

# Strangers No More...

## FRIENDSHIP FAMILY SERVICE



### 2019 ANNUAL REPORT

Lisner-Louise-Dickson-Hurt Home

## STRANGERS NO MORE... FRIENDSHIP, FAMILY, SERVICE

Dear Friends,

Do you ever stop to think about the fact that every person in your life started out as a stranger to you? As babies, we were just beginning to interact with those who took care of us, learning to recognize voices and to distinguish one individual from another. Then, as we grew up, we had to navigate a much larger world of strangers as we entered school, perhaps joined sports teams and clubs, and then started jobs. Life is full of opportunities for us to meet and get to know other people and, hopefully, make them our friends. This is true as much in our elder years as it is in our younger ones. We all need personal connections to thrive emotionally, mentally, and physically.

But people who find themselves living in long term care facilities can be at an especially high risk for experiencing loneliness and isolation; if not treated with the greatest care and dignity, they can also suffer feelings of humiliation and embarrassment at being unable to take care of their own personal needs any longer. Rabbi Marc Gellman once wrote a short piece about visiting his own then 97-year-old mother at her nursing home. She was deaf and could no longer walk, relying on nursing assistants to lift her out of her wheelchair and take her to the toilet. He said, "It was not a degrading experience... but it could have been except that the aide spoke warm and tender words of encouragement... words (my mother) could probably not hear but (which) made a difficult personal moment less difficult... We have subcontracted the care of our parents to strangers. I am moved to my core and thankful beyond measure that after they care for our parents in our stead, they are strangers no longer."

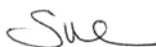
These are powerful words by Rabbi Gellman. All of us at the Home start out as strangers to those for whom we care, but given time and patient attention, we can forge friendships that can last for many years. In this year's annual report, we thought we would share with you some of the stories of friendships that have developed between our residents and their families with our staff. We are proud that the Home is a place where such bonds hold strong. We are truly strangers no more.

So it is with those of you who have financially supported the Home and its mission over the years; your devotion and generosity is deeply appreciated, as is your friendship. As well, it is our hope that others among you will realize just how much your gifts to the Home would mean in helping us make our residents' lives as rich and fulfilling as possible. We want and need all of you to be part of the Home's amazing journey as we move into our 81st year of continuous operation in 2020. We cannot do what we do without you!

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.

“The nurse who takes care of me is very considerate and takes me outdoors for fresh air and sunshine. This nurse shows that they care for me by preparing the food that I can eat. The nurse always ensures that I can take part in the worship experience and I thank God for her concern and her interest in my welfare.”



“Friday afternoon ‘Happy Hour’ is a wonderful time. I enjoy the women from the Activities Department who run ‘Happy Hour.’ It makes a difference in my life and others. It is a lot of fun and they do put the word ‘happy’ into ‘Happy Hour.’ They also make a good drink! I look forward to it as they do everything they can to make it enjoyable and to keep you busy; no one wants to just sit in their room and have meals. They really care and help keep you occupied. I have fun with them and the other residents and think that they are kind and thoughtful. ‘Happy Hour’ brings us together as friends and not strangers.”

## HIGHLIGHTS OF THE YEAR



Recognized by “US News and World Report” as one of the “BEST NURSING HOMES” in the United States.

The Home excelled in the overall rating as well as in the rating that measures the quality of short-stay care, making us “high performing” in both key areas.

Under the Home’s Registered Nurse Program, two LPNs — Constance Ndofor and Biftu Mamie — completed the program.

"I can think of so many members of the staff who have been helpful to me and my Mom over the years. While it is difficult to single any one out, one individual does come to mind. The CNA who serves my Mom her meals during the week deserves special mention. One day in particular, I arrived around lunch time. Mom indicated to me that she didn't want to go into the dining room. It was not one of her better days. I suggested to the CNA that if she brought me a yogurt, perhaps I could try to give it to Mom myself. The CNA thought for a moment. I wondered why? She was trying to decide how to respond to my simple request. She said, "Gail, I'm happy to bring you a yogurt." But then she continued – "But I've noticed that if I let your Mom wait until I've taken care of the other residents, and if I focus entirely on her after they've finished, I can get her to eat the regular meal." It was such a lovely way to say that she didn't mind giving the extra special treatment if it meant my Mom would eat. What family member wouldn't be overjoyed to know that their loved one was being given this kind of extra consideration?"

The team of caregivers at the Home go above and beyond what is expected of them every day. I see it whenever I'm visiting. I marvel at their generosity, their energy, their optimism and their goodness. What a blessing to have my Mother in their care."

"Art class has made a tremendous difference to a lot of people, including myself. The art class director and the volunteers who assist are truly amazing and bring such passion to their work with me and the other residents. There are some people who come to class who have never held a paint brush. They are like children coming alive, it opens up a lot of feelings and creativity for them. Children are wonderful and sometimes adults need to sit back and listen to what they have to say. I love seeing people try to paint, and there are no strangers here at all in art class."

"The staff at the Home displays a genuine concern about my well-being, which assures me that they care."



Honored to have Sonja Carter, Cosmetology Manager at the Home, receive the 2019 District of Columbia Health Care Association Ancillary Staff of the Year Award and the Resident Art Program Volunteers — Chris Alvear, Lisa Finn, Michael Roy, Beth Fluto and Willa Golden — received the Volunteer Group of the Year Award.

Maintained our 5-star rating from the Federal Centers for Medicaid and Medicare Services, the highest attainable.



"The nurse who cares for me is always so nice, polite, respectful and just a very pleasant person. She makes me feel good about myself. She ensures that I look my best and that my hair, my face, my skin, and my clothes always flatter me. She makes me very happy and when she is not here, I am a little sad. She really cares about me and I am grateful for her loving friendship."

"I was introduced to the Home by my minister, who often said he felt so welcomed when he would come here to run the resident church services. My living conditions were not the best prior to moving here and ultimately I could no longer stay in my apartment. I was given a chance to tour the Home with a friend and it was during this tour that I met an administrative staff member who helped guide me through my move. When I first arrived at the Home, I was a bit confused and lost getting around the building. This staff member invited me into her office and told me how glad she was to have me here. She helped to get me organized when I moved in and showed me around. She made me feel at ease and was very helpful in straightening out my mail. She said if I have a problem, she would take care of it. The days went smoothly and I felt comfortable in talking with her because I'm fairly shy. She made me feel at home then and she continues to do so now, years later."

“

I have never been in a place so comfortable and loving. I can't quite remember how I got here, but I'm not leaving!



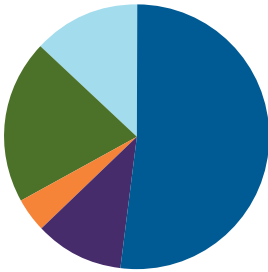
Jackie Saint-Amour, RN, Infection Preventionist, was selected to attend the National Health Care Safety Network (NHSN) Training Program which teaches how to follow CDC guidelines for infection prevention.



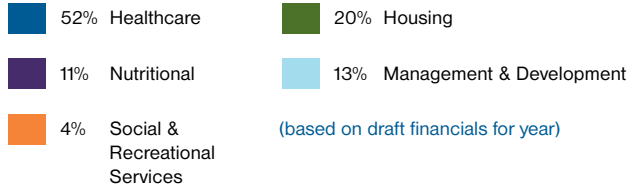
The Home celebrated 80 years of excellent senior care with a successful fundraiser gala.

# 2019 FISCAL YEAR

July 1, 2018 – June 30, 2019



## PROGRAM OPERATING EXPENSE



In fiscal year 2019, the Home spent over \$13,000,000 in fulfilling our mission of service to elders in need. During the course of the fiscal year, we touched the lives of nearly 200 seniors by providing them with the programs and supports noted in the above chart. 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

**MAY 28<sup>TH</sup>, 2020**