



Priscilla Poulin, Josephine Dinan, Loretta Bates, Terry Fiset, and Betty Henderson were volunteers for the semi-annual rummage sale at the Immaculate Conception Church in Potter Place. Photo: Sandee Waine

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JUNE 2008

Community UPDATE



TRUSTEES, SUPPORTERS, EMPLOYEES SIGN STEEL BEAM

One of the final steel beams that forms the foundation for New London Hospital's new addition now bears the signatures of hundreds of trustees, donors and employees.

Among those attending the beam-signing event at New London Hospital were, from left, Trustees John Ferries, John Callahan, Patricia Tilley, Bill Helm, Chair, Bruce King, President & CEO, Trustees Anne Holmes, Sage Chase, Beverly Payne, Greg Carris, MD, and Steve Jordan, MD.

Trustees, key donors, employees and construction personnel were invited to place their signatures on one of the final steel beams that will comprise the canopy area of the new addition. One of the key attributes of Building Towards the Future, the new addition will house provider offices and administrative departments. Occupancy of this addition is expected in the fall of 2008.

"Anyone who hasn't visited NLH in the past several months would be amazed by the progress we've achieved," said Bruce King, NLH President & CEO. "This is due to the dedication and hard work of our management team, construction personnel and town officials who have approached each step of the project with optimism, confidence and assurance that it will result in quality care for current and future generations.

"We are most grateful," King continued, "to all those who have supported us along the way and continue to show their support through contributions of their time, treasures and talents. We're especially grateful to those who have helped us achieve nearly 85% of our capital campaign goal."

At an event hosted by Lori Underwood, Senior Director, Planning and Projects and Jeff McDaniel, Senior Director of Development, employees and volunteers were encouraged to express their pride in what has been achieved to date and to look forward with enthusiasm to future milestones in the project.



New London Hospital
603-526-2911 www.newlondonhospital.org
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New London Hospital Serving Tasty, Healthy Dishes

Chances are the last time you or a family member were an inpatient at a hospital, the meals were not the most memorable part of the experience.

It's a very different story at New London Hospital these days.

"Not only was I given a lot of choices, but everything arrived hot, just the way I asked for it, and tasted as good as it looked," reported a recent patient on the medical/surgical wing of the hospital.

Behind the scenes, the New London Hospital Food and Nutrition Services team, led by Mark Newton, Director, works hard every day to exceed the expectations of many different customers.

"Each day we strive to create and serve meals to our Clough Center residents, our inpatients, and our employees that are innovative, healthy and tasty," says Mark. "We look at the fresh ingredients available, the regional food likes of our customers, the ability to offer choices, and how best to offer a variety of foods from salads to hot entrees."

An expert team of registered dietitians, a patient services manager, and a production manager develops the menus, conducts taste tests, seeks feedback from patients and employees, and evaluates the nutritional content of every meal before it joins the offerings on a regular basis.

This was not always the case at the hospital. For several years, the dietary program was outsourced and managed by Sodexo, a national catering and food service business that provided corporate menus, food supplies, and staff to the hospital.

This changed in 2005 when the decision was made by hospital management to create and hire an internal team of dietary experts to manage food services. According to Mark, the ability for the hospital to create its own menus has been a dramatic improvement. Meals can be created with a resident's or patient's likes and dislikes in mind, changes can be made instantly, without waiting for corporate approval, and choices have been widely expanded.

Hospital employees have also ben-

efited from the move to internal management. The Breezes Cafe, which serves over 150 employees and visitors each day, serves breakfast and lunch and features omelets made to order, a 30-item salad bar with all freshly in-house prepared items, soups made from scratch, trans-fat-free food preparation, fresh fish and seafood, and a keen eye on the nutritional value of each food offering.

"Our goal is to help each customer make wise food choices," says Elke Melody, registered nutritionist. "We offer whole wheat French toast made with eggbeaters, as well as the regular recipe. Omelets can be made with egg whites or eggbeaters. Lunch sandwiches can be served on whole wheat pita, bread, or wraps, and we are moving toward baked chips and trail mix as snacks."

Employees are enthusiastic about the changes and the choices. Business at Breezes has increased over the last two years, and community members who work in the area often stop in for lunch.

And there is more to come from the hospital team. Once the building project is complete, all-day room service and bedside ordering will be expanded for inpatients. Taste testing will grow as new menus are developed several times during the year. Recipes will be printed and shared with customers. Breezes Cafe, the best-kept dining secret in New London, will continue to offer employees and visitors delicious choices twice a day.

"I ordered a chicken salad sandwich yesterday with extra mayo, and they remembered! I think that was the best chicken salad in my life. I think they stole my home recipe! Loved the angel food cake and blueberry muffins. They even brought me late night snacks," said a very contented patient.

Breezes Cafe is open to the public Monday through Friday from 7 AM to 1:30 PM, serving breakfast and lunch. The Cafe is located on the middle level of the hospital.



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