

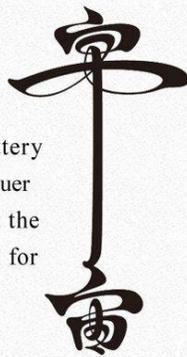
## With Gold...

Mary L. Collins | The Manor



### kintsukuroi

(Japanese term)  
“to repair with gold”–  
the art of repairing pottery  
with gold or silver lacquer  
and understanding that the  
piece is more beautiful for  
having been broken



In Japanese, the word, “kintsukuroi” means “to repair with gold”. It is an understanding that goes deeper than the word itself; that of knowing the piece mended is more beautiful for having been broken. Even the symbol of the word is beautiful and flows up and outward in a beautiful filigreed pattern, anchored to a strong spine.

At The Manor, a nursing home and short term rehabilitation facility in Morrisville, VT, residents are these beautiful treasures woven with gold. It’s evident in the way their lives are recognized as precious vessels – perhaps they are not as physically strong or as mentally sharp as they once were, but every person is still beautiful and precious and made more so because of the way each is known individually and cared for in a special and unique way. This care is especially visible within the doors of The Manor’s new Hair Studio, a space that was recently renovated to meet the needs of wheelchair bound seniors and to give them a place to enjoy spa treatments, hand massages, reiki therapy, manicures, hair

styling, haircuts and just good companionship.

On a Thursday morning, Helen is in for her appointment with Cosmetologist Amanda Richardson. The young stylist spritzes Helen’s hair with cool water, readying it to wrap and curl. Helen is animated and talks about her father saying she wishes to see him again. She tells Amanda that he was a piano technician in New York City and that he was good at his work. As the elderly woman talks, Amanda wraps her client’s fine white hair around purple curlers. For Helen, it could be a visit to a salon anywhere, but this experience is housed within the walls of The Manor where she lives.

According to Administrator and Executive Director, Lynn Smith, “Our residents are the



reason we are here. This is their home and through our hospitality model of care, we provide services to insure that our residents are respected and treated as honored customers. It's a model of care one might not expect to find within a nursing home. Our hair studio is just one example of it and we're thrilled that we can offer this level of quality to residents."

For stylist, Amanda, a 2014 graduate of O'Brien's Aveda Institute in South Burlington, VT, it was a chance to experience a new and different clientele, one she otherwise would not likely have had access to. "Most of my customers are young, around my age," she explains, "We have a lot in common but being here at The Manor is special. Residents are often quiet when I pass by them on my way to the hair studio, but once they're here and I'm working with them, they open up and share stories with me. It's very touching."

It's easy to see how Richardson's gentle care and approach helps residents relax. Here, they feel and appreciate being pampered.

Soft music from the 1940's is playing on a Bose system. Ethel, another Manor resident, sits nearby waiting for her pink nail polish to dry. Ellie Mercier, a volunteer who comes in weekly to provide manicures has just applied the finishing touches.



"Helen and I used to play golf together," Ellie announces. Helen laughs when asked how her golf game was and if she ever placed bets on it. "Oh, I was just playing the game," she chortles, "I'd never win any money at it!"

While the two women enjoy their chat, Amanda gathers her supplies as LNAs assist Helen out of her wheelchair and into a salon chair so that she may fully enjoy the experience of the hair studio. It's easy to see how this change lifts Helen's spirits. For this, The Manor owes a debt of gratitude to two women who worked diligently behind the scenes advising the staff and assisting with the purchase of handicap accessible equipment. According to Lynn Smith, Wendy Stockbridge of Elements of Design in Williston helped design the space to meet the needs of residents. "The space was custom designed to fit the space available within the nursing home," Smith explains, "Wendy's guidance and help was invaluable to us." Smith illustrates her point further. "She went out of her way for us. She purchased all the supplies and worked with a company from Massachusetts called, Interior Designs, and their designer Katrina, to custom build our hair studio to our specifications. Wendy made sure it was appropriate for our residents comfort, safety and enjoyment. She did this as a kindness to our residents."



The studio is equipped with a hydraulic lift to accommodate wheelchairs when residents are unable to transfer to a salon chair. “It was important that we created a place that would be comfortable, inviting, modern and handicap accessible,” said Smith. “Our staff will also be able to use the services and schedule appointments with our salon; and, take advantage of a payroll deduction. It’s a win-win for everyone.”

Helen sits comfortably in the chair watching her reflection in the mirror as her stylist gently dries her hair and shapes a curl around her face. Richardson says, “This experience has changed my life. It’s not what I was expecting when I took this job, but I’m grateful. The relationships I’ve built here are so much more than just doing someone’s hair.”

There is nothing broken here. But there is a gossamer of gold one can feel in the care provided. It’s the kind of delicate, dedicated and thoughtful attention that is woven into everything everyone does at The Manor every day.



“How do I look?” Helen asks. “Beautiful, Helen, just beautiful.” Richardson places a hand affectionately on her shoulder. The elderly woman beams.

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