

Gratitude REPORT



BECAUSE OF YOU!



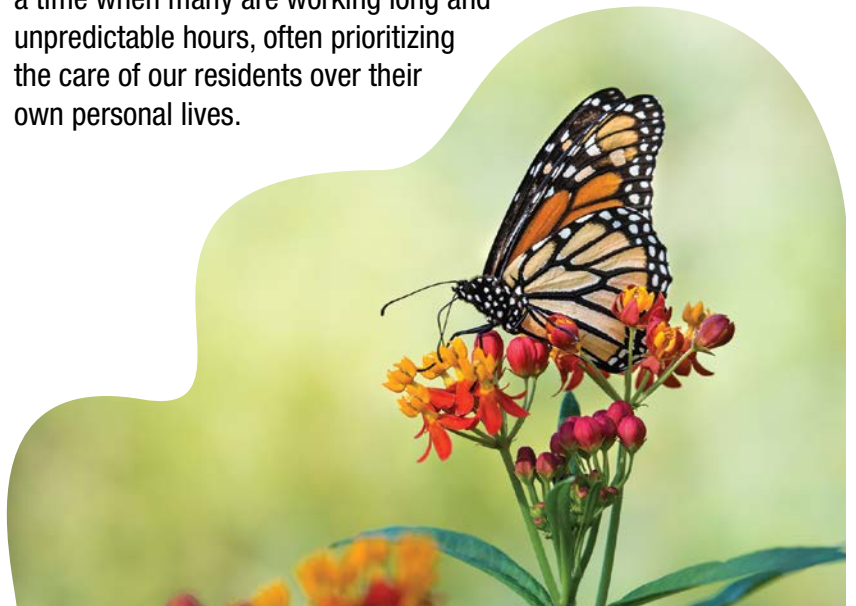
Hug Holiday Sends Bubbles and Hugs to Those We've Lost

No matter how much time has passed since you last hugged a special person, the warmth and comfort of that touch is a precious memory. This is especially true for those loved ones we have lost and can no longer physically embrace. For the first time, we celebrated Hug Holiday on June 20. Thoughtful donors sent in donations in memory of their loved ones. Our residents and staff blew bubbles together to symbolize the sending of hugs and kisses to family and friends who have passed. The residents loved every minute of it and the event was enjoyed by all!



“Hug Holiday is a day for us to remember the people we once hugged — and who hugged us back, the people we can no longer physically touch or hold,” says Sandy Lucas, director of mission integration and spiritual care. **“It is a day for us to send them a hug — in prayer, in song, in bubbles. Even though it’s sad to think of loved ones who are no longer with us, the bubbles made it a joyful celebration. We were able to hold both sorrow and joy at the same time. The bubbles brought laughter, comfort and healing.”**

We were honored to remember family and friends who have passed, and with your help, we can show our employees how much they are appreciated for their commitment to our residents. Donations will be used for employee recognition initiatives such as appreciation gifts and activities, recognition activities, bonuses, and emergency assistance funds. Your gift will help us lift the spirits of our employees, especially during a time when many are working long and unpredictable hours, often prioritizing the care of our residents over their own personal lives.



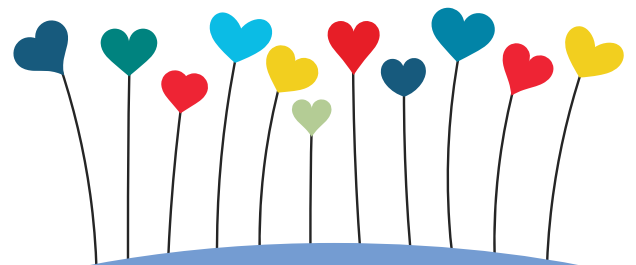


Commitment to Quality Award

We are proud to share that St. André Health Care has been awarded the 2023 Bronze Commitment to Quality Award by the American Health Care Association and the National Center for Assisted Living (AHCA/NCAL) — the largest association in the United States representing long-term and post-acute care providers. St. André was the only facility in the state of Maine that received an award this year.

The AHCA/NCAL assessed St. André's mission, vision and other key factors. **"Earning this award is a milestone to be proud of,"** said **Cathy Bergland, AHCA/NCAL national quality award board chair.** "It helps providers see what is possible when they commit to the process of improvement. I encourage the team to continue their journey."

Once a facility is awarded the bronze level, its managers may apply to be recognized at the silver and gold levels. We look forward to continuing to grow while delivering quality care to our residents each and every day!



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St. André Leverages Montessori Model for Memory Care Residents

In 1906, Dr. Maria Montessori founded the Montessori education model, which is based on self-directed activity, hands-on learning and collaborative play. In Montessori classrooms, children are encouraged to make creative learning choices, while teachers simply guide the process. Today, there are 5,000 Montessori schools in the United States.

In 2014, the Montessori for Aging model was developed, which encourages memory care patients, with the help of cues, to select and take part in activities, revisit interests and hobbies, and care for themselves.

St. André leverages the Montessori model in its memory care units. Crystal Richardson, memory care nurse manager, is a Certified Montessori Elder Care Practitioner. She believes the model helps care givers get to know the residents, understand what makes them happy and honor their activity choices.

Residents are not told what the day's activity is. Instead, they decide what they want to do on any given day, and they like that. Options often include reading different genres of books, folding face cloths/matching socks, painting, coloring in adult coloring books, completing puzzles, creating flower arrangements, sorting various objects and doing so much more.

“At St. André, we ask residents and their family members to help us create a ‘meaningful engagement plan.’ Together, they complete an extensive questionnaire about the resident's background, interests and skills,” says Richardson. **“We're essentially trying to determine what brought them joy in the past and offer them options that they may choose from, to be active, productive, creative or just have fun.”**



Believers in Compassionate Care

Your gifts support the delivery of high-quality, compassionate care for our residents. We recognize these donors who made a gift between **Sept. 1, 2022, and Aug. 15, 2023**. Every effort has been made to ensure the accuracy of our donor lists. If you have corrections or would like to change how we publish your name(s), please contact Denise Marques at 508.617.3402 or dmarques@covh.org.

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Δ Loyalty Society Member: The Loyalty Society recognizes St. André's most loyal donors — those who share their generosity for three or more consecutive years.



Thank you

for all you've done!

We hope that this report will convey the difference you have made for our residents and staff this past year. With a grateful heart,

Susan Oldrid, *Director, Resource & Strategy Development*
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