资源提供，协助您在停留期间。

欢迎来到爱丽丝·佩克·戴姆医疗中心
我们的愿景是构建一个更健康的社区，一个连接点一次。

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Dartmouth Health
Alice Peck Day
Memorial Hospital
Welcome to Alice Peck Day Memorial Hospital and thank you for selecting APD for your care.

The world can be complex, but I want you to know your care and safety is our top priority.

For more than 90 years, we have been the Upper Valley’s community hospital because of our commitment to our patients, each other, and the environment in which we work.

Our mission is to improve the health and well-being of the community.

Our vision is to build a healthier community, one connection at a time.

In the past year, we’ve implemented a number of new initiatives to help us continue this journey.

- Patients can now contact a chaplain, Nancy Pellegrini, to help anyone cope with the stress of illness. She works with all patients, regardless of religious, spiritual, or philosophical beliefs (see article on page 8).
- We call every patient who comes to the Emergency Department after their visit to make sure their follow-up care is going well.
- We offer oral health care to patients who are addressing substance use disorder.

As a member of Dartmouth Health, APD continues to find ways to partner with the academic medical center to improve patient care. Some of these efforts include a shared medical record platform; provider staffing for our emergency department and hospitalist program; and the united expertise of gastroenterologists, vascular surgeons, and orthopaedic surgeons from Dartmouth-Hitchcock Medical Center—all of which benefit our patients here at Alice Peck Day.

We also continue to benefit from the support of donors—many of them patients like you—who philanthropically support us so we can continue to improve the care we provide. (See article on page 11.)

Alice Peck Day is a special place, with special people, and I hope you always feel welcome here.

Sincerely,

Susan E. Mooney, MD, MS, FACOG
President and CEO

A Letter from Our President

A to Z at APD

Welcome to APD! We’d like to make your visit as worry-free as possible, so we’ve compiled an A-to-Z resource guide to help answer any questions you may have. If your question isn’t here, please do not hesitate to ask your care team.

Accommodations

Each patient room has a telephone, television, restroom, and individually controlled heat and air conditioning. We are happy to provide items—such as a toothbrush, mouthwash, comb, shampoo, soap, hand lotion, and tissues—upon request.

Advance Directives

You have the right to participate in and plan for your care, including the right to accept or refuse medical care. You can let others know your wishes in advance through a living will and/or a power of attorney. A living will outlines your wishes at the end of your life and a power of attorney gives another person the right to make decisions for you when you are unable to make them for yourself. Please call (603) 308-0343 for assistance.

APD Lifecare: Harvest Hill and The Woodlands

APD Lifecare offers four levels of care: independent, assisted, supported, and memory care.

Harvest Hill is a unique place where adults (age 62 and older) enjoy a thriving environment in peaceful surroundings. Independence is encouraged at Harvest Hill, but assistance is always available.

The Woodlands offers luxurious apartments with assistance by a friendly staff dedicated to providing the highest quality of service.

The facility offers an indoor swimming pool and spa, underground parking, fine dining, a fitness center, art and theatre rooms, and walking trails. Please call (603) 308-0072 for more information.
Meet Alice Peck Day

Mrs. Alice Peck Day was a fifth-generation resident of Lebanon, N.H. Upon her death in 1927, she bequeathed her family home to found a cottage hospital. APD opened its doors on February 1, 1932. The hospital specialized in births and minor medical procedures such as tonsillectomies.

Today, APD cares for more than 17,000 patients per year. Long known for personalized primary care, APD also specializes in short-stay ambulatory surgery and healthcare specialties including gynecology, occupational health, occupational therapy, plastic and reconstructive surgery, physical therapy, podiatry, speech therapy, and orthopaedics.

Historical highlights over the years include:

**2022 COVID TESTING:** APD’s community testing facility has served more than 17,000 people, and our monoclonal antibody clinic has treated 750-plus COVID-19 patients.

**2021 SHORT STAY SURGICAL UNIT:** The hospital's east wing was renovated into a 10-bed short stay surgical unit designed to meet the needs of patients requiring hospital stays of less than 24 hours.

**2020 SLEEP HEALTH CENTER:** APD opened a state-of-the-art Sleep Health Center in the Robert A. Mesropian Center. Accredited by the American Academy of Sleep Medicine, the facility provides testing and treatment for a variety of sleep disorders.

**2019 TECHNOLOGY INTEGRATION:** APD adopted the electronic health record technology used by Dartmouth-Hitchcock Medical Center and its system member locations.

**2017 MULTI-SPECIALTY CLINIC:** Patients are able to meet most of their ambulatory medical needs (including doctor visits, labs, diagnostic imaging, and therapies) in a convenient and modern 44,000-square-foot facility.

**2016 DH-H:** APD became a member of the Dartmouth Hitchcock Health system.

**2012 INPATIENT WING:** Community support made possible a major renovation to the Donald Faulkner Dickey Medical-Surgical Inpatient Wing of APD. The wing features four observation beds and 17 inpatient rooms.

**1996 APD LIFECARE:** APD opened Harvest Hill, a 70-bed assisted living facility, followed by the addition of The Woodlands, a 63-unit independent living facility four years later.

**1964 MODERN HOSPITAL:** APD transitioned from a cottage hospital to a modern hospital with a new building, increasing surgical capacity and range of services. 🏥
Hand Hygiene
At APD, we take pride in proper hand hygiene. If you are unsure if a staff member performed proper hand hygiene, please speak up and ask. Please wash or sanitize your own hands before meals, after using the restroom, and after blowing your nose, putting your mask on, taking your mask off, or touching your face.

Dining and Nutrition Services
APD is committed to providing homemade and nutritious food for our patients and staff. We use ingredients either grown here at APD or sourced from local farms and producers. We strive to make your stay pleasant, whether that means preparing vegetarian or vegan cuisine, or finding special foods to satisfy your needs.

Breakfast is served from 6:30 to 11 am. Orders must be placed by 10 am. Lunch and dinner orders may be placed until 6 pm. Please call ext. 9-0038 for today’s specials.

Our services include:
- Creating three nutritious meals a day for patients
- Assisting patients with menu choices and recommending discharge diets
- Providing hot meals, fresh salads, and to-go items at Alice’s Café for staff and visitors

Feedback
We believe in listening to our patients, employees, and community. If you receive a satisfaction survey request for feedback from APD and Press Ganey about your experience here, we hope you respond candidly. We also welcome online comments and reviews on Google, Facebook, Instagram, and Twitter.

Financial Assistance
APD will provide care for emergency medical conditions and medically necessary services to individuals regardless of their ability to pay. Please request the Dartmouth Health Financial Assistance Policy brochure for details or call one of our patient advocates at (844) 808-0730 or (844) 647-6436.

Hospitalists
Our hospitalists are board-certified internal medicine physicians who give every hospitalized patient the undivided attention they deserve. They deliver medical care in partnership with your primary care provider. The hospitalist service is staffed 24 hours a day.

Mail Delivery
We are happy to deliver mail promptly to patient rooms. If your mail arrives after discharge, it will be returned to sender. Here is the address to provide to friends and family:
NAME OF PATIENT
c/o Alice Peck Day Memorial Hospital
10 Alice Peck Day Drive
Lebanon, NH 03766

Masks
All patients and visitors must wear a medical mask while on campus. Masks will remain available at all entrances and throughout campus buildings.

No Smoking
APD is a smoke-free campus. All forms of tobacco are prohibited on campus and within 200 feet of the property boundaries.

Notary
Notary service for healthcare-related documents is available Monday through Friday. If you need a notary, please speak with your nurse or contact Care Management at (603) 308-0342 or (603) 308-0344.

Parking
Parking at APD is free, easy, and close to our hospital and clinic. Please see the map on page 12.

Patients’ Rights and Responsibilities
As our patient, you have the right to:
- Be treated with dignity and with respect
- Be informed of your rights and of the rules and policies of the facility, both verbally and in writing
- Be informed of services and charges
- Know about your medical condition, participate in planning your care and medical treatment, and refuse treatment
- Not be transferred or discharged except for medical reasons, your own welfare, or that of other patients
- Voice grievances without fear of reprisal. You shall be encouraged and assisted throughout your stay to exercise your rights as a patient and citizen
- Manage your own personal finances
- Be free from emotional, physical and sexual abuse, exploitation, neglect, corporal punishment, and involuntary seclusion
- Be free from chemical and physical restraints; except when they are authorized in writing by a physician for a specific and limited time necessary to protect you or others from injury
- Have your personal and medical records treated as confidential
- Receive visitors of your choice and receive unopened personal mail and have regular access and unmonitored use of a telephone. You shall be free to communicate and meet privately with anyone, including family and resident groups, unless to do so would infringe upon the rights of other patients
- Retain and use your own personal clothing and possessions as space permits
- Be free from discrimination. You shall not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, or source of payment, nor shall any such care be denied on account of the patient’s sexual orientation, gender identity, or gender expression
• Receive treatment by the physician of your choice, subject to reasonable rules and regulations of the facility regarding the facility’s credentialing process
• Receive visitors without restrictions if you are terminally ill. You shall be entitled to have your parents (if you are a minor) or your spouse, or next of kin, or your personal representative (if you are an adult) visit the facility, without restriction, if you are considered terminally ill by the physician responsible for your care
• Receive representatives of approved organizations
• Not be denied admission to the facility based on Medicaid as a source of payment when there is an available space in the facility

As our patient, you are responsible for:
• Providing information about Advance Directives, your health, past illnesses, past hospital stays, and your use of medicine
• Asking questions when you do not understand information or instruction
• If you believe you cannot follow through with your treatment, you are responsible for telling your doctor
• Being considerate of the needs of other patients, staff, and the hospital
• Providing information for insurance and working with the hospital to arrange payment when needed
• Recognizing the effect of your lifestyle on your personal health

If you have questions or concerns regarding your rights, please contact the Compliance Officer at (603) 308-0531.

**Phone Calls**
For local calls, dial 9 for an outside line. For long distance calls, please use your call bell for assistance.

**Photography Policy**
For privacy reasons, patients and families are not allowed to make a visual recording (photograph, videotape, or digital recordings, etc.) of any treatments, procedures, or operations.

**Purposeful Rounding**
Our staff checks in with you approximately once an hour during your stay. Staff will ask you about pain, your position, toileting, possessions, and any other concerns. Your care team won’t wake you up unless you ask them to, but they will perform a visual check.

**Screening**
Alice Peck Day will limit formal screening for COVID-19 to patients only. Patients will be asked screening questions during registration.

**Spiritual Care**
Chaplain Nancy Pellegrini visits patients of all faiths to help them cope with the stress of illness. If you would like to see the chaplain, please tell your care management team.

**Social Distancing**
Please maintain a 6-foot distance between yourself and others to reduce the spread of COVID-19.

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**Good health depends on good sleep.**

**APD is your partner in health and wellness.**
Our accredited Sleep Health Center conducts sleep studies and provides treatment for sleep disorders for patients of all ages.

**Television Stations**

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<td>Game Show</td>
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Call today: (603) 308-0064.
Transportation
Public transportation is available via Big Yellow Taxi (603) 643-8294, Avis Car Rental (603) 298-7753, or Uber.com

Visitation Guidelines
Visitors are permitted for COVID-19 negative patients only.
Visitors must not have COVID-19 symptoms and have not had a positive COVID-19 test in the past 10 days.
Visitors can remain in the exam room with the patient, in lobby areas per posted occupancy guidelines as space permits, or they can wait in their vehicle or outside.

- Multi-Specialty Clinic patients 18 years or older are permitted one adult visitor.
- Multi-Specialty Clinic patients under 18 are permitted two adult visitors.
- Medical-Surgical Unit patients are permitted two visitors at a time. These visitors may rotate. Family members ages 2 to 18 must be with an adult.
- Emergency Department patients are permitted two visitors at a time. These visitors may rotate. Family members ages 2 to 18 must be with an adult.
- Surgical patients are permitted one adult visitor for assistance with drop-off and pick-up. Colonoscopy and endoscopy patients may have one adult visitor, provided they remain in designated waiting areas.
- Outpatient Radiology or Diagnostic Imaging patients are allowed one adult visitor, provided they remain in designated waiting areas.
- No visitors under 2 years of age are permitted; please make childcare arrangements.

Permission for visitors may be granted at the discretion of our clinical care teams under specific and predefined circumstances (e.g., end-of-life).

Wireless
For your convenience, please use the APD Guest Network while on campus. If you experience difficulty connecting, please open a browser window and type: 1.1.1.1

Weapons
No firearms or deadly weapons are permitted inside any APD-owned or operated building, even if the individual has a license to carry permit, except when carried by uniformed officers, plain clothes officers, and APD-contracted security.

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It’s always nice to hear from our patients, especially when they speak to the quality of care here at Alice Peck Day.

Deborah Long Scott, MD, Pre-operative Clinic
“She went above and beyond to help me figure things out!”

Arifa Toor, MD, Gastroenterology
“Dr. Toor always does my colonoscopies and I just love her. She is such a caring doctor.”

Joanne Hayes, APRN, Geriatrics
“Joanne and her assistants made calls on my behalf to address problems with the pharmacy and medical equipment company. This was very good care beyond what’s required.”

Erika Argersinger, PA-C, Gynecology
“I am thrilled to be a new patient of Erika’s. She was extremely professional and kind and I will be recommending her to friends and family whenever I get the chance!”

Lora McClintock, MD, Internal Medicine
“I was impressed with Dr. McClintock. She was inquisitive, knowledgeable, and efficient. I liked her very much.”

Andrew Forrest, MD, Physiatry
“Dr. Forrest is attentive, knowledgeable, and patient-oriented. It is an unstressful environment, and visits are positive medical experiences.”
What’s New at APD?

Alice Peck Day has more than 500 people working behind the scenes to ensure every patient has the best care experience possible. Here are three of the departments bringing ideas and innovations to Lebanon’s community-based healthcare organization.

Nutrition Services:
Food to Heal the Body and Soul

It looks like a simple small plate lunch, but research, culinary talent, and hard work has gone into creating food to heal the body and soul. The Nutrition Services team transformed a hummus plate into a fresher tasting, lower sodium meal by using green chickpeas instead of brown.

“The food at Alice Peck Day isn’t industrial, hospital food,” said Shawn Richardson, director of Nutrition & Environmental Services at APD. “Our team has more than 50 years of experience in fine dining restaurants, hotels, and health care. All meals are made fresh when a patient places an order.”

If you’ve ever tried the soup, as a patient or as a visitor to Alice’s Café, you’ll know exactly what Richardson means. Fresh, local Gouda cheese adds a tasty twist to the traditional cheddar broccoli soup recipe. Alice’s Beef Stew is made with Vermont grown, grass-fed beef and cooked in a crock pot.

“We make all our soups fresh and in house,” Richardson said.

Nutrition Services is committed to providing homemade, nutritious food for patients. APD follows the Mediterranean diet with foods providing a rich source of vitamins, fiber, minerals, healthy fats, and phytochemicals. Richardson’s team also purchases the freshest, cleanest ingredients, such as cheese, vegetables, milk, and meat from local farms and producers.

“We do whatever we can to make each patient’s stay more pleasant, whether that means preparing ethnic, vegetarian, or vegan cuisine, or finding special items for a kosher meal,” Richardson said.
In a time of crisis, such as a serious illness or injury, a patient or a family member may need spiritual and emotional support. Alice Peck Day now has a dedicated chaplain to help people cope with the stress of illness: Chaplain Nancy Pellegrini.

“Even people who do not think of themselves as religious often find strength and comfort through attention to their spiritual needs,” Pellegrini said, noting she visits people of all faiths or whatever spiritual or philosophical beliefs they may hold. “I am committed to meeting people wherever they are spiritually.”

Many people request a chaplain visit when they need spiritual or emotional support, if they have received bad news or are facing difficult choices, or want to talk to someone about their beliefs.

“I help patients find what is meaningful in their lives to give them strength to deal with whatever health issues they may have. I bring out what is already within themselves. Many times, people just need to talk,” she said.

Not only does Pellegrini touch base with patients, she checks in with APD staff to provide them spiritual support as well. It may be a blessing of the hands—what she calls “a short interfaith ritual or meditation designed to honor and celebrate the work of our hands in caring for patients”—or visiting with tea for the soul to “thank them for the compassionate care they give to patients,” she said.

Pellegrini completed her clinical pastoral education training at DHMC, where she worked in the birthing pavilion, intensive care unit, COVID unit, intensive care nursery, and oncology. She previously served as chaplain at the Medical University of South Carolina, where she started the first outpatient chaplaincy program at the Hollings Cancer Center. She is an ordained Unitarian Universalist Minister and holds her Masters of Divinity degree from Wesley Theological Seminary in Washington, D.C.

“I came to APD because I was excited to initiate a new chaplaincy program, especially at such a caring place that is like a family,” Pellegrini said.

If you would like to see the chaplain, please tell your care management team.
Integrative Medicine:
Healing-focused Care for the Whole Person

Sometimes you know exactly what is wrong: you tweaked your back while shoveling snow or the change in the weather is causing vertigo. Sometimes you can’t find a specific reason for the way you are feeling—something is just not quite right. Maybe you and your healthcare team have done lots of digging but not found any definite answers. Maybe you have side effects from medications or surgeries.

Integrative medicine can help put you back on the path to wellness. For example, massage helps people with joint and muscle pain. Acupuncture helps reduce nausea and vomiting in cancer patients.

Integrative medicine modalities—which include acupuncture, massage, cupping, craniosacral therapy, good food choices, and carefully selected supplements, to name a few—can help people manage symptoms, improve immune function, reduce inflammation, and speed recovery.

“I don’t like to cookie cutter my patients. Everyone is an individual,” said Cindy Reuter, ND, MSOM, LAc, MPH, Integrative Medicine medical director, naturopathic doctor, licensed acupuncturist, registered dietitian, and integrative medicine provider. “We personalize your treatment plan and start where you are at today. Together we choose the first steps for your care.”

The number of visits depends on the individual. “Sometimes a patient and I work together for months or years to address long-standing or serious health issues. Sometimes we need to trial a series of six acupuncture visits,” Reuter said. “And sometimes people see me once a year to go over big-picture strategies to help them meet their health goals.”

Working closely with your primary and specialty care teams, Integrative Medicine offers a variety of holistic health options, including:

- **Naturopathic consultation** to find the root cause of an illness and help the body heal itself
- **Acupuncture** to bring energy flow back into proper balance and address a variety of chronic conditions, including pain, headaches, and digestive problems
- **Cupping** to alleviate pain, reduce inflammation, increase blood circulation, and promote relaxation
- **Massage therapy** to manage chronic pain, reduce stress, improve sleep, and enhance wellness
- **Craniosacral therapy** to relieve tension in the head, neck, and spine
- **Nutrition therapies** to address, prevent, or reverse diseases such as arthritis, depression, diabetes, hypertension, and obesity

Integrative Medicine welcomes referrals from your healthcare team, or you can see us without a referral. Call (603) 308-0770 to schedule an appointment.
Enjoy the Alice Peck Day
NATURE TRAILS

Alice Peck Day Memorial Hospital, a firm believer in whole person health, offers nature trails on campus.

Walking in nature helps the mind and the body. Studies show it can improve your sleep, increase your production of vitamin D, lower levels of cortisol (the stress hormone), and help you lose weight.

Right on APD’s campus, there are three nature trails available to patients, staff members, visitors, and the local community.

A Long Road

The trail system was professionally designed by Morton Trails based in Thetford, Vermont. John Morton, the designer of more than 250 trail projects across the United States and abroad, shares the history—and the vision—of the trail project.

“In late 1996, Bob Mesropian, then-president of Alice Peck Day, contacted me about creating a recreational trail on the property surrounding the hospital,” Morton said. “His first objective was to provide an easily accessible, convenient opportunity for hospital staff members and patients (who were able) to get out into the woods on their lunch breaks or after work to relieve stress, get some exercise, and enjoy nature.”

Morton was exploring the topography and boundaries of the property when APD announced a new building: Harvest Hill. The trail project was put on hold.

Almost a decade later, Ron Andrews, former administrator of Harvest Hill, reenergized the trail project. “I reconfigured the original trail configuration, reestablished the flag line, and marked the trees to be removed with forestry paint,” Morton said. When plans for The Woodlands began to take shape, Morton again revised the trail configuration.

Thanks to the dedication of all involved, the project was completed in 2010.
“These trails are, in effect, a gift to APD employees (and the larger community) from Bob Mesropian and Ron Andrews,” Morton said. “They had the foresight and persistence to make the vision a reality.”

**Open to All**

There are three well-marked loops: the Lizzie Elliot Loop (0.8 miles), the Harvest Hill Loop (0.5 miles), and the Woodlands Loop (1.2 miles). You could select one trail for a short walk or combine trails for a longer excursion.

The trail is well marked with images selected by the residents of Harvest Hill and maps in kiosks at the starting points.

Depending on the season, you’ll see wildflowers, ferns, rock formations, exposed bedrock, a wetlands, and perhaps some wildlife. Be sure to keep your eyes on the packed-earth trail, too, watching for roots, rocks, pinecones, and fallen branches.

Although the trails are privately owned by APD, they are free and open to the public for four-season non-motorized use. Lebanon Recreation, Arts & Parks grooms the trails in the winter for cross-country skiing and snowshoeing. Pets on a leash are allowed.

“The Woodlands residents, especially those with dogs, use and love the trails. We have several dogs at The Woodlands,” said Peggy Cooper, director of marketing and sales at The Woodlands and Harvest Hill.

With gentle elevations and gradual declines, the trails are suitable for any skill level.

“These trails provide convenient, safe, year-round, outdoor recreational opportunities for not only residents of Harvest Hill and The Woodlands, but for the staff of APD and adjacent neighborhoods as well,” Morton said. “The terrain is interesting with climbs and descents as well as boulders and rock outcroppings. It is not a boring trail, and it is rare to have such a wooded trail in the center of a dense residential district.”

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**$2 Million Gift**

**LOOKS TO THE FUTURE**

Grateful for many years of wonderful care received at Alice Peck Day Memorial Hospital, a community member included a $2 million bequest to the hospital in their estate plan. The landmark gift commitment is the largest in APD’s 90-year history.

The donor, who prefers to remain anonymous, was inspired by APD’s future strategic plans and chose to put no restrictions on how the gift will be used. In doing so, they signaled their confidence in the organization’s current and future leaders to determine the best use of the funds, ensuring their generosity has maximum impact when it is received.

“This is an incredibly forward-looking gift from a longtime friend and donor,” said Sue Mooney, MD, MS, FACOG, president and CEO. “As we look to our future, knowing we will have this generous philanthropic support enables us to embrace our vision for APD with fewer constraints.”

“This gift is a recognition that great teams, and great outcomes, are built one person at time,” said Marisa Devlin, board of trustees vice chair and chair of the development committee. “As we continue to strengthen APD’s connection to the community through the execution of our strategic plan, we are so grateful this donor has joined us in supporting that mission.”

While APD is a member of the Dartmouth Health system, this gift—like all charitable contributions to APD—remains at APD and under the control of its leadership.

A gift doesn’t have to be $2 million to make a difference in patient care. Every gift, large or small, has an impact. For more information about giving to APD, please contact Melissa Dalton, director of development, at (603) 308-0068.
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