



# A Home Full of Heroes

2020 ANNUAL REPORT

Lisner-Louise-Dickson-Hurt Home



# A Home Full of Heroes

Dear Friends,

Maya Angelou, the revered American poet, memoirist, and civil rights activist, once said, "How important it is for us to recognize and celebrate our heroes and she-roses!" As the Home moves forward into the challenges that lay ahead in fiscal year 2021, we can think of no better way to officially conclude FY 2020 than by recognizing, celebrating, and sharing the stories of all of our own "heroes and she-roses" in this year's annual report.

Reflecting on the beginning of FY 2020 in July 2019, the Home remained, as always, focused on continuing its long legacy of providing extraordinary health and life care services to low and modest income seniors of DC. Staff, residents, family members, and friends gathered together for cookouts, birthday parties, book readings, art classes (to name just a few), finding enjoyment in shared experiences. No one could have possibly anticipated how the world would go topsy-turvy a few months later. At perhaps no other time in the Home's 81 years of operation have we confronted a threat to the health and well-being of our residents of the magnitude caused by the outbreak of the novel coronavirus disease, or COVID-19, in March of this year.

In addition to confronting the pandemic, we experienced a flood on July 18th due to a burst water pipe that greatly impacted our ability to serve our residents and deliver our "best in class" services. In the "can do" spirit of the Home, we were able to adapt and find temporary solutions, but we need your help to support our efforts to make the LLDH Home new, improved and better than ever. We will be looking to all of our valued donors to engage with us as we visualize and bring to life a plan that will take time to complete and cannot be accomplished without each and every one of you. As plans are finalized, we invite your feedback through our website at [www.lldhhome.org](http://www.lldhhome.org) and via Constant Contact postings.


COVID-19 has caused incalculable pain and suffering here and around the world, disproportionately affecting the vulnerable elder residents of nursing homes and assisted living facilities like the Home. But with resilience, hope, and unimaginable courage, the Home's team did what it does best ... came together, stepped into the fight with every skill we had, and never once looked back. Even now, we do not hesitate to continue placing ourselves on the frontlines of caring for all of the residents of the Home as the pandemic persists across the country. So please take a few minutes to read the profiles of some of the Home's "heroes and she-roses" in the pages ahead; we think you will agree that these remarkable people, these warriors, represent the very best of humanity and what makes the LLDH Home so unique. We wish we had the space to feature all of the Home's departments but just know that each of them plays a critical role in combating the viral pandemic and is doing so with all the strength and commitment they can bring to bear.

All of you who contribute to the work of the Home through your generous donations play a critical role in helping to make our residents' lives as rich and fulfilling as possible. The need for that continued commitment is perhaps at its most urgent in the months ahead. We will not allow the challenges presented by this year to prevent us from delivering on our commitment to always provide the highest quality of care possible to our residents. We need your help now more than ever. Thank you for all that you do in support of the Home!

Sincerely,



L. Ward Orem, MA, LNHA  
CEO



Susan M. Hargreaves, MSA, LNHA  
Administrator



## LLDH HOME VISION & MISSION STATEMENT

We strive to be a champion for economically disadvantaged elders of DC, working to alleviate their hardships in a manner that recognizes their self-worth and promotes their dignity and independence. The mission of the Lisner-Louise-Dickson-Hurt Home is to provide extraordinary health and life care services to low and modest income seniors of the District of Columbia, empowering them to live their lives to the fullest.

“I am a ‘newbie’ to the Home, having just started to work here in late June, several months after the first cases of COVID-19 were diagnosed. Even in the short amount of time I have been here, it has become clear to me that this Dietary Department team is something quite special. On a typical day, managing 3 full meal services for residents, plus snacks and specialty items for those with dietary restrictions, and also providing a meal for employees can be quite challenging but the Dietary group is so skilled and organized that it all works like a well-oiled machine. That said, we haven’t had a typical day since I got here! The dining rooms were closed and we delivered to all residents in their rooms. The kitchen in the Nursing facility wasn’t reopened until July so everything had to be cooked and served out of the assisted living kitchen. It was something like learning the steps of a new dance; there were moments of frustration but more moments of pride, knowing that we could adjust to anything that was thrown at us. We were able to roll out our Spring/Summer menu in July, which was well-received by the residents, and look forward to launching our Fall/Winter menu soon. And while all this happens, the Dietary ‘heroes and she-roes’ will continue to work through the aftermath of the flood and the destruction to our kitchen and dining room, making certain the residents we cherish remain nourished and safe.”

– Leah Cabral, Director of Dietary Services

“Over the course of the past several months, I have found myself wanting to pull the members of the Social Services Department team into a group hug; I didn’t, of course, due to social distancing rules, but that hasn’t stopped me from wanting to do it. The social services team is small but still mighty! The commitment of the social workers to the residents often led me to literally having to kick them out of the building at times. They were determined to share in shouldering the burden of dealing with the COVID-19 crisis with all of the other departments, even when they were themselves exhausted. They carried cell phones 12 hours a day, 7 days a week, for over 2 months so that family members would always be able to reach someone to talk to when they felt the need for support. They donned full personal protective equipment to do FaceTime calls or to sit at residents’ bedsides to provide them comfort. And when the flood destroyed most of the oldest portion of the building, they were integral in making the relocation of residents in those wings into the nursing facility go smoothly and efficiently. To say that I am proud of the work done by the Social Services team is clearly an understatement. They will always be my personal ‘she-ros.’”

– Lisa Harfoot, Director of Social Services



Social Services

“And then a hero comes along, with the strength to carry on... look inside you and be strong, and you’ll finally see the truth, that a hero lies in you.

*Mariah Carey, “Hero”*



Dietary Services



Engineering

“I know I speak for myself and all of the team here in the Home’s Engineering Department when I say that COVID-19 has disrupted our work and personal lives in profound and unprecedented ways. You come to work on a ‘normal’ day and, the next thing you know, everything has changed; in the face of something as sudden and far-reaching as this pandemic, we can feel powerless. But I have watched the Maintenance team put aside their concerns for themselves, their families, and their friends and adapt to this ‘new normal.’ Their flexibility in responding to all of the increased demands placed on their work performance from new regulations and guidelines has made it so much easier to ensure that the physical facilities of the Home remain safe for all the residents and staff. I couldn’t be prouder of their dedication and ‘can do’ spirit. Even the smallest acts of care can help others and contribute to renewing our sense of strength. Working together, all of us at the Home will accomplish our goals during these difficult times.”

– Chris Winston, Sr., Director of Engineering

“The entire Nursing Department team of nurses and assistants has met the unprecedented challenges presented by COVID-19 with their typical professionalism and outstanding clinical skills. While I was not surprised by their dedication, I was grateful every day and every shift for their never-ending support of each other and the residents. But what has really overwhelmed me is the absolutely amazing selflessness they have shown during this time. Because of their total commitment to protecting and caring for our residents, many willingly moved out of their own homes, leaving family and often young children behind, to stay in hotel rooms convenient to the Home. Some did this for weeks at a time, not visiting or even seeing their families, so as to ensure their well-being while also safeguarding the health of the residents they love so much. It has been and remains my greatest privilege to work with this exceptional group of Nursing ‘heroes and she-ros.’”

– Pat Mirsky, DON



Activities

“In the spirit of ‘turning lemons into lemonade,’ I have to say that these past months dealing with the effects of the COVID-19 virus on the work done by the Activities Department have shown us just how imaginative and resilient we can be. Circumstances beyond our control can present opportunities instead of limitations. The Activities Department isn’t a team because we work together; we are a team because we respect, trust and care for each other. We have had to learn to quickly adjust to meet the socialization and recreational needs of all of the residents, regardless of whether we had to limit activities to in-room only or provide them to small groups once we were able to return to one-person dining in the dining room. In the midst of the pandemic, we lifted the residents’ spirits as well as each other’s through special events like a fashion show, a disco party, a circus, and a super hero day. The latter example seems especially appropriate as we celebrate all of the Home’s ‘heroes and she-roses’ in this annual report. I am so very proud to be part of this amazing Activities team!”

– Karen Phillips, Director of Activities



Nursing

“The Environmental Services team is like a family. Most of us have been working together at the Home anywhere from 3 years to 29 years so we are as close personally as we are professionally. I believe that it is in looking out for each other that we also look out for the residents and all the staff at the Home. I have never seen a group of people show such strength and courage as this team has since COVID-19 became a part of our daily lives. Everything gets thoroughly sanitized time and time again and I have seen these ‘heroes and she-roses’ go well beyond what was necessary to make certain that all infection control procedures were followed 110% of the time. Sometimes we cry together when one of the residents passes away from the virus but then we just push on to keep everyone safe. We have all fought hard to be here today and we will continue to do so no matter what.”

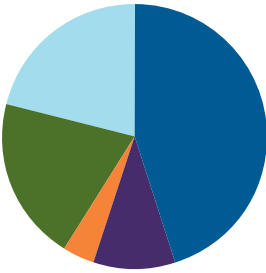
– Sharon Swann, Director of Environmental Services








Environmental Services

# 2020 FISCAL YEAR

July 1, 2019 – June 30, 2020



## PROGRAM OPERATING EXPENSE

 45% Healthcare	 20% Housing
 10% Nutritional	 21% Management & Development
 4% Social & Recreational Services	

(based on draft financials for year)

In fiscal year 2020, the Home spent over \$14,000,000 in fulfilling our mission of service to elders in need. The Home's annual income from all sources is never enough to cover all of our total expenses; typically, our operating deficit runs approximately \$2 million a year. Our focus must therefore remain on generating sufficient financial support from private and corporate foundations and from individuals such as yourselves to help reduce this deficit and ensure the sustainability of the Home for years to come. As you can understand, your gift truly makes a difference and is so deeply appreciated.

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Lisner-Louise-Dickson-Hurt Home  
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Washington, DC 20015  
(202) 966-6667 [www.ildhome.org](http://www.ildhome.org)



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JULY 1, 2019 – JUNE 30, 2020

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Someone cries out for help,  
and you answer the call, a  
courageous hero, you've given  
your all.

*Sam and Gary Francis/Gaye  
Gibbs, "American Heroes"*



Invincible, unbreakable,  
unstoppable, unshakeable...  
I was made for this, yeah, I was  
born to win...I am the champion!

*Carrie Underwood,  
"The Champion"*

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 you to all of our  
 in-kind donors**

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**Shirley Simon's 100th Birthday**  
 Jeanne Ruesch  
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\*current or former employee  
 +monthly sustainer

