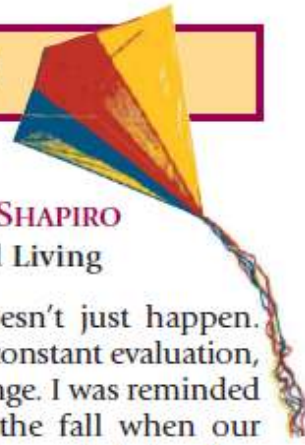


2009 - A Year of Achievements

REACHING NEW HEIGHTS AT GODDARD HOUSE!



DENISE RILEY OKUN Skilled Nursing & Rehabilitation Center

Denise Riley Okun became the Executive Director of Goddard House Skilled Nursing & Rehabilitation Center in Jamaica Plain a year and a half ago, in what has proven to be a period of outstanding achievements: a five star rating from the CMS (the Center for Medicare and Medicaid Services), a deficiency-free survey from the Massachusetts Department of Public Health, and a top 10% score in a My InnerView employee satisfaction survey. Denise credits the skilled nursing center's success to several key areas:

- An unique staff model where, unlike other skilled nursing centers, Goddard House staff are assigned to specific units. Having the same unit assignments creates consistency and insures that staff bond with residents and each other.
- Director of Nurses, Jim Sugrue, has built a strong nursing management team that focuses on leadership and mentoring, allowing nursing staff to take on progressively more involved roles.
- Long time staff member, Ron Anglo, RN, now holds an expanded role as Quality Improvement Director, working a variety of shifts, including weekends and evenings, to reach out to all employees.
- An open-door management policy, spearheaded by Ms. Riley Okun, includes ongoing employee

NANCY SHAPIRO Assited Living

"Excellence doesn't just happen. Our field requires constant evaluation, planning, and change. I was reminded of this earlier in the fall when our staff and residents worked together with a high level of energy, enthusiasm, and organization to host an open house for the outside community. It feels great and there's an incomparable sense of pride to know that we can open our doors anytime and people will be greeted with not only a beautiful residence, but also a warm, welcoming, homelike atmosphere and great programs. This is at the heart of our Recipe for Living at Goddard House in Brookline Assisted Living.

It makes a world of difference for us all - residents, families, and staff - to be able to count on a high standard of care and communication at our nearby Goddard House Skilled Nursing & Rehabilitation Center when someone needs additional care.

In 2009 Goddard House in Brookline received the Chamber of Commerce Business of the Year Award. In addition, we were also awarded the Brookline Tab Readers Choice for #1 Retirement Living Residence. These accomplishments are the result of continuous support by our Board of Trustees, especially during recent downturns in the financial markets, to insure that a compromise in quality care and



*Executive Directors:
Denise Riley Okun and
Nancy Shapiro*

Denise Riley Okun

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appreciation based on respect and understanding. This practice is expected for all members of the management team.

"We appreciate our employees at all times, not just during pre-ordained employee appreciation events or scheduled programs. We care for the caregivers, which enables us to achieve a high level of care for our residents and creates an environment of mutual support.

Over the past year, the center has made a priority of identifying the unique needs of our residents, resulting in special programs such as the Latino resident council for Spanish speakers, as well as the residents' Get Out to Vote program."

Although Goddard House in Jamaica Plain is still basking in the afterglow of such an outstanding year, Ms. Riley Okun is quick to point out the challenges that lie ahead in 2010.

"Our biggest challenge will be continuing to provide the excellence that we have come to be known for in the face of certain budget constraints. As we have come to care for people with more complex medical and rehabilitation needs, we will be increasingly challenged to maintain these high standards in uncertain economic times, but with the support of the Board, we will succeed."



NEW STAFF AWARD WILL HONOR GODDARD HOUSE BOARD MEMBER

Retiring Goddard House Board Vice President, Phyllis Vineyard, who served Goddard House for over two decades, will be honored with the establishment of the Phyllis Vineyard Award for Exemplary Service. The award will be given annually to an outstanding Goddard House employee in both Jamaica Plain and Brookline. Employees will be recognized with a plaque at Goddard House and a financial merit award. *In Touch* interviewed Phyllis about her work on the board of Goddard House through the years:



Phyllis Vineyard

"I am a people person. That has been at the core of my service to Goddard House. I came to serve on the Goddard House Board of Trustees in the late 1980's after my tenure as President of the Friends of Brigham and Women's Hospital. Back then, Goddard House residents were all women, often retired caregivers, most of whom simply needed a safe, supportive home in their later years, though we were also providing some skilled nursing care. Residents would hop on the trolley from Jamaica Plain and go downtown to Filene's Basement or the Boston Symphony.

One area that has always been important to me is staff development. We've encouraged our staff to improve their skill levels as well as to be compassionate and caring as we ventured into new areas in elder care: rehabilitation, Alzheimer's care, and assisted living. As a new generation of caregivers from many cultures emerged in Boston, we have responded to the need for English language and diversity training. State ECCLI staff-training grants and our Matilda Goddard Scholarships have given us vehicles to do this. It's essential for employees to see that their employer supports their good work and motivation to learn. Today we are reaping the rewards of this effort. We are a great, desirable place to work with incredible directors and staff. Goddard House has evolved into a Boston area teaching organization for many disciplines in the field of gerontology. We have liaisons with Boston University, Lesley University, Simmons College, and Berklee College of Music, to name a few.

My other area of focus on the board has been as Chair of the Ethics Committee. We've worked diligently at developing a manner of doing business so that everyone living and working at Goddard House does so in a safe, dignified environment.

As for the award in my name, I couldn't be more touched - this is absolutely the best way to be honored. The award will go to individuals who achieve excellence working day-in, day-out on the front lines of eldercare. Everyone employed at Goddard House is a caregiver - nurses, cooks, housekeepers, and office staff. The kind of person is what's important to giving the best care - it takes a sense of humor and commitment in addition to skill and compassion. Not everyone has that combination, but this is what we all strive for at Goddard house. I'll be very proud to meet the first recipients of the Phyllis Vineyard Award.

BEYOND GODDARD HOUSE

Here's a look at some extracurricular creative and caring endeavors of our Goddard House staff, residents, and family members.

Danielle O'Brien, Program Coordinator, Goddard House in Brookline – At the recent International Expressive Arts Therapy Conference held at Lesley University in Cambridge, Danielle co-presented a workshop, *Creating Growth with Elders*. Her program focused on ways the arts and mindfulness practice can build community, connection, and communication for elders and staff caregivers alike. Nearly 500 people from around the globe attended the conference.

John Rosenfield, Resident, Goddard House in Brookline – John served as consultant to the current exhibit at the Rubin Museum of Art in New York City (www.rmanyc.org), *Victorious Ones – Jain Images of Perfection*. Paintings and sculptures in the exhibit depict the Jinas, the founding teachers of the Indian religion, Jainism, and the spaces they sanctify throughout the universe.

Bridie Johnson, Community Partnership Associate, Goddard House – A vibrant, whimsical collection of Bridie's multi-media collages with animal themes has been on exhibit at the James's Gate Gallery in Jamaica Plain.

Louisa Cogswell, Resident, Goddard House in Brookline – Knitting since age five, Louisa is a member of Knitting Connection Inc. a group that makes and donates hats, sweaters, socks, scarves, blankets, and mittens to those in need – 6,260 garments last year to be exact! Cable knit sweaters are her specialty.

Bal Formentera, MMQ Director, Goddard House in Jamaica Plain – In addition to being the Goddard House Medicaid Reimbursement Director, Bal is a music director at the largely Filipino Cornerstone Assembly of God Church in Needham. He plays bass, drums, guitar, and he sings! Bal loves to play music because he sees it as a way to reach out to his community. His choir returns to Goddard House in JP this December with a special holiday cantata concert.

Minister Olivia Dubose, Goddard House in Jamaica Plain Family Member – A big part of Olivia's job as a Minister is looking out for people in need in her community. Minister Dubose holds seminars and workshops for women facing hardships at her church, New Hope Baptist in South Boston, and at area community centers. She comes to Goddard House on an almost daily basis to visit her aunt Marian and to lift everyone's spirits!



Danielle O'Brien



John Rosenfield



Bridie Johnson



Louisa Cogswell



Bal Formentera

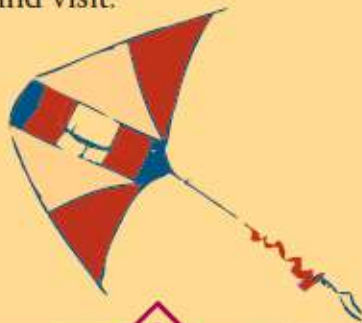


Minister Olivia Dubose

Nancy Shapiro

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services at Goddard House is not an option. Our goal has been to continue to build on our longstanding reputation as a nonprofit leader in the field of elder care with a strong foundation and history. We seek to fully embody the qualities we take pride in by offering compassionate care combined with skill, professionalism, excellent communication, and attention to individual needs in both our traditional assisted living and Olmsted memory impairment programs. Ours is an interdisciplinary profession – every individual working at Goddard House is called upon and expected to achieve these standards on the job. We're proud of the excellence we've achieved. Please come in and visit."



GODDARD
H • O • U • S • E

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SAVE THE DATE

FUNDRAISER CONCERT FOR MUSIC THERAPY AT GODDARD HOUSE

Thursday evening April, 8th 2010
at the Larz Anderson Auto Museum, Brookline

*J*oin us as we celebrate the power of music to bring joy and meaning to life and raise money to support clinical music therapy services at Goddard House.

Music and Dancing with The Blue Suede Boppers and other guests!

More Information will follow!

Visit www.goddardhouse.org for updates.

Help Keep Us Flying High!

2009 has been a year of awards and recognition for our Goddard House communities. We'll need your financial help to continue to meet these standards. The 2009 Goddard House Annual Appeal will be in the mail soon. To make a gift and be placed on our mailing list contact:

Community Partnership Office
Goddard House
201 South Huntington Avenue
Jamaica Plain, MA 02130

Or call us at 617-522-3080 ext. 312



For on-line tours, visit us at www.goddardhouse.org

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Address correction requested