

Established 1890

New Hampshire Veterans Home



Annual Report

Fiscal Year Ended June 30, 2020

September, 2020 | Pursuant to RSA 119:13 | Tilton, New Hampshire

For those who served.

State of New Hampshire



Governor

Christopher T. Sununu

Executive Council

Michael J. Cryans Andru Volinsky
Russell E. Prescott Theodore L. Gatsas
Deborah B. Pignatelli

New Hampshire Veterans Home

Board of Managers 2019-2020

Paul J. Lloyd, Chairman Elaine K. Baker
Darwin Beeman Robert G. Blais
Oliver Brooks William T. Conway
Susan A. Cuddy Raymond J. Goulet, Jr.
Robert W. Guldner Carol A. Maynard
Andrew Patterson

New Hampshire Veterans Home



Commandant

Margaret D. LaBrecque

Physical Plant and Property



Physical Plant	\$39,127,592
Equipment	\$385,546
Highway/Roads	\$95,000
Total Plant and Property	<u><u>\$39,608,138</u></u>

Personnel Statistics

Unclassified	1
Classified	280
Part-time / Per diem	61



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

Resident Demographics

Age Range

Average Age
84.4

6/30/2020

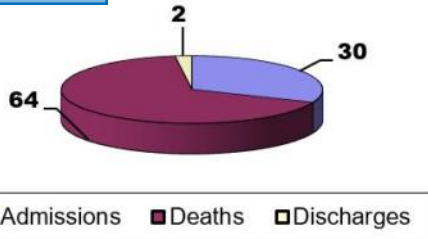


Resident Census Changes

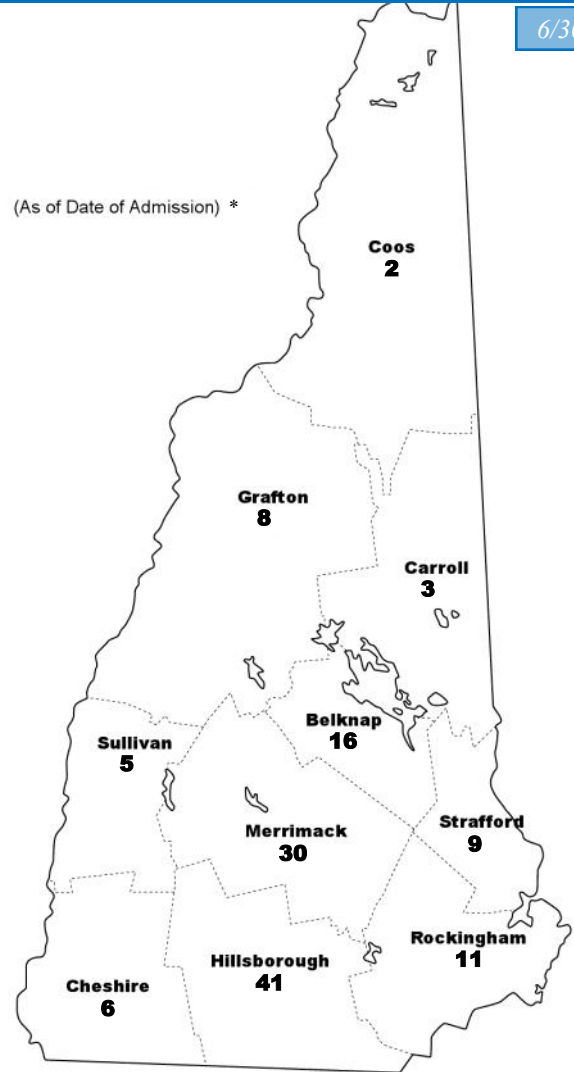
Residents by County

7/1/2019 to 6/30/2020

6/30/2020

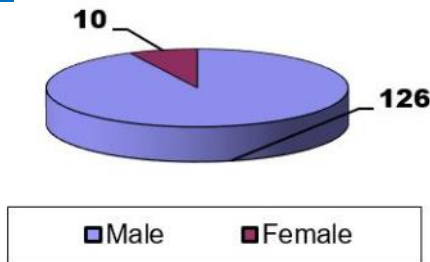


(As of Date of Admission) *



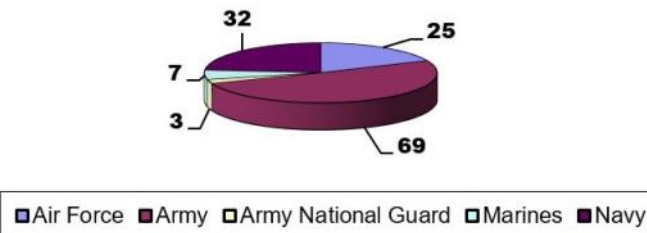
Residents by Gender

6/30/2020



Residents by Branch of Service

6/30/2020



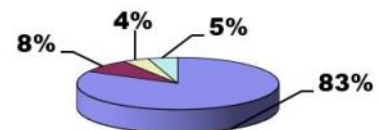
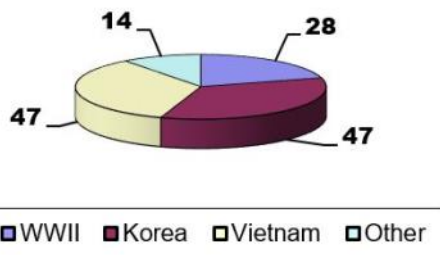
* 5 additional qualified residents listed addresses outside New Hampshire at the time of their admission.

Residents by Conflict

Referral Sources

6/30/2020

7/1/2019 to 6/30/2020



FY20 Financial Summary of the New Hampshire Veterans Home (July 1, 2019-June 30, 2020)
as of July 17, 2020
Final Mock

Class	Class Description	Appropriation **	Actual Y-T-D Expenditures	YTD %	Anticipated Expenditures	Estimated Total Expenditures	Appropriation less total est. Expenditures
010	Personal Services - Perm	\$ 15,388,635.69	\$ 14,640,694.48	95%	\$ -	\$ 14,640,694.48	\$ 747,941.21
011	Personal Services - Unclassified	\$ 120,847.65	\$ 119,608.28	99%	\$ -	\$ 119,608.28	\$ 1,239.37
018	Overtime	\$ 1,451,001.00	\$ 1,449,209.02	100%	\$ -	\$ 1,449,209.02	\$ 1,791.98
019	Holiday Pay	\$ 391,551.23	\$ 366,403.10	94%	\$ -	\$ 366,403.10	\$ 25,148.13
020	Current Expense	\$ 1,223,265.01	\$ 900,577.86	74%	\$ 37,379.32	\$ 937,957.18	\$ 285,307.83
021	Food Institutional	\$ 727,452.75	\$ 677,418.70	93%	\$ 4,498.55	\$ 681,917.25	\$ 45,535.50
022	Rentals - Leases	\$ 29,825.39	\$ 26,570.30	89%	\$ 2,889.45	\$ 29,459.75	\$ 365.64
023	Heat Electricity Water	\$ 846,500.00	\$ 549,773.74	65%	\$ -	\$ 549,773.74	\$ 296,726.26
024	Maint other than bldg/grds	\$ 35,136.00	\$ 30,050.46	86%	\$ 2,242.00	\$ 32,292.46	\$ 2,843.54
026	Dues	\$ 1,500.00	\$ 1,475.00	98%	\$ -	\$ 1,475.00	\$ 25.00
027	Transfer to DOI	\$ 845,749.67	\$ 471,286.30	56%	\$ 38,807.22	\$ 510,093.52	\$ 335,656.15
030	Equipment	\$ 235,866.38	\$ 75,144.45	32%	\$ 148,292.91	\$ 223,437.36	\$ 12,429.02
037	Technology - Hardware	\$ -	\$ -	0%	\$ -	\$ -	\$ -
039	Telecommunications	\$ 69,750.00	\$ 60,328.48	86%	\$ 9,421.52	\$ 69,750.00	\$ -
040	Indirect Costs	\$ 173,530.00	\$ 107,122.00	62%	\$ -	\$ 107,122.00	\$ 66,408.00
041	Audit Fund Set Aside	\$ 10,455.00	\$ -	0%	\$ 10,455.00	\$ 10,455.00	\$ -
046	Consultants	\$ 327,380.00	\$ 272,512.28	83%	\$ 37,524.10	\$ 310,036.38	\$ 17,343.62
047	Own Forces Bldg & Grounds	\$ 152,668.60	\$ 109,804.74	72%	\$ 27,799.00	\$ 137,603.74	\$ 15,064.86
048	Contractual Bldg & Grounds	\$ 609,364.15	\$ 441,716.57	72%	\$ 167,524.06	\$ 609,240.63	\$ 123.52
050	Personal Services Temp	\$ 1,145,999.00	\$ 1,123,494.41	98%	\$ -	\$ 1,123,494.41	\$ 22,504.59
060	Benefits	\$ 10,215,464.00	\$ 8,731,192.91	85%	\$ -	\$ 8,731,192.91	\$ 1,484,271.09
066	Employee Training	\$ 70,000.00	\$ 4,243.45	6%	\$ 65,756.55	\$ 70,000.00	\$ -
070	In State Travel	\$ 6,550.00	\$ 2,967.36	45%	\$ -	\$ 2,967.36	\$ 3,582.64
080	Out of State travel	\$ 4,050.00	\$ 1,756.61	43%	\$ -	\$ 1,756.61	\$ 2,293.39
100	Pharmacy	\$ 1,355,400.00	\$ 944,307.23	70%	\$ 214,411.12	\$ 1,158,718.35	\$ 196,681.65
101	Medical Payments to Providers	\$ 1,687,525.00	\$ 242,394.48	14%	\$ 1,445,130.52	\$ 1,687,525.00	\$ -
103	Contracts for OP Services	\$ 35,000.00	\$ 32,500.00	93%	\$ 2,500.00	\$ 35,000.00	\$ -
211	Catastrophic Casualty Ins	\$ 2,850.00	\$ 400.50	14%	\$ 2,449.50	\$ 2,850.00	\$ -
061	Unemployment	\$ 20,123.00	\$ 20,123.33	100%	\$ -	\$ 20,123.33	\$ (0.33)
062	Worker Compensation	\$ 395,870.00	\$ 372,409.85	94%	\$ -	\$ 372,409.85	\$ 23,460.15
Total		\$ 37,579,309.52	\$ 31,775,485.89	85%	\$ 2,217,080.82	\$ 33,992,566.71	\$ 3,586,742.81

Revenue	Estimated Revenue	Actual Y-T-D Revenue	Projected Revenue	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.
Federal	\$ 11,091,986.03	\$ 9,355,859.69	\$ 876,452.67	\$ 10,232,312.36	\$ (859,673.67)
Other	\$ 8,943,532.00	\$ 4,835,720.22	\$ 967,144.04	\$ 5,802,864.26	\$ (3,140,667.74)
General Funds	\$ 17,543,791.49	\$ 17,583,905.98	\$ 373,484.11	\$ 17,957,390.09	\$ (413,598.60)
Total	\$ 37,579,309.52	\$ 31,775,485.89	\$ 2,217,080.82	\$ 33,992,566.71	\$ 3,586,742.81

* The FY 20 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
 ***** Warrant to be issued
 ***** Warrant to be issued

FISCAL YEAR 2021 FINANCIAL SUMMARY

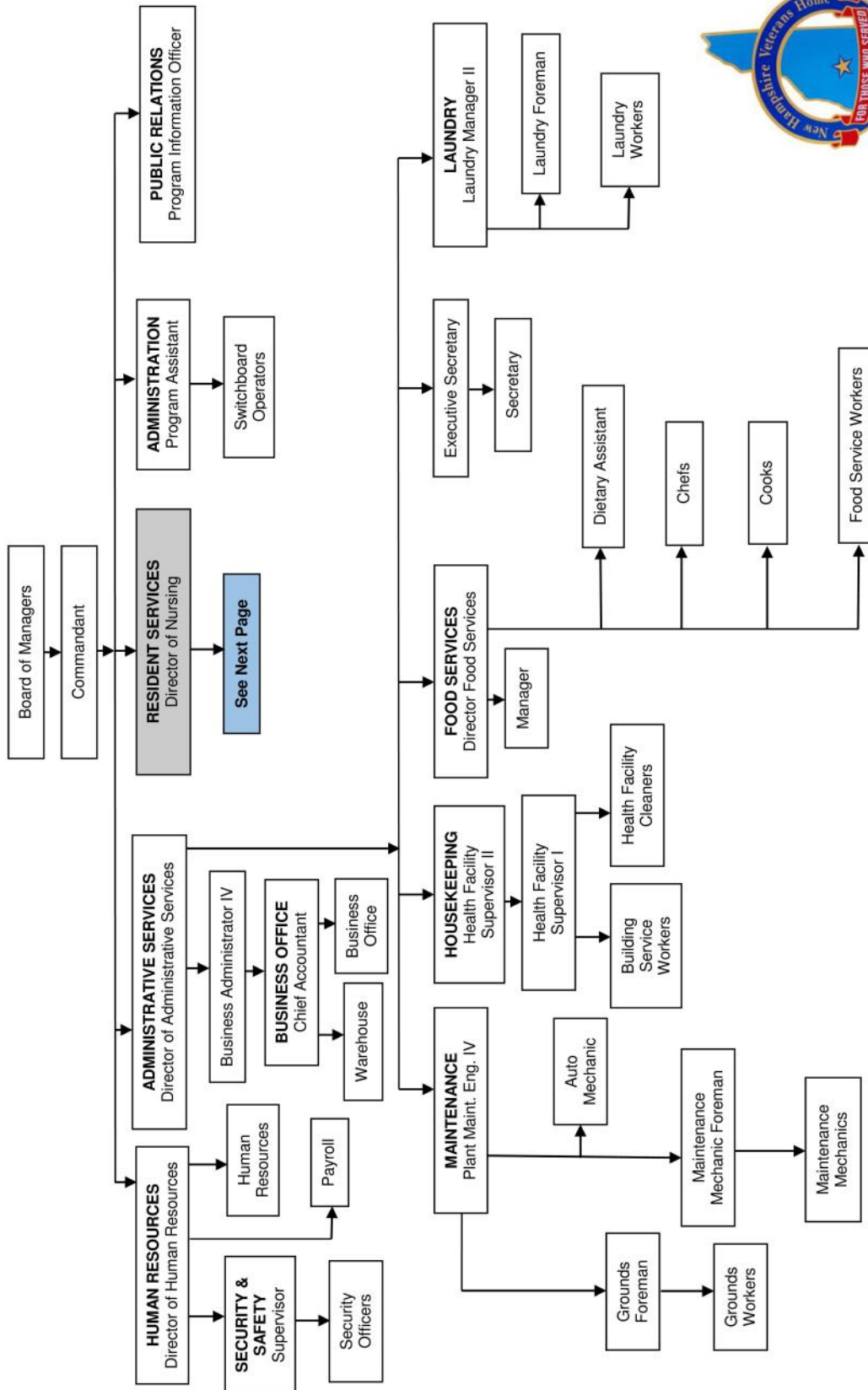
FY21 Financial Summary of the New Hampshire Veterans Home (July 1, 2020-June 30, 2021)
as of July 31, 2020
Exhibit C

Class	Class Description	Appropriation **	Actual Y-T-D Expenditures	YTD %	Anticipated Expenditures	Estimated Total Expenditures	Appropriation less total est. Expenditures
010	Personal Services - Perm	\$ 18,055,289.00	\$ 2,104,437.24	12%	\$ 16,133,942.17	\$ 18,238,369.41	\$ (183,080.41)
011	Personal Services - Unclassified	\$ 118,707.00	\$ 14,133.78	12%	\$ 108,358.98	\$ 122,492.76	\$ (3,785.76)
018	Overtime	\$ 475,999.00	\$ 156,535.19	89%	\$ 1,200,103.12	\$ 1,356,638.31	\$ (1,180,639.31)
019	Holiday Pay	\$ 421,001.00	\$ 31,774.93	8%	\$ 311,088.38	\$ 342,863.31	\$ 78,137.69
020	Current Expense	\$ 1,112,885.45	\$ 59,192.10	5%	\$ 727,603.94	\$ 786,796.04	\$ 326,089.41
021	Food Institutional	\$ 841,498.55	\$ 52,934.42	6%	\$ 635,213.04	\$ 688,147.46	\$ 153,351.09
022	Rents - Leases	\$ 32,389.45	\$ 2,172.00	7%	\$ 2,889.45	\$ 5,061.45	\$ 27,328.00
023	Heat Electricity Water	\$ 851,500.00	\$ 55,369.71	7%	\$ 664,436.52	\$ 719,806.23	\$ 131,693.77
024	Maint other than bldg/grds	\$ 42,242.00	\$ 438.00	1%	\$ 41,804.00	\$ 42,242.00	\$ 500.00
026	Dues	\$ 1,500.00	\$ 1,000.00	67%	\$ -	\$ 1,000.00	\$ -
027	Transfer to DOIT	\$ 806,771.22	\$ 70,809.16	9%	\$ 735,962.06	\$ 806,771.22	\$ -
030	Equipment	\$ 372,292.91	\$ -	0%	\$ 148,292.91	\$ 148,292.91	\$ 224,000.00
037	Technology - Hardware	\$ -	\$ -	0%	\$ -	\$ -	\$ -
039	Telecommunications	\$ 69,750.00	\$ 6,167.55	9%	\$ 63,582.45	\$ 69,750.00	\$ -
040	Indirect Costs	\$ 178,736.00	\$ -	0%	\$ 178,736.00	\$ 178,736.00	\$ -
041	Audit Fund Set Aside	\$ 10,508.00	\$ -	0%	\$ 10,508.00	\$ 10,508.00	\$ -
046	Consultants	\$ 852,228.10	\$ 31,351.00	4%	\$ 725,554.00	\$ 756,905.00	\$ 95,323.10
047	Own Forces Bldg & Grounds	\$ 179,799.00	\$ 6,426.66	4%	\$ 173,372.34	\$ 179,799.00	\$ -
048	Contractual Bldg & Grounds	\$ 610,524.06	\$ 16,934.14	3%	\$ 593,589.92	\$ 610,524.06	\$ -
050	Personal Services Temp	\$ 962,000.00	\$ 170,695.46	18%	\$ 1,308,665.19	\$ 1,479,360.65	\$ (517,360.65)
060	Benefits	\$ 10,707,911.00	\$ 1,042,387.31	10%	\$ 11,466,260.41	\$ 12,508,647.72	\$ (1,800,736.72)
066	Employee Training	\$ 75,000.00	\$ 500.00	1%	\$ 74,500.00	\$ 75,000.00	\$ -
070	In State Travel	\$ 6,550.00	\$ -	0%	\$ -	\$ -	\$ 6,550.00
080	Out of State travel	\$ 4,050.00	\$ -	0%	\$ -	\$ -	\$ 4,050.00
100	Pharmacy	\$ 975,000.00	\$ 48,682.19	5%	\$ 269,545.00	\$ 318,227.19	\$ 656,772.81
101	Medical Payments to Providers	\$ 3,132,079.35	\$ 21,310.68	1%	\$ 3,110,768.67	\$ 3,132,079.35	\$ -
103	Contracts for OP Services	\$ 35,000.00	\$ -	0%	\$ 35,000.00	\$ 35,000.00	\$ -
211	Catastrophic Casualty Ins	\$ 2,881.00	\$ -	0%	\$ 2,881.00	\$ 2,881.00	\$ -
061	Unemployment	\$ 18,360.00	\$ -	0%	\$ -	\$ -	\$ 18,360.00
062	Worker Compensation	\$ 397,849.00	\$ -	0%	\$ -	\$ -	\$ 397,849.00
	Total	\$ 41,050,301.09	\$ 3,893,241.52	9%	\$ 38,722,657.56	\$ 42,615,899.08	\$ (1,565,597.99)

	Estimated Revenue	Actual Y-T-D Revenue	Projected Revenue	Total Revenue Anticipated	Estimated Rev. less Total Anticipated Rev.
Revenue	\$ 11,373,881.00	\$ 613,258.64	\$ 6,745,845.04	\$ 7,359,103.68	\$ (4,014,777.32)
Other	\$ 9,249,907.00	\$ 364,111.96	\$ 4,005,231.56	\$ 4,369,343.52	\$ (4,880,563.48)
General Funds	\$ 20,426,513.09	\$ 2,915,870.92	\$ 27,971,580.96	\$ 30,887,451.88	\$ (10,460,938.79)
Total	\$ 41,050,301.09	\$ 3,893,241.52	\$ 38,722,657.56	\$ 42,615,899.08	\$ (1,565,597.99)

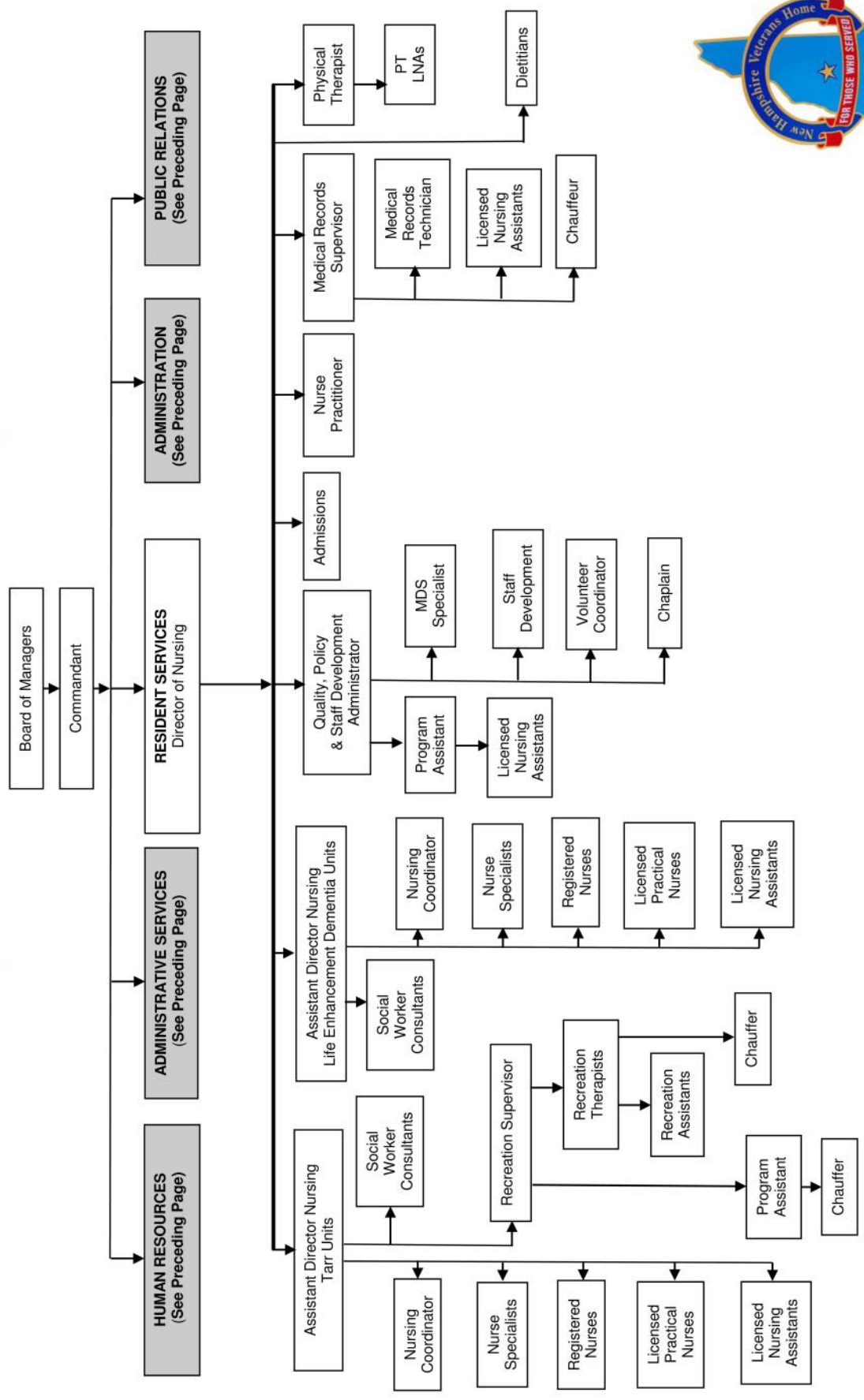
* The FY 21 Appropriation column includes prior year balance forwards
 ** As explained: CLASS 18/OverTime and CLASS 50/Temp is adjusted as determined necessary thru Administrative Rule 316
 *** Unemployment and Workers' Compensation classes are adjusted by the Department of Administrative Services through warrants
 **** Warrant to be issued
 ***** Warrant to be issued

New Hampshire Veterans Home
Organizational Chart



As of 6/30/2020

New Hampshire Veterans Home
Clinical Organizational Chart



As of 6/30/2020

Home Improvements

The comfort, security and safety of our resident's home is vital to serving New Hampshire's veterans. In the 2019-2020 fiscal year, a number of capital projects were completed to continue to fulfill our mission. The following investments will benefit our veterans for many decades to come:



Main Entrance security upgrades during renovations (above) and after completion (below).

- ★ Main Entrance security upgrade - included the addition of security glass at the front desk, new reception counter, and completed the floor replacement, including treatment and sealant of the subfloor
- ★ Veterans Administration (VA) Equipment Upgrade Project (see pages 16 & 17)
- ★ Upgraded the backup generator panel wiring
- ★ Upgraded the sight and sound technology in Town Hall
- ★ Purchased a portable countertop convection oven on a rolling stainless steel cart for resident cooking and sensory meals
- ★ Purchased a CapTel (captioned) Phone for residents on the Life Enhancement Dementia Unit
- ★ Replaced the Tarr Dining Room curtains
- ★ Replaced the bill changer (next to resident vending machines)
- ★ Updated the Wanderguard system
- ★ Repaired the Heating, Ventilation, and Air Conditioning (HVAC) in Town Hall

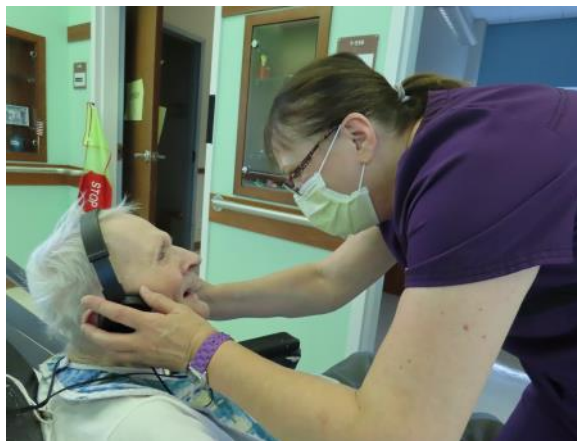


The Power of Music

Duain Cook, Recreation Therapist on the Life Enhancement Dementia Unit (LEDU), led key staff in studying our residents' Music & Memory program benefits. Residents were assessed and these veterans and their families were interviewed to create individual music playlists. The customized song lists were downloaded to mp3 (music) players and played for residents. Impacts were noted and the results were amazing.

We found the benefit of music for some residents to be so compelling that the NH Veterans Home chose to compete in the Power of One – Music & Memory - NH Memories Contest. This organization has not yet chosen an award recipient, however, we rest assured that our veterans are winning, regardless of the contest outcome.

Licensed Nursing Assistants (LNAs) and Recreational Staff on LEDU are key to assisting approximately 25 residents with the ongoing use of Music & Memory.



Resident Benefit Fund

In July, the New Hampshire Veterans Home Resident Benefit Fund received a generous donation of \$300,000.00 from the Eva M. Montembeault Revocable Trust. We are very honored and grateful to be a beneficiary of this trust.

Also in July, we were notified that estate of Harry Pulkinen named the NHVH Resident Benefit Fund as a beneficiary in his will. These thoughtful bequests will go far in providing quality programming for New Hampshire's veterans. The funds were added to additional donations of all amounts; all are sincerely appreciated.

Education

Staff Development and Social Workers continue to provide staff education on key long-term care topics.

Staff Development provides annual continuing education credits for Licensed Nursing Assistants (LNAs) to assist with Board of Nursing licensure requirements. Pathway to LNA III classes are available for staff members to further advance their careers with the NH Veterans Home at no cost to the employee.

Additionally, credits are offered on medication-related topics for Medication Nursing Assistants (MNAs). Plans are also in place for MNA advancement classes,

providing the opportunity for labor grade advancement after completion of the skills series.

This area also ensures newly-hired nursing team members receive the information they need to serve our residents.

Every NH Veterans Home employee completes annual dementia training 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.

NHVH Social Workers train staff on social interactions and professional boundary setting. This is also key to understanding and recognizing elder abuse.

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.

When public health restrictions are not in place, the facility also partners with area educational institutions, including LNA Career Pathways, the Huot Technical Center (Laconia), Lakes Region Community College - designated clinical site, Plymouth State University and UNH.

The NH Veterans Home values these relationships to provide opportunities for current and future healthcare providers to experience the specialized care that is provided to our veterans.

Residents' Health

In February, flu season, a respiratory illness prompted us to ask visitors to refrain from visiting. Rather than gather in customary, larger groups, recreation provided individual and small group activities on each unit daily.

The following month, on March 15, 2020, Governor Sununu declared a State of Emergency due to the COVID-19 pandemic. Thorough cleaning practices became even more frequent. During the unprecedented times of the pandemic, we abide by state and national guidance, including restrictions on visitors and gatherings. The NH Veterans Home closed to visitors. Procedures were put into place and followed for the health and safety of our residents and staff.

Our inability to allow visitors created the need for creativity for residents to stay connected with loved ones. Visits over the internet, behind glass or over the phone were valued and well-utilized to stay connected during the pandemic. (See page 18 for photos.)

The NH Veterans Home is fortunate to have the appropriate floorplan to implement isolation areas for residents returning from trips to the hospital or residents experiencing any COVID-19 symptoms. Staff covering these areas were fit-tested for N95 masks and provided the appropriate, CDC-recommended personal protective equipment (PPE).

The end of the fiscal year in June brought us 16 weeks into the state's declaration of the pandemic. Regular COVID-19 testing took place for the safety of all in our home. We are thankful that no positive resident tests of COVID-19 were reported. As the pandemic continues into the next State fiscal year, we will not rest on our laurels.

Governor's Support

Commandant LaBrecque remained in close contact with the Governor's office for many facets of the pandemic. In April, this included communications regarding the Governor's Long-Term Care Stabilization Program, providing employees who work directly with residents a stipend added directly to their pay. This additional benefit helped retain staff at our greatest time of need. We appreciate the support of the Governor's Office and the VA who ensured we had needed supplies to combat COVID-19.

Recreation Therapy

The New Hampshire Veterans Home's Therapeutic Recreation Department offers residents a wide, daily choice of activities and entertainment and an unmatched selection of trips. Our travels this year brought us to Ellacoya State Park, Wright Museum, the Mount Washington cruise ship, Veterans Monuments, Clarks Bears, favorite fishing holes, Brewster Regatta, Fenway Park, local farms, the Highland Games, restaurants, and more.



A quiet moment of reflection at the Wright Museum.

During the pandemic, residents were unable to travel; visitors, entertainers and groups were unable to visit. No visits from March through the end of the June also meant that visits from volunteers, service dogs, and our barber and beautician were put on hold. These difficult decisions are always made for the health of our veterans. However, while unable to enjoy our 'normal' recreation, staff rallied to create new, meaningful experiences for residents.

Activities were held in close proximity to residents' rooms in small groups to accommodate social distancing.



Our staff pulled out all the stops to keep veterans' spirits up. Carolee Sliker, Recreation Secretary, created theme days for the fun and entertainment of residents and staff, alike. Beginning in April with Easter

Bonnet and Bow Tie Day, these jovial days of celebration developed into weekly occurrences. Not only were those within the home delighted, but family members and friends following our Facebook



page also followed the fun. Some themes included Superhero Day, Disney Day, Crazy Hat Day, Decades of the '50s to the '80s, Rock & Roll day, and more.

Typically, the nicer weather brings barbeques, pizza parties and ice cream socials. With grateful recognition to our sponsors, these seasonal celebrations continued during the pandemic, providing highlights to our veterans' days.

Together We Stand

On April 15, 2020, we were visited by Wicked Yankee TV. Their quest to promote heroes serving on the frontline during the pandemic brought them to our Home. We were honored to stand in solidarity with the Tilton-Northfield Fire & EMS and the Tilton Police Department and be presented the *Together We Stand* flag. (See picture on front cover.)

Survey

Due to the COVID-19 pandemic, our annual Veterans Administration operations survey did not take place this fiscal year. We will welcome members of the Ascillon team, who survey all state veterans homes across the country, once it is safe to do so.



“Allegiance II”

The American Legion Department of New Hampshire generously donated a bronze eagle to the New Hampshire Veterans Home. It is one of a few ever made. With a wing span of 3 feet and 44 inches high, 20 inches wide, the 100-pounds statue commands a majestic presence.

This gorgeous bronze work was made in 1991 by Dr. Robert Taylor, a San Angelo, Texas, veterinarian by training who has been a full time artist for more than 25 years. It is part of a series of only 95 pieces of art.

Dr. Taylor sculpts all types of wildlife, but specializes in eagles and other birds. His sculptures have graced the White House three times. Collectors include three presidents, two vice-presidents and other prominent collectors. Seven monuments and several corporate award contracts are to his credit. The work was presented to the New Hampshire Veterans Home by the New Hampshire Department of the American Legion on Oct. 10, 2019.



Above left: State Commander Oliver Brooks presents the donation to Resident Council President, Bill Bertholdt, and resident, Elaine Baker. Above: The majestic Allegiance II is on prominent display in the NHVH main entrance display case.

NHVH Resident Council

Representing veterans’ interests

The New Hampshire Veterans Home’s Resident Council continues to be instrumental in advocating for meaningful changes that impact the Quality of Life at the Home. Its purpose is to:

- Suggest improvements and help the administration provide better programs, surroundings, and services;
- Give residents a greater participation in affairs within the facility;
- Promote friendship and understanding among residents; and
- Provide and receive necessary information for the benefit of all residents.

When no safety precautions are in place, the Council regularly meets monthly. The officers plan a flexible agenda; 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 Social Work staff to facilitate communications, implement ideas, and follow



*The 2019-2020 elected officers are: **above**, from left - Alfred “Fred” Weissensee, first vice president; James “Jim” Brown, sergeant-at-arms; Don Baldinelli, president; Rita Landry, second vice president; **right** - Leslie “Les” Greenleaf, chaplain.*



up on recommendations. Residents also are represented on many decision-making committees, including the Board of Managers, Safety Committee, Leadership Team, Art Committee, and Palliative Care Committee.

THE YEAR IN RECREATION



Commandant LaBrecque, staff, residents, family members, volunteers and community members enjoyed celebrating Smokey the Bear's 75th birthday in July of 2019.



DAR honors our Vietnam Veterans.



2019 excursion on the Mt. Washington.

605 Years of Service

Dedicated employees are one of the New Hampshire Veterans Home's greatest assets. In January, resident veterans, board members and staff were honored to gather to recognize 35 employees with 605 years of combined service to the State of New Hampshire.

It's an honor to serve our veterans with so many dedicated team members. In this extremely competitive labor market, the New Hampshire Veterans Home is fortunate to have these individuals as part of our team. They are committed to providing the best quality of life for our state's veterans with dignity, honor and respect.

New Hampshire Veterans Home Commandant, Margaret LaBrecque, presented each with a certificate signed by Governor Christopher Sununu and a pin commemorating their service year.

Employees receiving these honors include:

10 Years: Catherine Ballou, Tracey Cooper, Carrie Cornell, Megan Cross, Frederick Kelley Jr, Valerie Kenney,



Pictured above are a few of the 35 New Hampshire Veterans Home employees whose combined State service totals over 600 years. Front row, left to right: Tammy Beaudet, Jo-Ann Griffin, Lynn Hardy, Dolly Keyser, Sandy McCarthy (retired). Back row, left to right: Grayson Brouillard, Lincoln Adams, Tami Wickens and Brenda Mottram (retired).

Brenda Poehler, Michelle Strong, Melissa Valyou

15 Years: Lincoln Adams, Grayson Brouillard, Bonnie Colby, Katharine Dyer, Kathy Edsall, Helene Gasset, Laura Gaudette, Jo-Ann Griffin, Lynn Hardy, Lynn Hilbrunner, Catherine James, Teresa Jordan, Nancy Waugh, Susan Woods

20 Years: Tammy Beaudet, Mary Beaudin, Cindy Collins, Sandra McCarthy, Jason Trefrey

25 Years: Dolores Keyser, Charles Lewis Jr, Susan Pelletier, Tami Wickens

35 Years: Francis Gilbert, Brenda Mottram, Theresa Stebbins

Thank you all for your State service!

Frontline Employees Receive Recognition



Members of the Home's Board of Managers, (left to right) Bob Blais, Ray Goulet, and Paul Lloyd served pizza to celebrate staff.

Above & Beyond

In June, the New Hampshire Veterans Home team of employees was the recipient of The Common Man Roadside's "Do Good" lunch of pizza, dessert and beverages.



Sharon Wildermann, mother of NHVH Assistant Dietary Manager Sarah Wildermann, nominated the NH Veterans Home for the honor. She relayed, "They have been through a lot.

They go out of their way to entertain and support all the vets there that can't currently have visitors, and have worked through all of this fearing for their families."

This special delivery to our healthcare provider heroes was a wonderful recognition of our vital services to our veterans during the COVID-19 pandemic. The restaurant honored our "worthy employees who have gone above and beyond with their work during challenging times."

Celebrate Employees Day

On September 26, 2019 the Employee Benefit Committee held another successful Celebrate Employees Day. This committee sponsored pizza for all staff to honor and recognize their contributions to our veterans.



Recognizing HEROs Serving Heroes

When the NHVH Reward and Recognition Committee was formed in 2018, these team members developed a program to recognize and show appreciation for outstanding work. Staff members who go above and beyond to uphold the NHVH's mission "to provide the best quality of life for NH Veterans with dignity, honor and respect" are now recognized with the New Hampshire Veterans Home *HERO Award*.

Employees are nominated by their coworkers to recognize Honorable, Exceptional, Relevant and Optimistic efforts to provide the best quality of life for our residents. HEROs receive a certificate of appreciation as well as a small gift as a token of appreciation.

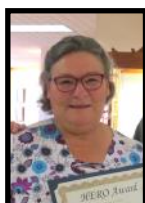
This popular award program rendered eleven recipients in the first year. Now in its second year, 15 staff members were recognized for their service to those who served our country:

Roumania Adams, RN: Roumania was recognized for her enthusiastic energy, compassion for residents and staff alike, being an outstanding role model, genuine, sincere, thorough, pleasant and motivated. Her nominator wrote, "If I needed one, I would want her to be my nurse."



Cathy Ballou, LMNA: Cathy's accolades included her good attitude, willingness to help out, responsiveness to all residents' requests, gentleness, and her actions through taking initiative.

Nadezdha Cregg, LNA: Nadezdha was noted for having a positive attitude that shines and her focus on individual residents' needs and her approach to caring for their physical and emotional needs.



Launa Deshaies, LNA: Launa provides leadership, guidance, and is a true team player. She pays attention to residents' passions and stops to listen to residents, giving many one-on-one attention.

Pat Dunn, Recreation Assistant: Pat greets each resident, remembers their coffee orders, and is there to assist other staff members. She spends time with residents who prefer not to attend group activities, knowing what makes them smile and enjoy their day.



Terri Gendron, LNA: Described as the Energizer Bunny, Terri just "goes and goes." She is a hard worker who is efficient and anticipates residents' needs. She was also praised for consistently going above and beyond, being friendly and a pleasure to work with.



Cody Griffin, LNA: Cody was recognized for treating veterans like family, going "far beyond what is required to give them his time and compassion." No matter who needs help, and no matter how much he's already done, Cody always believes in team first.



Holly Hollins, Environmental Services: Holly's exemplary practices lead her out of her way to help other departments. She is humble, giving, quiet and gracious.



James Hunt, LNA: James is described as a kind person with a positive attitude. He completes his work and jumps in to assist colleagues in his own and other areas. James does all possible to ensure residents receive the best quality of care.



Patrick Kenney, Security: Patrick was recognized as a positive force in the workplace with a strong work ethic. He doesn't focus on just his own duties; he puts residents and staff first in his collaborative actions.



Nancy Kulacz, Environmental Services: Nancy consistently goes above and beyond with a helpful nature. She does more for residents than is required and was recognized for caring for them like family.



Jeff Lavoie, Facility Services: Jeff was recognized for consistently being pleasant while making the NHVH property inviting to everyone – inside and out. He is eager to assist while being soft-spoken and full of heart.



Justin Mills, Recreation Assistant: Justin was nominated for the passion he shows while uplifting others around him. He puts his interests to great use while going above to lift residents and help them relay their experiences. You will find Justin when you follow the sound of the ukulele he strums.



Pat Perry, Environmental Services: Pat goes above and beyond house-keeping. She goes beyond cleaning for residents and help with clothing, room rearrangements, decluttering, and organizing. She is respectful, kind, and is always there for our Veterans.



Samantha Wright, LNA: Samantha's starts every day with a smile and a cheerful, uplifting attitude. Her coworkers recognized her as a "joy to work with".



The presentation of HERO awards did not occur while staff and residents were unable to gather in large groups during the COVID-19 pandemic. Nominations continued to be collected while looking forward to the ability to resume these important recognitions, once gatherings are permitted to properly recognize exceptional team members and their contributions.

Award Received, Staff Recognized



Left to right: NHVH Board of Managers Oliver Brooks, Chris Peirce, and Paul Lloyd, Chairman; Peggy LaBrecque, Commandant; Lynn Hilbrunner, Food Service Director; and Karmen Gifford, Lakes Region Chamber of Commerce President.

In October of 2019, the New Hampshire Veterans Home celebrated the completion of the \$1,650,000 kitchen renovation project that began nine months earlier in January. After years of anticipation and six months of planning, our state's veterans and New Hampshire Veterans Home staff now benefit from this major investment made by the (federal) Veterans Administration. The project was all-encompassing and included: an upgraded kitchen, prep room, dish room and nourishment room; new electrical panels; better work lighting; new, energy-efficient equipment and appliances; and

replacement of all drainage pipes under the kitchen floor, including the addition of three new grease traps.

The upgrade was required due to the addition of 100 beds in 2004 when the Home's Life Enhancement Dementia Unit was completed. Since that time, Dietary staff have operated to the best of their abilities in a space they had outgrown and with equipment that was not energy efficient, with some pieces over forty years old. The increased dietary operations also contributed to drainage issues in pipes below the concrete floor.

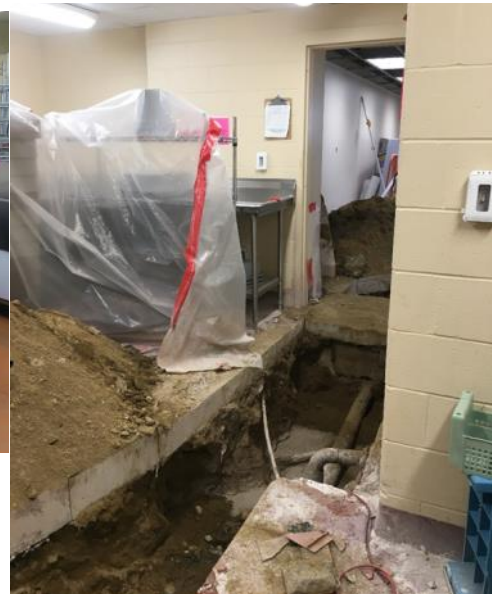


Counter work space was at a premium and the increased demands created pressures that resulted in work space adaptations and inefficiencies.

The investment in this 2,500 square foot area of the Home now enables staff to better serve our veteran residents. In addition to a more efficient kitchen, the updated kitchen equipment saves energy



Dietary Team members were all smiles for a celebratory picture after the project's completion. Enormous thanks go to Food Service Director Lynn Hilbrunner (front, far right) and the entire Dietary Department crew for managing challenging conditions during the kitchen reconstruction dogged by delays and setbacks. We are proud to have such a great team. Thanks to: Carolee, Laurie, Brent, Mark, Katie, Jayne, Diane, Katrina, Pat, Todd, Elaine, Ryan, Linda, Mike, Hope, Dee Dee, Tamsen, Keith, Sabastian, Cindy, Tina, Bonnie, Joe, Rosanne, Hailee, Brittany, Jill, Erin, Matt, Dianne V, McKenzie, Jason, Sabrina, Leanne, Tomi and Harley and the others who were unable to make it to the photo.



The two photos above show the extent of the drainage work.

AWARD-WINNING DIETARY DEPARTMENT (CONTINUED)



New equipment in use in the completed kitchen.

costs and staff time. Approximately 45 feet of additional counter space and added work tables provide a great benefit in areas that previously had no space to offer. The food preparation area was relocated and doubled in size. The new work area now provides better access to coolers. Two additional work stations were added to the nourishment room and prep area. The better-organized storage space benefits cooks and food service workers alike. Now, workflows and work spaces are employee-focused, more efficient and promote decreased chances of employee injury. And, in a tight labor market, these improvements help us attract employee candidates and retain valued staff members.

During renovations, the temporary construction accommodations included separate, outside work trailers for the kitchen, dish room and coolers. The dietary team of 40 employees worked together to meet our veterans' needs and ensure residents received delicious and nutritious meals prepared safely without interruptions. The same high level of service was provided to approximately 175 residents for all three meals a day. In fact the only times some residents were affected was when paper products had to be used due to unexpected dish room work.

The New Hampshire Veterans Home is thankful that the completion of the project not only provides immediate daily benefits, but it also positions us to accommodate future growth as we care for our Granite State veterans.

On January 30, 2020, three months after completion of the kitchen renovation, we were honored with the Lakes Region Chamber of Commerce Business Inspiration Award. Over 200 attendees were present at the Margate Resort for the "2020 Vision: Together it's Clear!" themed event.

After many months of hard work, it was especially



Staff preparing a meal from the new serving station.



rewarding to celebrate the completion of such a vital project with businesses and community members from throughout the region. The inspiration award recognized the beautiful new kitchen, prep room, dish room, and nourishment room, complete with better work lighting and energy-efficient equipment.

This kitchen renovation project not only provides immediate daily benefits to our Veteran residents and staff, but it also positions us to accommodate future growth as we care for those who have served our country. We sincerely thank Lynn Hilbrunner and all of her staff who worked tirelessly during this project. They are to be commended for how they all pulled together to make this major renovation as seamless as possible for our Veterans while serving all of their dietary needs.



Front row, left to right: NHVH Board of Managers Oliver Brooks, Chris Peirce & Paul Lloyd; Peggy LaBrecque, Commandant. Back row: Sarah Stanley, Katie Brown, Sebrena DeSousa, Lynn Hilbrunner, Mike Szymkowski and Carolee Sliker.

VISITS DURING COVID-19



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] Wicked Yankee TV honored the New Hampshire Veterans Home, Tilton-Northfield Fire & EMS, and the Tilton Police Department as pandemic front-line heroes.



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