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FOR IMMEDIATE RELEASE

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Northern Maine General Announces Closure of Mercy Home

EAGLE LAKE, Maine (Jan. 17, 2025) – After careful consideration and with heavy hearts, Northern Maine General announces its decision to close Mercy Home, its long-term care nursing and residential care facility, effective April 30, 2025. This decision comes after evaluating the ongoing staffing shortages and the inability to hire the mandated number of qualified nurses and certified nurse aides, resulting in dependence on contract labor. The state’s rate of reimbursement simply cannot sustain the contract labor rates at the level Mercy Home has become dependent on.

“We understand that this news is of great concern to our residents, families, and staff, and we want to reassure all parties involved that we are fully committed to providing support throughout this transition,” said CEO Michelle Raymond on behalf of herself and the Board of Trustees. “Our primary focus remains on the well-being of our residents, and the Mercy team will be working closely with each family to ensure a smooth relocation to other facilities that can continue to provide the care and services they need.”

To facilitate the transition, Mercy Home management will assist **residents and their families** with finding alternative options and will ensure that residents, along with their medical records, are transferred safely to new providers. Mercy Home will not close until all residents are relocated through a safe and orderly discharge plan.

NMG is dedicated to making this process as seamless as possible. It is also the agency’s goal to assist all impacted **employees** in finding new job opportunities within Northern Maine General and/or across the health care industry among peers within and throughout surrounding communities.

“We are deeply grateful for the trust our residents, their families, and our long-time dedicated staff, have placed in us over the years,” said Raymond. “This was not an easy decision, but we

Our mission is to provide individuals with the highest standard of care and help all of the people we serve enjoy life to the fullest potential.

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are committed to making sure that each individual is well taken care of during this transition period. As a facility and an agency, Mercy Home and Northern Maine General have always prioritized providing compassionate and quality care, and it will continue to do so until the very last resident has safely transitioned from Mercy Home. We would like to thank our community, staff, and families for their support throughout the years.”

Each resident and/or their representative will be contacted directly by Mercy Home management to begin making transition plans in the upcoming weeks. **For questions from residents and their families, please contact Ericka Saucier, Administrator, at (207) 444-5152.**

About Mercy Home:

Mercy Home was constructed and began operations in 1975 in the Town of Eagle Lake. As a division of NMG, its mission is to provide individuals with the highest standard of care and help all people enjoy life to their fullest potential. Mercy Home operates a long-term care facility (LTC) that is licensed to serve up to 40 people with Nursing Level of Care services and up to 10 people with Residential Care (RC) supports. Mercy Home currently has 30 people supported in the LTC and 10 people supported in the RC at this time.

The facility has provided a vital and quality service to Eagle Lake and surrounding communities for 50 years. With significant staffing shortages for the last 4 years, Mercy Home had self-imposed a cap to its nursing bed capacity to 30 people instead of 40, in 2023, and has had to depend on costly contract labor to meet the staffing patterns mandated through regulation. Over the past several years, NMG considered several alternative ways of providing these very necessary services to our community that might require less credentialed staff, with no success.

Additionally, NMG reached out to the Governor’s Office and has worked with the Department of Health and Human Services, over the past 2 years, seeking additional financial support. While Mercy Home has received additional supplemental funds, it simply has not been enough to support its operations any longer.

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Northern Maine General is a nonprofit social services organization serving Aroostook County, with business offices in Eagle Lake and Caribou. Founded in 1907, NMG provides long-term care, rehabilitation, home and community supports, behavioral health services, case management, and consultation services and resources. Contracted services include subsidized apartments.