured).*

Bottom left photo: *Dietary Staff - DianaLyn Preve, Mariah Gauthier, Amanda Arsenault, and Tina Vaughn (Pat Hyde, Allen Duhamel, and Brant Cheney not pictured).*

In Memoriam

We never forget those who have passed from our Peabody Home family, their spirits live forever in the hearts and memories of those that loved and cared for them.

Rosina Borrelli (1922-2020)
Brice Buckman (1922-2020)
Georgette Chase (1925-2020)
Rae Eden (1932-2020)
Nancy Gray (1925-2020)

William 'Bill' Grimm (1947-2020)
Wanda Hebert (1928-2020)
Merle 'Fern' Hecox (1933-2020)
Madeline Jacobs (1929-2020)
John Anslem Keener (1946-2020)

Margaret 'Peggy' Reiner (1932-2020)
Lawrence 'Larry' Rickert (1945-2020)
Nancy Mayo Smith (1924-2020)
Carol Tonkin (1936-2020)

Activities and Enrichment

When the CDC and New Hampshire Public Health Department set restrictions to keep people safe in residential settings, we met the challenge by implementing new protocols which included sequestering residents by all three neighborhoods. Staff were assigned to their respective floor garbed appropriately in protective equipment (PPE). Laurie and Angela met the challenge of crafting activities for each and every resident in these settings with gusto.

Nursing staff assisted us with one-on-one time to be sure spiritual and emotional needs were being met especially during that lengthy period where families were unable to visit - Peabody staff filled the void. We used ZOOM and Facebook Video Messenger to help them stay in touch.

Rejuvenation of the Pen Pal Program brought comfort through writing and receiving mail.

Personal activity supplies were offered that included coloring books and pencils, word game books, special daily puzzles, books on tape, newspapers and magazines. We hosted Resident Council meetings by visiting individuals and compiling a report of discussions and results.

A flag ceremony happened every morning at 10 a.m. with the Pledge of Allegiance, singing God Bless America and reciting the Lord's Prayer. We've continued this practice to this day!

Adaptive Bingo became a 'thing'. Personalized laminated cards and markers were cleaned after use. Games were called from doorways and over the in-house intercom. As restrictions eased we returned to communal Bingo while maintaining six-foot distancing. Our residents like their own personalized Bingo supplies, so we've kept those too!

Slowly, group activities resumed with card playing, trivia, singing and exercising. Afternoon social hour while maintaining a safe distance continues to be a big hit. Later on family visits resumed starting with window visits, outside visits from the vantage point of the Sunroom, and later on, still masked and distanced, we used our lovely gazebo. Eventually indoor visits in a designated space with screening and masking and a barrier - but sadly no touching, hugging or kissing.

We are better and stronger together.



It's a Family Thing

Our Peabody Family is a dynamic force – longevity and years of service means a lot to us since it cements our dedication and love of those that call Peabody 'home.'

21 years Teresa Dube, Receptionist/Concierge/
Medical Records Coordinator

21 years Lynn Hodgdon, LNA

17 years Kimberly Bresse, LPN

15 years Angela Mundy, Director of Activities & Volunteers

12 years Terry DiDonato, LNA

12 years Jane Doe, Housekeeping

12 years Irene Eichhorn, Housekeeping

9 years Laurie Hansen, Activities Assistant

9 years Steve Kulacz, Director of Environmental Services

5 years Amanda Arsenault, Dietary Services

5 years Mariah Gauthier, Director of Dietary Services

What a Year It Has Been!



For all of us 2020 was year like no other and for Peabody Home it was a year where it not only dealt with the unprecedented demands of a pandemic but also one that brought with it the advent of Peabody Place along with new leadership. I could not be more pleased or proud to report that Peabody has met every challenge that it has faced and has not only survived – but thrived!

Friday March 13, 2020 is the day when the doors closed and every nursing home and assisted living center in the state went into a virtual lockdown. Visitation of every kind was suspended. Thanks to the dedication and commitment of our wonderful staff both on and off the job – Peabody was one of the very few long-term care communities in the state that had no resident Covid-19 infections! That didn't happen by accident. Rigid infection prevention practices were adhered to and that made all the difference in keeping our family members safe in those long months before vaccine availability. Thank You staff!

This past year also saw the end of a very special era with the retirement of Administrator Meg Miller who for over 20 years provided leadership to Peabody culminating in the development of all the planning and preparation for the groundbreaking of the new Peabody Place. Meg has left an indelible mark on Peabody and will

always be remembered for leading the transition from the traditional Peabody Home to the new future of Peabody Place!

Peabody remains as one of the very few not-for-profit charitable organizations that affirms a mission of providing affordable care and services. Peabody remains committed to serving the retirement age people in the Franklin area by providing the services they need to be able to retire affordably and well without having to leave the area.

It's been a struggle but we have persevered and now find ourselves on the 50-yard line – the Goal Line is clearly visible!

We still have three major challenges ahead of us.

We need to finish the new building.

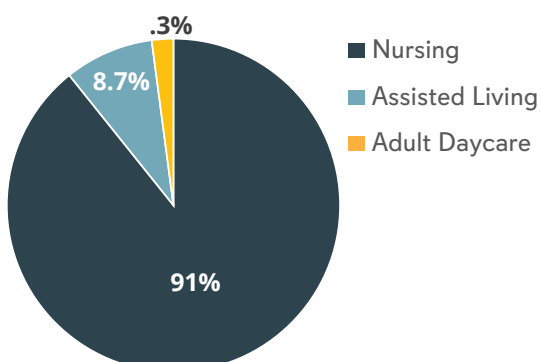
We need to move our present residents in and we'll be welcoming an entirely new group of members to Peabody Place!

We will meet these challenges and more with the much-appreciated assistance of our staff, our volunteers, our Board of Managers, our corporate members and the Greater Franklin Community.

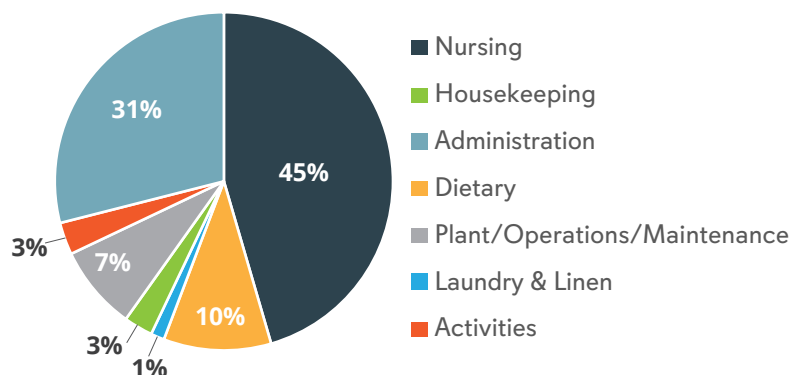
***With gratitude,
Howie Chandler, Executive Director***

Financials

REVENUE



EXPENSES



BALANCE SHEET

	2020	2019
ASSETS		
Cash	\$1,530,563	\$266,149
Resident receivables	99,188	111,918
Other current assets	19,893	16,629
TOTAL CURRENT ASSETS	1,649,644	394,696
Investments	1,896,529	1,779,368
Assets whose use is limited	16,528,631	-
Property held for sale	221,881	255,554
Property and equipment, net of accumulated depreciation	2,813,981	1,417,795
TOTAL ASSETS	\$23,110,666	\$3,847,413
LIABILITIES AND NET ASSETS		
Lines of credit	1,185,748	563,022
Accounts payable and other accrued liabilities	183,254	353,643
Paycheck Protection Program - refundable advance	362,500	-
Deferred revenue	204,738	234,926
CURRENT LIABILITIES	20,295,921	1,151,591
Long-term debt, excluding current portion	18,359,681	-
TOTAL LIABILITIES	20,295,921	1,151,591
Net assets without donor restrictions	2,758,885	2,643,240
Net assets with donor restrictions	55,860	52,582
TOTAL NET ASSETS	2,814,745	2,695,822
TOTAL LIABILITIES AND NET ASSETS	\$23,110,666	\$3,847,413



Donors

Mr. & Mrs. Robert Brown

Mr. & Mrs. Robert Carbonneau

Class of 1948 Franklin High School

The Dearborn Family

Mr. & Mrs. Ralph E'Alelio Jr

Mr. & Mrs. Daniel Gagnon

Mrs. Pat Grimm

Ms. Brenda Hebert & Mr. J Kerstein

Mr. & Mrs. Craig Jacobson

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Mr. John Willingham

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