

Established 1890

# New Hampshire Veterans Home



## Annual Report

Fiscal Year Ended June 30, 2022

September, 2022 | Pursuant to RSA 119:13 | Tilton, New Hampshire

*For those who served.*





# State of New Hampshire



## **Governor**

Christopher T. Sununu

## **Executive Council**

Joseph D. Kenney                      Cinde Warmington  
Janet Stevens                          Theodore L. Gatsas  
David K. Wheeler

## **New Hampshire Veterans Home**

### **Board of Managers 2021-2022**

Paul J. Lloyd, Chairman                      Elaine K. Baker  
Robert G. Blais                                  Richard Borrazas  
William T. Conway                              Susan A. Cuddy  
Madeline Dreusicke                          Raymond J. Goulet, Jr.  
Robert W. Guldner                                  Russ Norris  
William Roy

## **New Hampshire Veterans Home**



## **Commandant**

Kimberly M. MacKay



# Physical Plant and Property



<b>Physical Plant</b>	<b>\$ 39,304,901</b>
<b>Equipment</b>	<b>\$ 385,546</b>
<b>Highway/Roads</b>	<b>\$ 95,000</b>
<b>Total Plant and Property</b>	<b><u>\$ 39,785,447</u></b>

# Personnel Statistics

<b>Unclassified</b>	<b>1</b>
<b>Classified</b>	<b>244</b>
<b>Part-time / Per diem</b>	<b>47</b>



Our personnel - our frontline heroes - are vital to fulfilling our mission of providing the “best quality of life for New Hampshire Veterans with dignity, honor and respect.”



# Resident Demographics

## Age Range

Average Age  
83.63

6/30/2022

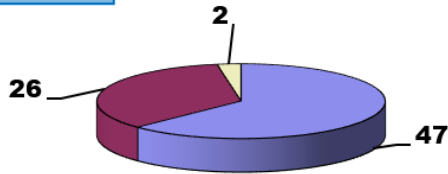


## Resident Census Changes

## Residents by County

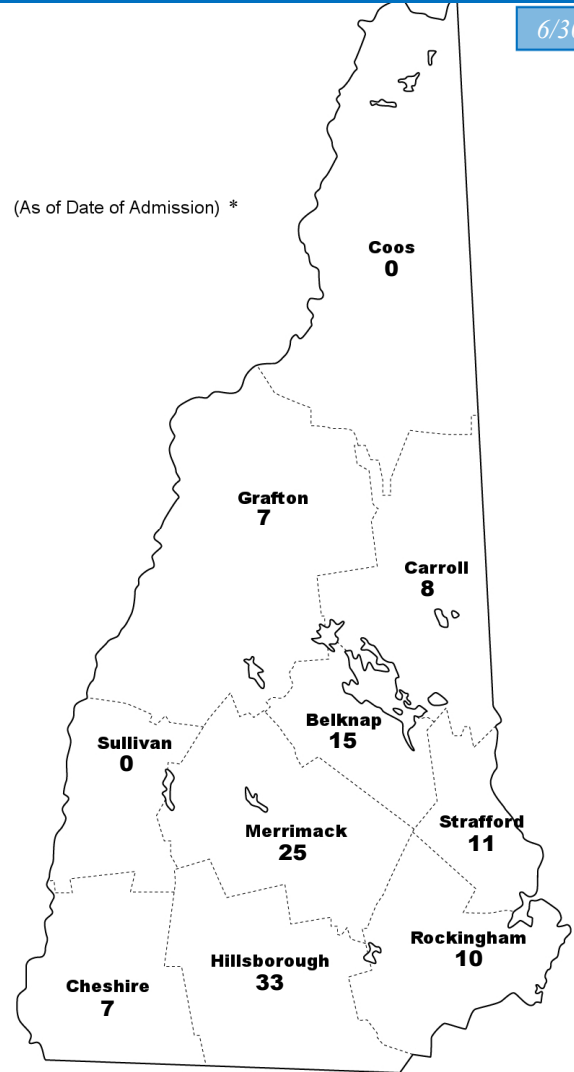
7/1/2020 to 6/30/2022

6/30/2022



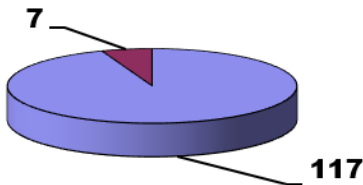
■ Admissions ■ Deaths ■ Discharges

(As of Date of Admission) \*



## Residents by Gender

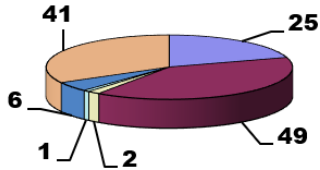
6/30/2022



■ Male ■ Female

## Residents by Branch of Service

6/30/2022



■ Air Force ■ Army  
 ■ Army National Guard ■ Coast Guard  
 ■ Marines ■ Navy

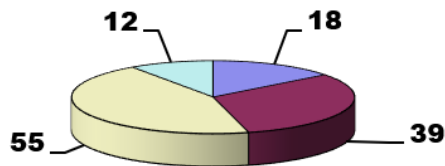
\* 8 additional qualified residents listed addresses outside New Hampshire at the time of their admission.

## Residents by Conflict

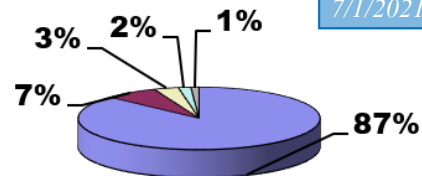
## Referral Sources

6/30/2022

7/1/2021 to 6/30/2022



■ WWII ■ Korea ■ Vietnam ■ Other



■ Family/Friend ■ VA  
 ■ Nurse/Social Worker ■ VNA  
 ■ Other

FISCAL YEAR 2022 FINANCIAL SUMMARY

FY22 Financial Summary of the New Hampshire Veterans Home (July 1, 2021-June 30, 2022)  
as of June 30, 2022

Exhibit C

Class	Class Description	Final Mock		YTD %	Estimated Total		Appropriation less total est. Expenditures	
		Actual Y-T-D Expenditures	YTD %		Estimated Total Expenditures	Appropriation less total est. Expenditures		
010	Personal Services - Perm	\$ 17,227,159.00	79%	\$ 13,585,586.83	\$ -	\$ 3,641,572.17	*** Class transfer/Admin Rule	
011	Personal Services - Unclassified	\$ 124,968.00	98%	\$ 122,258.15	\$ -	\$ 2,699.85	*** Class transfer/Admin Rule	
018	Overtime	\$ 1,250,000.00	98%	\$ 1,250,622.78	\$ -	\$ 25,377.22	*** Class transfer/Admin Rule	
019	Holiday Pay	\$ 428,500.00	67%	\$ 287,785.48	\$ -	\$ 140,714.52	*** Class transfer/Admin Rule	
020	Current Expense	\$ 1,091,136.91	92%	\$ 1,003,407.10	\$ 57,766.66	\$ 29,963.15	*** Class transfer/Admin Rule	
021	Food Institutional	\$ 816,913.07	73%	\$ 596,244.02	\$ -	\$ 220,669.05		
022	Rents - Leases	\$ 35,721.85	72%	\$ 25,694.82	\$ 5,609.41	\$ 4,417.62		
023	Heat Electricity Water	\$ 611,025.00	91%	\$ 555,228.01	\$ -	\$ 55,796.99		
024	Maint other than bldg/grds	\$ 40,187.81	70%	\$ 28,192.44	\$ -	\$ 11,995.37		
026	Dues	\$ 1,500.00	100%	\$ 1,500.00	\$ -	\$ -		
027	Transfer to DOI	\$ 748,405.81	73%	\$ 544,090.48	\$ 79,402.82	\$ 124,912.51		
030	Equipment	\$ 509,029.33	34%	\$ 172,460.46	\$ 199,785.51	\$ 136,785.36		
037	Technology - Hardware	\$ -	0%	\$ -	\$ -	\$ -		
039	Telecommunications	\$ 69,750.00	99%	\$ 68,825.96	\$ -	\$ 924.04		
040	Indirect Costs	\$ 173,039.00	67%	\$ 56,754.58	\$ 173,039.00	\$ -		
041	Audit Fund Set Aside	\$ 10,508.00	0%	\$ 10,508.00	\$ -	\$ -		
046	Consultants	\$ 775,718.54	39%	\$ 299,793.00	\$ 124,433.54	\$ 351,492.00		
047	Own Forces Bldg & Grounds	\$ 178,867.00	44%	\$ 78,935.13	\$ 4,090.00	\$ 95,841.87		
048	Contractual Bldg & Grounds	\$ 620,222.43	46%	\$ 287,298.28	\$ 198,503.52	\$ 134,420.63		
049	Transfer to Other State Agencies	\$ 14,562.00	100%	\$ 14,562.00	\$ -	\$ -		
050	Personal Services Temp	\$ 1,001,661.00	93%	\$ 933,615.92	\$ -	\$ 68,045.08	*** Class transfer/Admin Rule	
060	Benefits	\$ 11,961,428.00	69%	\$ 8,249,495.17	\$ -	\$ 3,711,932.83	*** Class transfer/Admin Rule	
066	Employee Training	\$ 20,000.00	26%	\$ 5,205.00	\$ -	\$ 14,795.00		
070	In State Travel	\$ 6,560.00	63%	\$ 4,125.16	\$ 2,951.73	\$ 7,076.89	(526.89)	
080	Out of State travel	\$ 4,060.00	34%	\$ 1,359.76	\$ -	\$ 2,690.24		
100	Pharmacy	\$ 853,005.02	47%	\$ 403,856.81	\$ 37,166.52	\$ 411,981.69		
101	Medical Payments to Providers	\$ 518,267.35	5%	\$ 26,985.65	\$ -	\$ 491,281.70		
103	Contracts for OP Services	\$ 35,000.00	97%	\$ 34,000.00	\$ -	\$ 1,000.00		
211	Catastrophic Casualty Ins	\$ 2,170.00	95%	\$ 2,051.87	\$ 2,170.00	\$ (2,051.87)		
061	Unemployment	\$ 18,360.00	0%	\$ -	\$ -	\$ 18,360.00	*****Warrant to be issued	
062	Worker Compensation	\$ 397,850.00	49%	\$ 195,392.25	\$ -	\$ 202,457.75	*****Warrant to be issued	
<b>Total</b>		<b>\$ 39,571,545.12</b>	<b>73%</b>	<b>\$ 28,894,856.95</b>	<b>\$ 779,142.29</b>	<b>\$ 9,897,545.88</b>		

Revenue	Estimated Revenue	Actual Y-T-D Revenue	Projected Revenue	Total Revenue	Total Revenue	Estimated Rev. less Total Anticipated Rev.
Federal	\$ 0.2943	\$ 11,647,205.48	\$ 567,148.54	\$ 6,959,344.36	\$ 6,959,344.36	\$ (4,687,861.12)
Other	\$ 0.237987832	\$ 9,417,546.24	\$ 402,477.78	\$ 4,829,733.33	\$ 4,829,733.33	\$ (4,587,812.91)
General Funds	\$ 0.47	\$ 18,506,793.40	\$ (190,484.03)	\$ 17,884,921.55	\$ 17,884,921.55	\$ 621,871.85
<b>Total</b>	<b>\$ 39,571,545.12</b>	<b>\$ 28,894,856.95</b>	<b>\$ 779,142.29</b>	<b>\$ 29,673,999.24</b>	<b>\$ 29,673,999.24</b>	<b>\$ 9,897,545.88</b>

\* The FY 22 Appropriation column includes prior year balance forwards  
 \*\* As explained: CLASS 18/Overtime and CLASS 50/Temp is adjusted as determined necessary thru Administrative Rule 316  
 \*\*\* Unemployment and Workers' Compensation classes are adjusted by the Department of Administrative Services through warrants



FISCAL YEAR 2023 FINANCIAL SUMMARY

FY23 Financial Summary of the New Hampshire Veterans Home (July 1, 2022-June 30, 2023)  
as of July 31, 2022  
Exhibit C

Class	Class Description	Appropriation **	Actual Y-T-D Expenditures	YTD %	Anticipated Expenditures	Estimated Total Expenditures	Appropriation less total est. Expenditures
010	Personal Services - Perm	\$ 19,896,840.00	\$ 1,548,920.37	8%	\$ 11,875,056.17	\$ 13,423,976.54	\$ 6,472,863.46
011	Personal Services - Unclassified	\$ 127,562.00	\$ 14,352.26	11%	\$ 110,033.99	\$ 124,386.25	\$ 3,175.75
018	Overtime	\$ 176,000.00	\$ 173,225.14	98%	\$ 1,328,059.41	\$ 1,501,284.55	\$ (1,325,284.55)
019	Holiday Pay	\$ 421,000.00	\$ 27,639.37	7%	\$ 248,754.33	\$ 275,393.70	\$ 144,606.30
020	Current Expense	\$ 1,150,359.66	\$ 85,571.22	7%	\$ 112,216.66	\$ 137,737.88	\$ 955,571.78
021	Food Institutional	\$ 871,773.07	\$ 52,072.94	6%	\$ 572,802.34	\$ 624,875.28	\$ 246,897.79
022	Rents - Leases	\$ 35,109.41	\$ 280.68	1%	\$ 31,996.41	\$ 32,277.09	\$ 2,832.32
023	Heat Electricity Water	\$ 574,897.00	\$ 80,780.68	14%	\$ 888,587.48	\$ 993,368.16	\$ (394,471.16)
024	Maint other than bldg/grcs	\$ 40,000.00	\$ 93.60	0%	\$ 12,500.00	\$ 12,593.60	\$ 27,406.40
026	Dues	\$ 1,500.00	\$ -	0%	\$ -	\$ -	\$ 1,500.00
027	Transfer to DOI	\$ 766,605.82	\$ 372.58	0%	\$ 79,030.24	\$ 79,402.82	\$ 687,203.00
030	Equipment	\$ 423,785.51	\$ -	0%	\$ 199,785.51	\$ 199,785.51	\$ 224,000.00
037	Technology - Hardware	\$ -	\$ -	0%	\$ -	\$ -	\$ -
039	Telecommunications	\$ 69,750.00	\$ 6,940.69	10%	\$ 76,347.59	\$ 83,288.28	\$ (13,538.28)
040	Indirect Costs	\$ 173,678.00	\$ -	0%	\$ 173,678.00	\$ 173,678.00	\$ -
041	Audit Fund Sat Aside	\$ 10,508.00	\$ -	0%	\$ 10,508.00	\$ 10,508.00	\$ -
046	Consultants	\$ 819,333.54	\$ 16,049.14	2%	\$ 757,284.40	\$ 773,333.54	\$ 46,000.00
047	Own Forces Bldg & Grounds	\$ 156,958.00	\$ 4,767.68	3%	\$ 4,090.00	\$ 5,857.68	\$ 148,100.32
048	Contractual Bldg & Grounds	\$ 641,503.52	\$ 14,154.37	2%	\$ 340,142.77	\$ 354,297.14	\$ 287,206.38
049	Transfer to Other State Agencies	\$ 15,599.00	\$ 15,599.00	100%	\$ -	\$ 15,599.00	\$ -
050	Personal Services Temp	\$ 986,672.00	\$ 112,763.18	11%	\$ 762,961.04	\$ 875,724.22	\$ 110,947.78
060	Benefits	\$ 12,703,254.00	\$ 918,721.76	7%	\$ 9,033,768.78	\$ 8,932,490.54	\$ 3,750,763.46
066	Employee Training	\$ 25,900.00	\$ 7,085.00	27%	\$ -	\$ 7,085.00	\$ 18,815.00
070	In State Travel	\$ 6,550.00	\$ 713.52	11%	\$ 328.26	\$ 1,041.78	\$ 5,508.22
080	Out of State travel	\$ 4,050.00	\$ -	0%	\$ -	\$ -	\$ 4,050.00
100	Pharmacy	\$ 837,166.52	\$ 39,014.16	5%	\$ 500,959.49	\$ 539,873.65	\$ 297,282.87
101	Medical Payments to Providers	\$ 500,000.00	\$ 421,938.23	84%	\$ -	\$ -	\$ 500,000.00
103	Contracts for OP Services	\$ 35,000.00	\$ -	0%	\$ -	\$ -	\$ 35,000.00
211	Catastrophic Casualty Ins	\$ 2,380.00	\$ 2,380.00	100%	\$ 2,380.00	\$ 4,760.00	\$ (2,380.00)
061	Unemployment	\$ 18,360.00	\$ -	0%	\$ -	\$ -	\$ 18,360.00
062	Worker Compensation	\$ 401,830.00	\$ 52,658.15	13%	\$ -	\$ 52,658.15	\$ 349,171.85
<b>Total</b>		<b>\$ 41,896,925.05</b>	<b>\$ 3,174,155.49</b>	<b>8%</b>	<b>\$ 25,121,170.86</b>	<b>\$ 29,295,326.35</b>	<b>\$ 12,601,598.70</b>

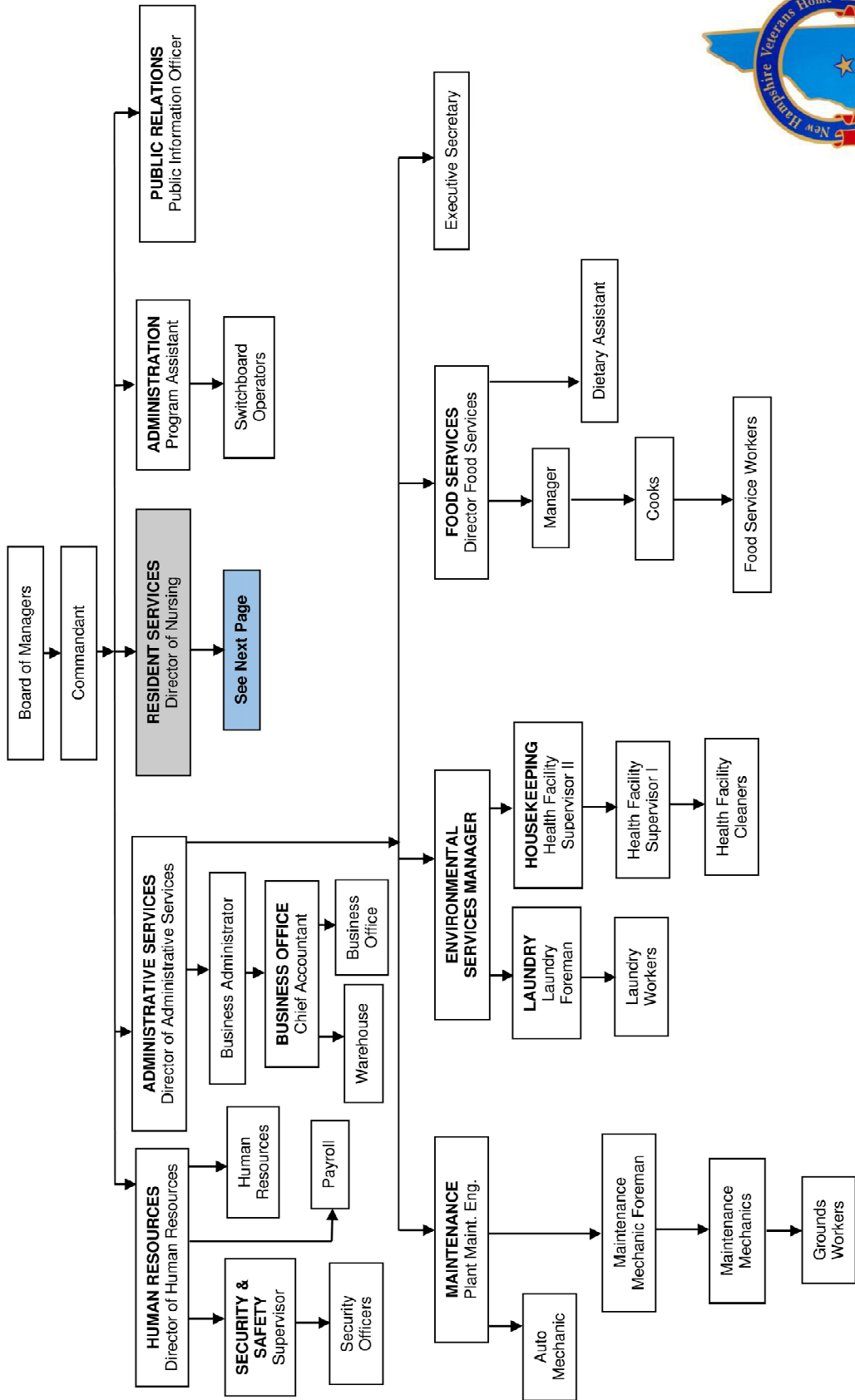
  

Revenue	Estimated Revenue	Actual Y-T-D Revenue	Projected Revenue	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.
Federal	\$ 0.30	\$ 12,440,927.24	\$ 6,075,201.00	\$ 6,647,759.00	\$ (5,793,188.24)
Other	\$ 0.237	\$ 9,942,263.00	\$ 4,641,320.53	\$ 5,063,258.76	\$ (4,878,994.24)
General Funds	\$ 0.47	\$ 19,513,744.81	\$ 15,404,649.33	\$ 17,594,308.59	\$ 1,929,436.22
<b>Total</b>	<b>\$ 41,896,925.05</b>	<b>\$ 3,174,155.49</b>	<b>\$ 25,121,170.86</b>	<b>\$ 29,295,326.35</b>	<b>\$ 12,601,598.70</b>

\*\* The FY 22 Appropriation column includes prior year balance forwards  
\*\*\* As explained, CLASS 18/Overtime and CLASS 50/Temp is adjusted as determined necessary thru Administrative Rule 316

\*\*\*\*\* Unemployment and Workers' Compensation classes are adjusted by the Department of Administrative Services through warrants

**New Hampshire Veterans Home**  
Organizational Chart



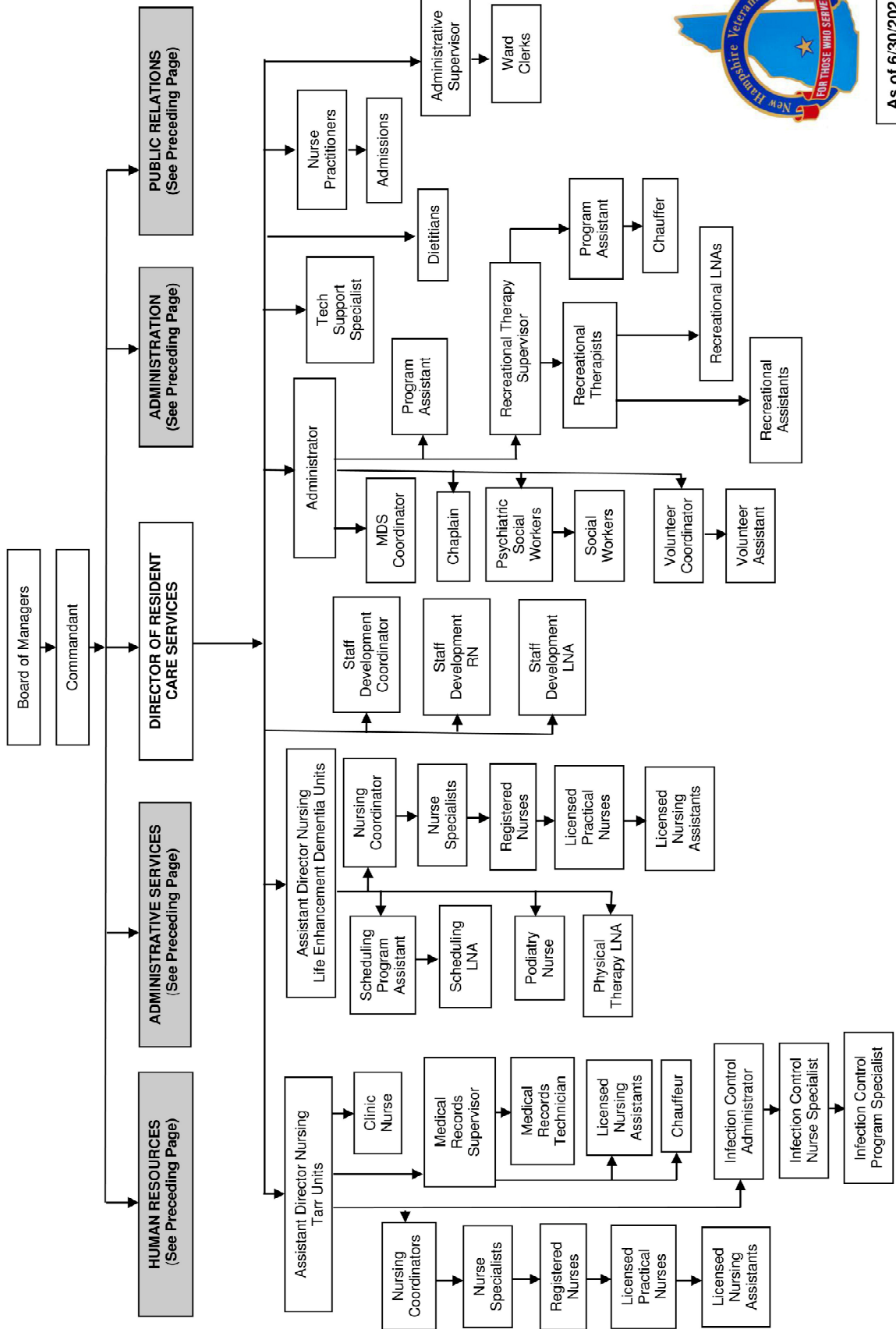
As of 6/30/2022



**New Hampshire Veterans Home**  
Clinical Organizational Chart



As of 6/30/2022



## Board of Managers

The New Hampshire Veterans Home Board of Managers held a special meeting to dedicate former Commandant Margaret ‘Peggy’ LaBrecque’s portrait that hangs alongside the Home’s prior Commandants.

*Present were (pictured left to right):* Seated in front – **Elaine Baker**, NHVH Resident; **Richard Borrazas**, Disabled American Veterans (DAV); **Margaret “Peggy” LaBrecque**, former NHVH Commandant; **Madeline Dreusicke**, Veterans of Foreign Wars Auxiliary;

Standing – **Susan Cuddy**, Veterans of Foreign Wars; **Paul Lloyd**, Chairman & Veterans of Foreign Wars; **Matthew Henry**, Administrative Services Director and Board meeting guest; **Charles Arkwell**, American Legion; **Robert “Bob” Guldner**, Disabled American Veterans; **Robert “Bob” Blais**, American Legion; **Raymond “Ray” Goulet Jr.**, Vietnam Veterans of America; **Kimberly “Kim”**



**MacKay**, NHVH Commandant. (Not pictured: Leon Rideout, Veterans of Foreign Wars.)

To read more about the Board of Managers via meeting notices and minutes, we invite you to visit our website at [www.nh.gov/veterans](http://www.nh.gov/veterans).

## New Commandant

On January 28<sup>th</sup>, Kimberly “Kim” MacKay became the 11<sup>th</sup> Commandant of the NH Veterans Home. She has vast experience as a State of NH employee, serving our State for 15 years as Deputy Administrator with the Department of Health and Human Services at Glencliff and as the Director of Community Corrections with the Department of Corrections. Additionally, she has 14 years of experience in Social Services in the hospital setting.

Since her first day, Kim has become a member of the Home’s family, getting to know veterans and employee team members on an individual and personal basis. She can regularly be seen on her ‘walkabouts’, greeting all she encounters while encouraging communication. One of her priorities and practices is to be available to all with her open-door policy.

When joining the Home, Kim immediately noted the dedication of the employee team to our Veterans and their families. She appreciates this commitment and commends staff for their actions.

Kim continues to advocate for resources for the NH Veterans Home to be able to provide a level of

excellence for all that work and live here. She has promoted a smooth transition, facilitating the continuation of former Commandant Peggy LaBrecque’s efforts as she enjoys her well-deserved retirement.

As we look ahead to the coming years, Kim is proud and honored to be join the New Hampshire Veterans Home community. She looks forward to continuing to encourage staff and lead the team as they serve our nation’s heroes.

To our current and future residents, she extends her greatest appreciation for their service.

We look forward to many years of her leadership for our veterans and staff.



New Hampshire  
Veterans Home Commandant,  
Kimberly MacKay



## Commandant Retirement

The New Hampshire Veterans Home has had only ten Commandants in its 132-year history. Margaret “Peggy” LaBrecque - our first female, non-veteran Commandant - retired on March 4, 2022.

Upon her retirement, Peggy was commended for her 26 years of dedication to the State of NH, including 16 years at the New Hampshire Veterans Home, nine as Commandant.

As David Mikolaities, Major General, New Hampshire National Guard, wrote in his citation to accompany the New Hampshire National Guard Distinguished Service Medal award he bestowed on her:

“As the first female Commandant of the New Hampshire Veterans Home, Ms. LaBrecque led the mission to provide first-class long-term care to the home’s resident veterans and their families. She expertly and enthusiastically advocated for the best possible care for the treasured veterans who called her facility home. During her tenure, she oversaw several significant capital improvements and one of the most innovative expansions of medical technology to support the home’s nursing staff. Her compassionate and kind demeanor, coupled with her exceptional ability to build relationships with key stakeholders, ensured a lasting positive impact on the quality of life of the men and women of New Hampshire who honorably and valiantly served our great nation.”

Prior to Peggy’s retirement, Commandant Kimberly MacKay worked alongside Peggy to ensure a smooth transition for our veterans, staff, families, volunteers, and veteran service organizations.

Although Peggy no longer is referred to as ‘Commandant’, we are fortunate that she now carries the important title of ‘NHVH Volunteer’.

March 4, 2022

Dear Residents and Staff,

It has been an honor and privilege to work with all of you over the last sixteen years.

I would like to thank all the veterans for their service to this great nation. Our world would not be the same without their work and sacrifice.

Over the years I have seen staff work above and beyond to make sure that our veterans receive quality of care and ensure that they have quality of life. This cannot be under stated how very important this is. The NHVH is like no other home in this state or others because our staff care and love our veterans! Thank you!

The NH Veterans Home enjoys the support of the Governor, Legislature and Veteran Service Organizations across the state like the American Legion, Disabled American Veterans and the Veterans of Foreign Wars, Vietnam Veterans of America and the Army and Air National Guard to name a few as well as family members of veterans and the community, with their backing we have been able to enhance the lives of our veterans with great recreation and entertainment over the years. A huge **thank you** to all our constant supporters!

As I move forward into a new and exciting chapter of my life, **thank you** all for the years of camaraderie and work towards the NHVH mission: **to provide the best** quality of life for NH Veterans with dignity, honor, and respect!

Take care and be well.

*Margaret D LaBrecque*

Margaret “Peggy” LaBrecque, MBA, NHA  
NH Veterans Home - 10<sup>th</sup> Commandant



From left to right: Peggy at our Family Fun Day in October 2008; at Smokey the Bear’s New Hampshire Veterans Home visit for his 75th Birthday in August of 2019; Peggy sporting ‘RED’ for Remember Everyone Deployed - RED Shirt Friday in January 2022; Commandant Kim MacKay and Former Commandant Peggy LaBrecque, February 2022.

*Admissions*

**The New Hampshire Veterans Home had the honor of welcoming the following veterans to reside with their fellow comrades this fiscal year:**

ROBERT ABBOTT	Army	JAMES MECHESKI	Air Force
GEORGE AGEIEFF	Army	PAUL MESSINEO	Navy
MICHAEL BERRY	Air Force	WILLIAM MORRIS	Army
ROLAND BOYER	Navy	JOHN NICKERSON	Army
MICHAEL BUDROW	Army	DONALD OVERMAN	Navy
LEON BUZZELL	Navy	RONALD PERLEY	Navy
RALPH CARON	Navy	GEORGE PERRY	Air Force
DOUGLAS CARPENTIER	Navy	FREDERICK REAGAN	Army
HOWARD CLOW	Air Force	JOHN REID	Army
PHILIP DARGIE	Army	PRISCILLA REMILLARD	Navy
ELLSWORTH DAVIS	Army	EDWARD RICHARDS	Army
MELVIN DOE	Air Force	PAUL ROSSMANN	Navy
THOMAS DOHERTY	Marines	HENRY SAWYER	Navy
GARY FOOTE	Air Force	JOHN SCHAUDEL	Marines
ROBERT GRANTHAM	Air Force	PHILIP SCHNEIDER	Navy
CARROLL GREENWOOD	Navy	THOMAS SNYDER	Army
RICHARD HAMMOND	Army	RICHARD STEED	Army
BENJAMIN HENAULT	Army	PETER TIRABASSI	Air Force
RALPH HOOD	Navy	ROBERT TOWLE	Navy
DOUGLAS JAQUITH	Air Force	RONALD TVETER	Navy
CLAUDE KENNEY	Air Force	DAVID VOGEL	Navy
ROBERT KONEFAL	Army	RICHARD WOOD	Air Force
HAROLD LONG	Navy	PORTER YOUNG	Navy
EUGENE LUSSIER	Navy		



*Final Salute*

The dear veterans we are privileged to serve at the New Hampshire Veterans Home reflect the spiritual diversity of our great nation. And yet no matter how varied their beliefs, they were united in answering the call to a cause beyond themselves – military service on behalf of their fellow citizens.

We share a common humanity and in that humanity we share our grief over loss. We share our joy in having known these men and women, veterans of our Country who have departed. As we remember them, we honor them and thank them for their service to the United States in its time of need.

**The following veterans have left the NH Veterans Home on their heavenly departure.  
May they rest in peace.**

LAURENT BEAULAC	Army	JOSEPH KODESH	Army
CARROLL BICKFORD	Army	ROLAND LIZOTTE	Navy
MICHAEL BUDROW	Army	JAMES MARCHI	Army
PHILIP DARGIE	Army	ALFRED MCCARTHY	Army
ARTHUR DOTY	Army	JOSEPH MCCARTHY	Marines
DONNA DOWNS	Army	WILLIAM MORRIS	Army
MARK DUNN	Army	ROGER NELSON	Army
HOWARD ELLIOTT	Army	GERALD O'BRIEN	Army
WESLEY FROST	Air Force	FREDERICK ORDWAY	Navy
FRANCIS GRIFFIN	Navy	WILFRED OTT	Army
JAMES HAWKINS	Air Force	LORENZO PERRY	Navy
BENJAMIN HENAULT	Army	FREDERICK REAGAN	Army
GEORGE HOEFLE	Army	PAUL TILDEN	Army

## Nursing Recruitment

As a strategic tactic to assist with the nursing shortage plaguing the country, after much planning and preparation, the New Hampshire Veterans Home was excited to begin our LNA training course in April of 2022. This innovative program was created to provide those who have wanted to enter the field of nursing an opportunity to do so at no cost to the student in exchange for a year's commitment to our Home. After the completion of the course, we welcomed five program graduates as our newest nursing team members.

Additional training opportunities continue to offer advancement classes to LNAs. All team members are offered education on long-term care, health and safety topics, and refreshers for personal protective equipment.

NH Veterans Home employees complete dementia training annually to better understand differences and similarities of different types of dementia, stages of the diseases, and how best to communicate with residents afflicted with this disease.

These offerings advance our staff knowledge and practice by investing in each staff member, providing them with the most current curriculum available and enhancing care of the residents.

## Survey

In April, Ascellon Corporation conducted our administrative, clinical, and life safety survey review in their entirety along with a fiscal portion. Ascellon was awarded the contract for the Veterans Affairs unannounced survey program conducted a 100% virtual review, utilizing video connections to engage in conversations with veterans, staff and families.

Our team was commended on their accommodations to ensure open communications with the survey team. The surveyors provided accolades on our "excellent" resident care. The Recreation team was also recognized. When surveyors asked to virtually tour each and every resident room in one of

our neighborhoods, they didn't see the majority of residents in their rooms and, at times, had to track them down at Recreation programs to visually account for them. They were impressed! ***Congratulations to all!***

Minor deficiencies have been corrected and plans are in place to address budget needs for corrections on capital items.

## Listening Session

Two rounds of Listening Sessions were held last fiscal year focusing on the topics of COVID-19 and the NHVH Culture. These sessions facilitated the personal feedback from interested staff from all departments and all shifts to share input and suggestions with management.

This fiscal year, the third Listening Sessions focused on our Master Plan. Many employees from most departments provided feedback for sharing with the Home's managers. We began implementing suggestions and look forward to further implementation over the coming months and years as our Master Planning process begins.

## Conversations with the Commandant

Commandant Kim MacKay began hosting ***Conversations with the Commandant*** in May. The meetings brought an even greater number of employees together to share thoughts, ideas, feedback and suggestions as well as hear current happening around the Home. This informal, conversational exchange helps us to constantly improve and be our best as we fulfill our mission serving our veterans.

## Capital Improvements

Our staff continues to remain dedicated to maintaining and improving the facility. Our top priority remains keeping our home

safe, clean, friendly and beautiful. This year saw numerous facility improvements; topping the list are the following of note:

- Installation of HVAC/Heat Pumps for increased comfort and energy efficiency
- Continuation of the Nurse Call System installation
- LEDU Courtyard Improvements
- NHVH Main Street Store renovation and ADA Accessibility improvements

While the past is great in reflecting on successes, the NHVH always has an eye on the future. This year, we kickstarted our Master Planning efforts with plans in place for Oak Point Architects to assist us in planning for our long-term needs. We continue to encourage residents and staff to participate. Some shorter-term plans we anticipate in the upcoming fiscal year include:

- NHVH Site Improvements
- NHVH Pavilion Improvements
- LEDU Beautification
- Safety Improvements of sprinkler installation and lift & wheelchair accessibility

## Recreational Therapy

Recreational Therapy continues to lead our facility-wide efforts to create a fun home environment. Our fun and entertaining 'Wacky Wednesday' jovial theme days that began in April of 2020 continue to the delight of residents and staff, alike. Family members and friends following our Facebook page continue to see the fun environment in which our veterans reside and our employees work.

With sincere appreciation to our sponsors, residents continue to enjoy barbeques, pizza parties, ice cream socials, special BINGO games, and numerous donations of funds and items to further enable us to fulfill our high standards and enhance our residents' quality of life.

# 275 Years of Service Celebrated

Dedicated and caring employees continue to be one of the New Hampshire Veterans Home's (NHVH) greatest assets. This fiscal year, 19 employees with 275 years of combined service to the State of New Hampshire were recognized with certificates

signed by Governor Christopher Sununu and a pin commemorating their service year.

The NHVH is fortunate to have these frontline heroes as part of our team, especially during the challenging times of a global pandemic and a very tight

labor market. These dedicated team members are thanked for their commitment to providing the best quality of life for our state's veterans with dignity, honor and respect.

Employees receiving these honors are:



**10 Years:** Jayne Clark, Angela Hawthorne, Todd Nixon, Joseph Parris Jr., Michelle Sanborn



**10 Years:** Jenny Stillman, Shana Tessier; **15 Years:** Roumania Adams, Cathy Currier, Cynthia Ferland



**15 Years:** Colleen Foster, Scott Jones, Rebecca Ladd, Beverly Martin, Stephen Thibeault



**Thank you all for your State service!**



**20 Years:** Brian Baker, Darlene Paratore; **25 Years:** Kristine Day

Not Pictured: **20 Years:** Rebecca Brothers



## NHVH Resident Council

### Representing veterans' interests

The New Hampshire Veterans Home Resident Council provides suggestions and feedback to further enhance the quality of life for our veterans. Through monthly meetings, the Council:

- Suggests improvements and helps administration provide better programs, surroundings, and services;
- Gives residents a greater participation in affairs within the facility;
- Promotes friendship and understanding among residents; and
- Provides and receives necessary information for the benefit of all residents.



*Pictured are the 2021-2022 elected officers: (from left to right):*

**John "Jack" Shea**, first vice president;  
**Allan Bailey**, president;  
**Rita Landry**, second vice president;  
**Anthony "Tony" Schroeder**, chaplain; and  
**James "Jim" Brown**, sergeant-at-arms

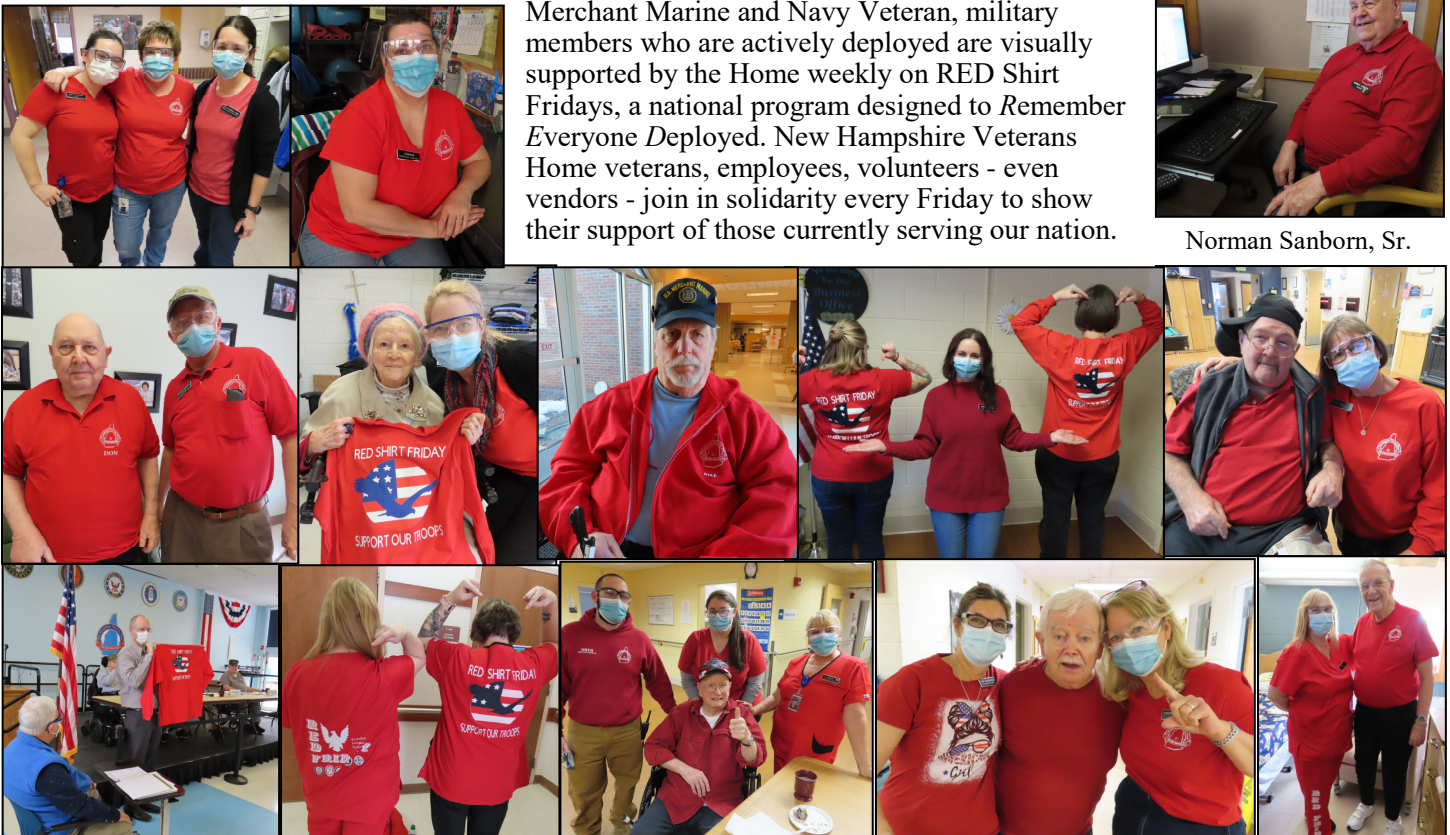
The officers plan a flexible agenda where residents are invited to express their opinions on any subject. The officers, elected by secret ballot for two-year terms, include President, first Vice President, second Vice President, Chaplain, and Sergeant-at-Arms. Resident Council Officers work with our staff to facilitate communications, implement ideas, and follow up on recommendations. In addition to serving on Resident Council, residents are also invited to serve on decision-making committees of the Home.

## RED Shirt Fridays

As a direct result from the suggestion of Norman Sanborn, New Hampshire Veterans Home resident, Merchant Marine and Navy Veteran, military members who are actively deployed are visually supported by the Home weekly on RED Shirt Fridays, a national program designed to Remember Everyone Deployed. New Hampshire Veterans Home veterans, employees, volunteers - even vendors - join in solidarity every Friday to show their support of those currently serving our nation.



Norman Sanborn, Sr.



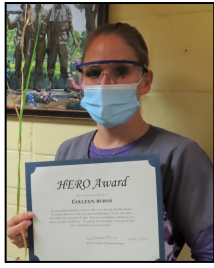


*HERO Awards*

The Rewards and Recognition Committee presents NH Veterans Home HEROs for this fiscal year. Congratulations to these employees for being recognized as **H**onorable, **E**xceptional, **R**evertent and **O**ptimistic. Nominated by fellow employees, HEROs excel in our mission to: *provide the best quality of life for our veteran residents with dignity, honor and respect.*



*Tammy Beaudet*



*Colleen Burns*



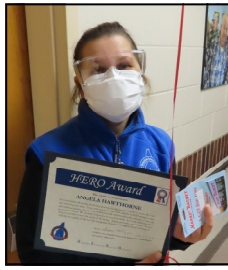
*Duain Cook*



*Tiffany Gannon*



*Loretta Gilpatric*



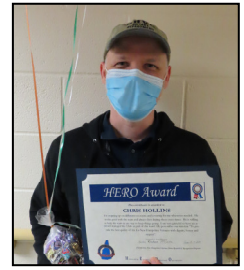
*Angela Hawthorne*



*Courtney Hayes*



*Marie Hemeon*



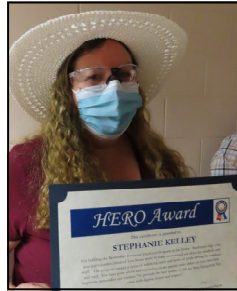
*Chris Hollins*



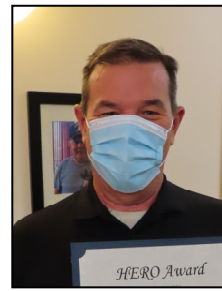
*Bridgett Isabelle*



*Shelley Joos-Halfpenny*



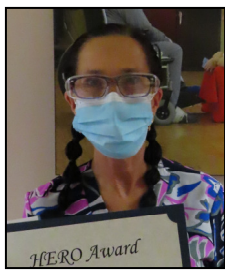
*Stephanie Kelley*



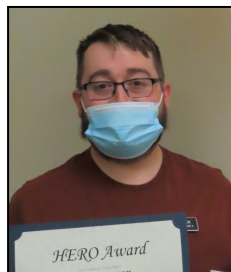
*Barry Lee*



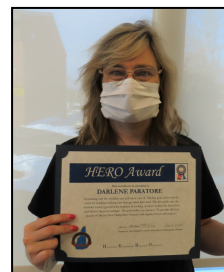
*Justin Mills*



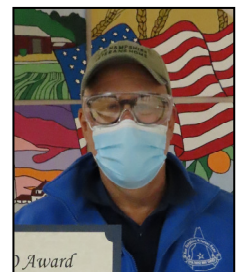
*Bridget Nixon*



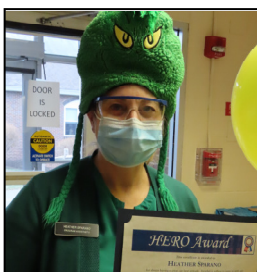
*Shawn Palmer*



*Darlene Paratore*



*Joe Parriss*



*Heather Sparano*



*Donna Thompson*



*Christine White*



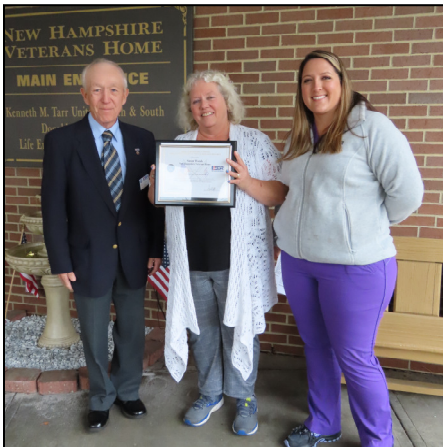
**Patriotic Employers**

**Two Office of the Secretary of Defense Patriotic Employer Awards!**



(left to right:) Matthew ‘Matt’ Henry, NHVH Administrative Services Director; Paul Lloyd, Chairman of the NHVH Board of Managers; and Peggy LaBrecque, former NHVH Commandant.

Peggy LaBrecque, former NHVH Commandant, was presented the Patriotic Employer award from the Office of the Secretary of Defense, Employer Support of the Guard and Reserve on January 10, 2022 for contributing to “national security and protecting liberty and freedom by supporting employee participation in America’s National Guard and Reserve Force.” Matthew Henry, NHVH Administrative Services Director, nominated Peggy for her steadfast commitment to holding his position while deployed from April 2020 to November 2022. Matt had been at the NHVH for approximately two weeks prior to his deployment where he served two missions, one for COVID and the other for the Southwest Border mission.



Bruce Thompson, NH Employer Support of the Guard & Reserve Chair, presented the award to Susan Woods, NHVH LEDU 1 Nurse Manager (pictured in the center) after being nominated by Emily Hines, LPN & NH Air National Guard (right).

Susan Woods, Nurse Manager - Life Enhancement Dementia Unit, was honored on October 4, 2021 for exemplary support of her employee, Emily Hines, LPN. Bruce Thompson, NH Employer Support of the Guard & Reserve Chair, personally awarded Sue a plaque and certificate her for steadfast dedication to those actively deployed.



Sue was nominated by Emily Hines, Air National Guard member, for going above and beyond while Emily was away for a 15-month active duty pandemic deployment. Sue maintained consistent communication, assured Emily of her ability to return to her same position and shift, and provided a seamless re-acclimation to the facility, necessitated by changes due to the pandemic.

**NH Healthcare Hero**

Angela Hawthorne, RN-BC, Infection Prevention and Control Nurse Specialist, was chosen as the runner up for state’s NH Healthcare Hero in the Lakes Region in January of 2022, for her dedication of countless hours over her regular schedule to ensure our residents’ protection and prevention of infectious diseases. Angela ensures facility staff are trained in and supplied with proper PPE, completes COVID testing reporting and communication, completes contact tracing, ensures documentation of vaccination status for staff (for both in-state and federal systems), keeps infection prevention policies current, and serves as chairperson of the NHVH Employee Wellness Committee. Since the pandemic began (and for years prior to), Angela has been successfully doing a job that was well beyond the typical capabilities of just one person. Thankfully, she now shares those responsibilities with two others since the creation of the NHVH Infection Prevention and Control Program. Angela truly goes above and beyond for both our veterans and our team working to serve them.





*NHVH Centenarians*



Wilfred "Bill" Ott, WWII Army Veteran, celebrated his milestone birthday on January 11, 2022.



Fernand "Fern" Morency, WWII Army Veteran, earned his Centenarian title on June 23, 2022.

*A Day in the Life*



**About the Veterans Home**

The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldier's Home for Civil War Veterans. The modern facility is home to men and women who have served their country and fellow New Hampshire Citizens. As the state's only long-term care facility dedicated exclusively to veterans, our mission is to provide the best quality of life for New Hampshire veterans with dignity, honor and respect.





*[Front cover] A memorable winter sunset at the New Hampshire Veterans Home.*



## New Hampshire Veterans Home

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[www.nh.gov/veterans](http://www.nh.gov/veterans)

[www.facebook.com/nhveteranshome](https://www.facebook.com/nhveteranshome)

