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**New Hampshire Veterans Home**  
139 Winter Street  
Tilton, NH 03276-5415  
www.nh.gov/veterans

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Margaret D. LaBrecque  
Commandant

Telephone: (603) 527-4400  
Fax: (603) 527-4402

June 11, 2013

Her Excellency, Governor Margaret Wood Hassan  
And the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Pursuant to RSA 119:13, it is hereby requested that you accept the attached Annual Report of the New Hampshire Veterans Home for the Fiscal Year 2012.

**EXPLANATION**

I am pleased to offer the Annual Report in order to summarize activities of the New Hampshire Veterans Home during the past year and intentions for the coming year. The mission of the New Hampshire Veterans Home is to provide high quality, professional long-term care services to the Granite State's elderly and disabled veterans.

Sincerely,  
*Margaret D LaBrecque*  
Margaret D. LaBrecque  
Commandant

MDL:amb

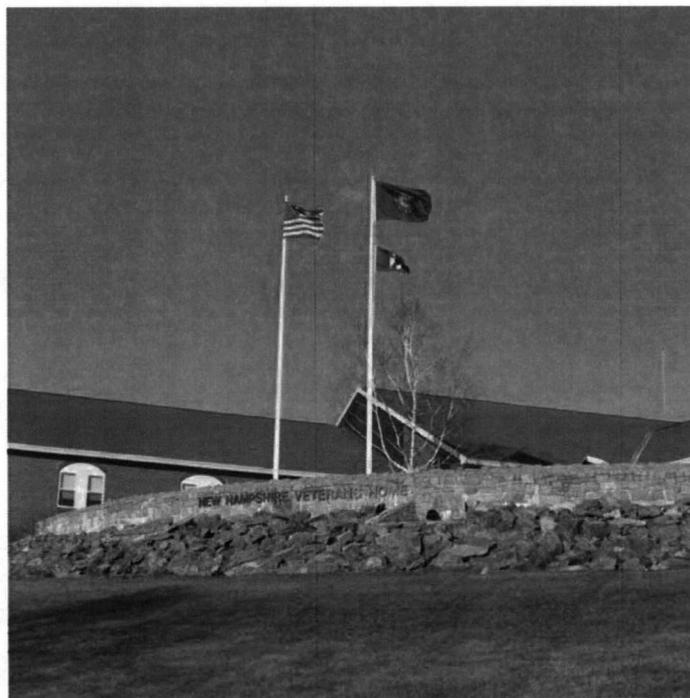
Attachment

# **New Hampshire Veterans Home**

**Tilton, New Hampshire**

Est. 1890

*"For those who served"*



**Annual Report: Fiscal Year Ended June 30, 2012**

June 11, 2013

**Pursuant to RSA 119:13**

*State of New Hampshire*

**Governor**

John H. Lynch

**Executive Council**

Raymond S. Burton

Daniel St. Hilaire

Christopher T. Sununu

Raymond J. Wieczorek

David K. Wheeler

**New Hampshire Veterans Home**

**Board of Managers 2011-2012**

Donald R. Caron, Chairman

Junious Owens, Secretary

Robert "Bob" Blais

Edwin F. Brown

Wanda Furbish

Paul J. Lloyd

Richard L. Murphy

Anthony J. Romano, Jr.

Robert Wyman

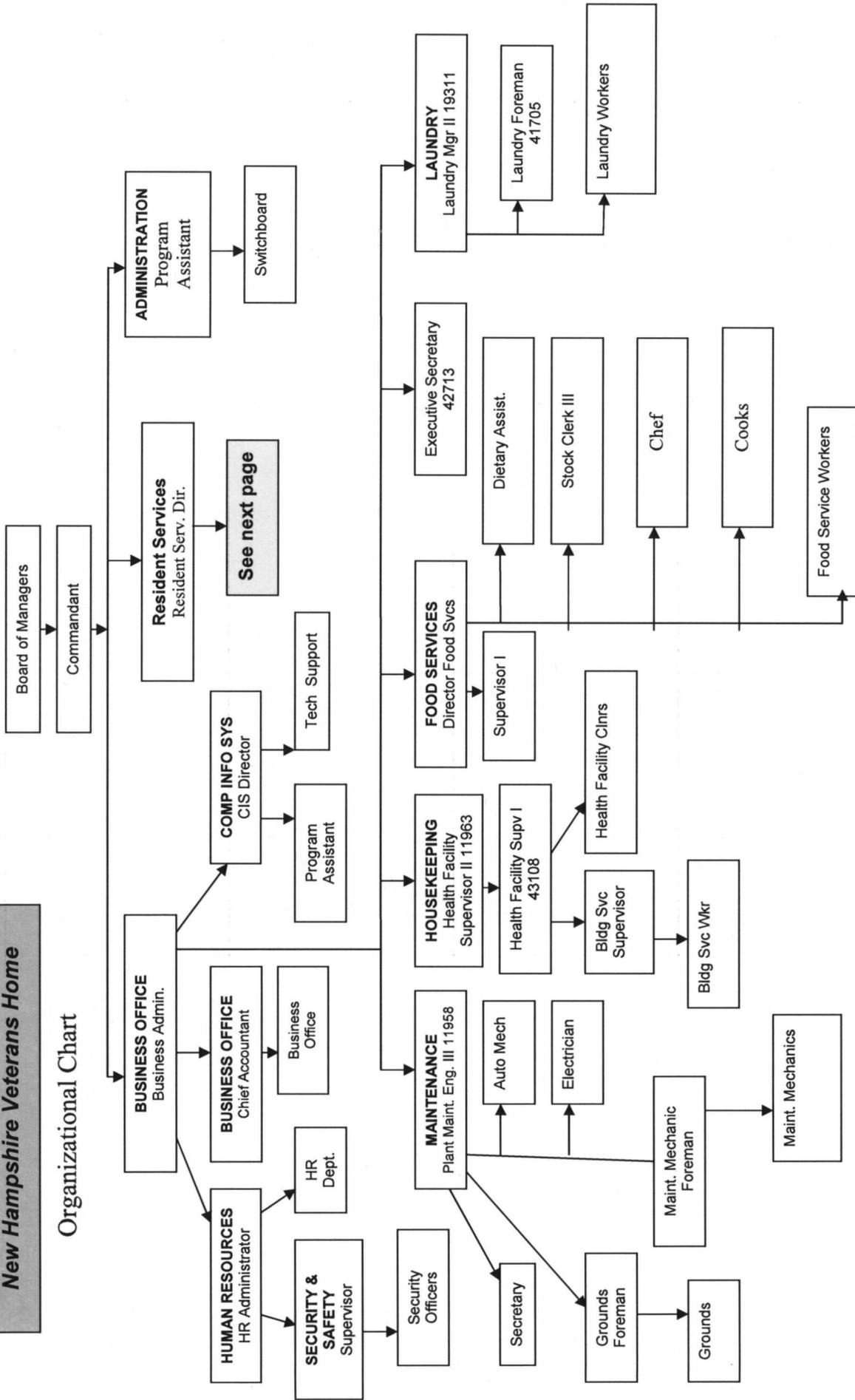
**New Hampshire Veterans Home**

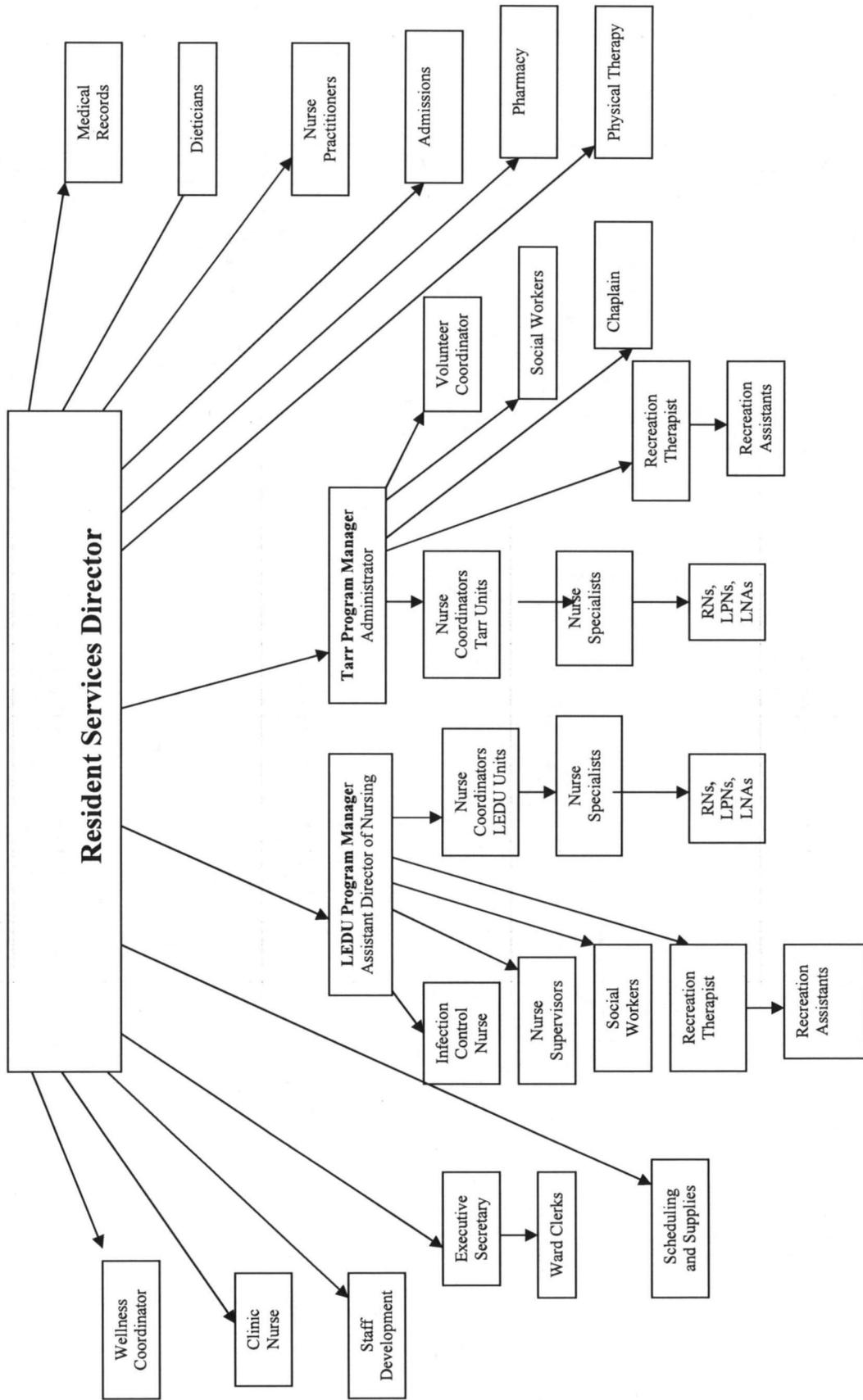
**Commandant**

Barry E. Conway

# New Hampshire Veterans Home

## Organizational Chart





# Physical Plant and Property

*Fiscal Year Ended June 30, 2012*

<b>Physical Plant</b>	<b>\$35,118,493</b>
<b>Equipment</b>	<b>\$243,209</b>
<b>Highway/Roads</b>	<b><u>\$95,000</u></b>
<b>Total Property and Plant</b>	<b>\$35,456,702</b>



## New Hampshire Veterans Home

### FY 12 Actual & FY13 Projected

	FY 12 Actual	FY 13 Projected
<b><u>Revenue</u></b>		
Federal Funds	6,955,246	1,970,860
Agency Income	7,261,406	9,477,213
General Funds	13,268,400	17,903,477
	<b>27,485,052</b>	<b>29,351,550</b>
<b>Total Revenue</b>	<b>27,485,052</b>	<b>29,351,550</b>
<b><u>Expense</u></b>		
Personnel Services	14,792,133	15,435,048
Personnel - Commandant	109,057	105,053
Overtime	182,349	118,810
Holiday	325,135	347,318
Benefits	<u>7,281,830</u>	<u>8,316,673</u>
Sub-Total Personnel & Benefits	<b>22,690,504</b>	<b>24,322,902</b>
Supplies	895,428	911,211
Food	568,510	568,250
Rents	24,948	32,596
Utilities	511,726	459,428
Maintenance	54,080	56,000
Organizational Dues	1,966	2,000
OIT	64,551	100,075
Equipment	43,101	100,000
Audit Set Aside	6,058	6,055
Consultants	226,804	300,000
Own Force Maintenance	35,028	30,000
Contract Maintenance	143,604	150,792
Temporary Personnel	728,704	752,678
Travel - In State to Transport Clients	1,748	12,500
Travel - Out of State	1,000	1,000
Pharmacy	1,138,467	1,332,063
Workers Compensation	341,884	200,000
Unemployment	<u>6,940</u>	<u>14,000</u>
Sub-Total Other Expense	<b>4,794,548</b>	<b>5,028,648</b>
<b><u>Total Agency</u></b>	<b>27,485,052</b>	<b>29,351,550</b>

# Annual Report: 7/1/11 – 6/30/12

## The Year in Review

The New Hampshire Veterans Home(NHVV) enjoyed another successful year of serving the Long Term Care needs of Granite State Veterans. From July 1, 2011 through June 30, 2012, we provided care for nearly 300 veterans who proudly served their country, state, and fellow citizens.

We have completed 2 capital projects, the Life Safety Infrastructure Upgrades and the construction of a Multi-Purpose Operations Center. The Life Safety Infrastructure project consisted of all construction services necessary and required to complete upgrades to the mechanical infrastructure and performed life safety upgrades. This included: Construction of fire walls and fire barriers; installation of fire doors; segregation of normal and life safety power; switch gear replacement; roofing replacement on two buildings; soffit and fascia systems replacements; emergency generator installation; valve replacements; elevator upgrades (3); geothermal system upgrades; and technology infrastructure upgrades.

The Multi-Purpose Operations Center is a stand alone structure connected to the existing facility by way of a corridor. It is used as a Multi-purpose Center with Shipping and Receiving, Kitchen, Toilet Facilities and a Conference Room, which can be used as an Emergency Operations Center in case of long term utility outages at the facility.

Both of these projects were 65% funded by the US Department of Veterans Affairs State Home Construction Grant Program with 35% state matching funds.

USDVA	\$4,362,599.00	(65%)*
State of N.H.	\$2,349,091.00	(35%)
<b>Total:</b>	<b>\$6,711,690.00</b>	

### \*The American Recovery and Reinvestment Act of 2009 (ARRA) funds.

We were successful in obtaining grant funds from the State's Energy Manager Karen Rantamaki to purchase a new washing machine for our laundry operations. This new equipment reduces our electrical usage, fuel oil usage, and water consumption. We continue to strive to improve operational efficiency wherever possible.

We are in the implementation phase to update the physical network infrastructure. This is in preparation for our next Capital Project. We have replaced all of the fiber backbone throughout the facility. All offices and patient care areas will be wired

with category 6 copper wiring and connected to the backbone using newer, faster managed switches. One of our upcoming projects is for an Electronic Medical Record. The next phase of this will include secure wireless connectivity to the patient care areas for documentation at the point of care.

In the next Capital Budget we have requested a project that we titled "Equipment Upgrades". In this project we are looking to improve and replace our Secure Care Patient Wandering System in our Dementia Neighborhoods. Our current system is seeing excessive maintenance and has had numerous failures recently. Replacement of this system will ensure that our residents reside safely in their neighborhoods and that the risk of elopement is managed to the highest level possible. In this project we will be making operational improvements and equipment replacements in our Kitchen and Laundry Departments. The equipment, layout, and ergonomics of these areas will be brought to current codes and best practices. Laundry operations processes over 3000 pounds of laundry per day 7 days per week and the kitchen produces over 600 meals per day, so it is critical that we continue to ensure these departments run as efficiently as possible. This project will also replace 136 heat pumps that have approached the end of their life cycle.

### **Personnel Data June 30, 2012**

As of June 30, 2012, there were 428 staff members working at the New Hampshire Veterans Home. The staff is composed of employees who are dedicated to serving the needs of our resident veterans in the areas of medical, rehabilitative, nursing, and social services as well as recreation, dietary, housekeeping, maintenance, and business office personnel.

Bi-monthly "Above and Beyond" awards were presented to staff that were nominated by coworkers for being committed to superior and excellent performance.

Winners of this award were :

**Tom Fowler from the Nursing Department**  
**Toni Atherton from the Nursing Department**  
**Scott Jones from the Maintenance Department**  
**Bob Loranger from the Maintenance Department**  
**Linda LaFountain from the Recreation Department**  
**Carol Zogopolous from the Nursing Department**

The Employee Benefit Committee of the New Hampshire Veterans Home was founded in February 2005 and exists to recognize the contributions and enhance the morale of all employees of the New Hampshire Veterans Home. The Employee Benefit Committee organizes events and coordinates activities throughout the year that will benefit all employees. This committee is 100% self supporting. The Committee purchases movie tickets to Smitty's Cinema at a reduced rate and makes them available to all staff at cost.

The Committee recognizes the retirement of all employees who have worked at the Home for 10 or more years. The employee is given a gift in accordance with the guidelines of the staff retirement policy.

Activities during this year included:

- Frozen fruit bars in assorted flavors were provided to all staff on July 21, 2011.
- Pizza was provided to all three shifts in honor of *Celebrate Employees Day* on Thursday, September 8, 2011.
- The Employee Benefit Committee provided trays of Christmas cookies, candy canes, and Clementine fruit to all staff on Thursday, December 15, 2011.
- On Thursday, March 22, 2012, the Employee Benefit Committee sponsored Dunkin' Donuts coffee and Panera Bagels for all three shifts. Tea and hot chocolate was also provided for non-coffee drinkers.
- The Committee honored all departments during National Nursing Home Week – May 13-19, 2012 - with events:
  - ~ Monday, May 14, 2012– Strawberry shortcakes with *Tropical/Beach Theme* “Dress Down Day.”
  - ~ Wednesday, May 16, 2012: – Dunkin' Donuts Coffee and Brothers Donuts with *Patriotic Theme* “Dress Down Day.”
  - ~ Friday, May 18, 2012 – Gift Certificate Day with favorite *Sports Team Theme* “Dress Down Day.”

RADA Cutlery is an ongoing fundraiser sponsored by the Employee Benefit Committee. 40% of all sales go directly into the *NHVVH Employee Fund* and are used to support activities and events throughout the year that will benefit all employees.

## **Quality of Life**

The Seniors Aid NH (SANH) Banquet was held on April 23rd 2012 at the Executive Court in Manchester, NH. The NHVVH residents raised \$450.00 to donate to this cause. Senior Aid NH is a group of residents who live in New Hampshire nursing homes, assisted living, and independent living communities. Their goals is to collaborate on efforts aimed at benefiting those in need in New Hampshire. They also work with key state leaders and policy makers on policy issues that affect long-term care and independent living residents. One of their objectives is to change the culture among policy makers and advocates to reflect the need for resident inclusion in the policy making process.

An important part of our residents' lives is the quality of recreational activities at NHVH. There are daily activities in house, as well as several trips within the community each week. A full bus of residents attended a trip to the Pease Air Show in Portsmouth, NH on June 29th 2012. This event included a large air show for the residents' entertainment. It was an extremely well attended event and lunch was served for all attendees.

The Weirs trips took place June 18th-22nd 2012; a different group of residents attended the trip each day. Residents spent the day on the porch of the "Veterans Cottage" watching all the activity on the very busy Weirs Boulevard.

The Intergenerational Program and Volunteer programs continue successfully. The intergenerational program enriches lives of the residents and the area school children of various ages. Volunteers from all walks of life help out at events and also share their talents and skills with interested residents. The Art and Woodworking committees are two programs that allow residents the chance to try something new and to express themselves artistically.

### **LNA of the Year**

Daniel Ruggerieri LNA 11 was nominated as NHVH LNA of the Year. He participated in the Licensed Nursing Assistant Day on June 7, 2012 on the lawn of the State House in Concord and was addressed by Governor Lynch. Dan is a second shift licensed nursing assistant who is presently enrolled in a Licensed Practical Nursing School and is slated to graduate in December 2012 and is planning to continue to work at the New Hampshire Veterans Home.

### **Education**

The social workers have had another successful year with their "I Care" Abuse and Neglect Prevention program that helps all staff working in long term care to understand that the best antidote for elder abuse is learning to care for oneself! This program is offered three times a year and approximately eighty nine NHVH employees have participated in the six week program. Other educational programs are available through the Staff Development program.

### **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 200 men and women who have served their county and fellow New Hampshire Citizens. The mission of the NHVH is to provide high quality, professional long-term care services to the Granite State's elderly and disabled veterans. NHVH is the only long-term care facility in New Hampshire that is dedicated exclusively to veterans.