



VERMONT VETERANS' HOME

VOLUME 7, ISSUE 7

JULY 2016

# The BUZZ WORD



## THE BUZZ WORD

Three ways for you to receive the Vermont Veterans' Home monthly newsletter:

- ◆ Vermont Veterans' Home website:  
[www.vvh.vermont.gov](http://www.vvh.vermont.gov)  
Click on About Our Home  
Click on Newsletters
- ◆ Email
- ◆ Mailing List

Please contact:

The Buzz Word Editor  
Vermont Veterans' Home  
325 North Street  
Bennington, VT 05201

(802) 447-6510

Email: [Barbara.Fitzgerald@vermont.gov](mailto:Barbara.Fitzgerald@vermont.gov)

*Honoring  
Those Who Have  
Served*

## DONATION INFORMATION

Your donations are gratefully accepted. Please make check out to Vermont Veterans' Home:

**Vermont Veterans' Home  
Business Office  
325 North Street  
Bennington, VT 05201**

Please indicate to which fund(s) you are donating:

### Members Assistance:

Directly to Veterans/Members  
Furniture  
Haircuts  
Clothing  
Other personal needs

### Namaste Program Fund:

Oils for relaxation  
Supplies  
Equipment

### Unrestricted Fund:

Facility equipment  
Large purchase

### Activities Fund:

Entertainment

### Music & Memory Fund:

iPods  
Headphones  
iTunes cards



## QAPI CORNER

By: Karen Divis, Quality Assurance Nurse

Performance Improvement Projects (PIP's) are interdisciplinary team meetings concerning a problem with a system or procedure. We track customer service concerns through our QIS Interviews with veterans, members and families, Pinnacle and our Concern, Complaint & Compliment process. We also ask staff what problems they are having. We then identify areas of concern and initiate a PIP to solve them. Right now some of our PIP's are Customer Service Pre-admission, IV documentation, updating Policies and Procedures and our Concern, Complaint & Compliment process. We welcome veterans/members & families to be involved in our PIP's.



## FOUR CHAPLAINS ALL FAITHS MEMORIAL CHAPEL



**“When a veteran enters the Vermont Veterans’ Home, he or she need not lose their connection to their faith or their God. We are an all-embracing chapel which is available to ALL faiths.”**



**Chaplain George L. Fox (Minister, Methodist Church)  
Chaplain Alexander D. Goode (Rabbi, Reform Judaism)  
Chaplain Clark V. Poling (Pastor, Reformed Church in America)  
Chaplain John P. Washington (Deacon, Catholic Church)**

### **“All Faiths” Welcome**

**Inter-Denominational Service Every Thursday at 3:00 p.m.  
Catholic Service Offered Every Wednesday at 3:00 p.m.**

**Services are open to the public and the Home welcomes all community members to attend. Transportation to and from the Veterans’ Home to a local parish is provided upon request.**

### *For God and Country*

Please feel free to call for more information. Chaplain Ken at (802) 447-6550 or (802) 447-3479.

**Pray for our men and women serving around the world to keep us free.**

**Pray also for all those serving our Veterans and spouses here at the Veterans’ Home.**

*Always remember God is with us, even at our wits end. ~ God Bless, Ken Coonradt (Chaplain)*



**“As I swam away from the ship, I looked back. The flares had lighted everything. The bow came up high and she slid under. The last thing I saw, the Four Chaplains were up there praying for the safety of the men. They had done everything they could. I did not see them again. They themselves did not have a chance without their life jackets. “**

*~ Grady Clark, survivor*

*U.S.A.T. Dorchester*, carrying 902 service men, merchant seamen and civilian workers, moved steadily across the icy waters from Newfoundland toward an American base in Greenland. Only 150 miles from its destination, the captain ordered the men to sleep in their clothing and keep life jackets on. Many soldiers sleeping deep in the ship’s hold disregarded the order because of the engine’s heat, others because the life jackets were uncomfortable. On 3 February 1943 at 12:55 a.m. the German submarine U-223 fired 3 torpedoes, one of which hit decisive – and deadly, striking the starboard side amid ship and far below the water line. Captain Hans J. Danielsen alerted all that the *Dorchester* was taking water rapidly and sinking, giving the order to abandon ship. In less than 20 minutes the *Dorchester* slipped beneath the Atlantic’s icy waters. *-Excerpt from The Four Chaplains Memorial Foundation.*



VERMONT VETERANS' HOME

*Fulfilling the Promise*

**325 North Street  
Bennington, VT 05201**

**The Vermont Veterans' Home was established in Bennington in 1884. It is governed by a Board of Trustees appointed by the Governor. The VVH offers a complete range of specialized care services for its residents. VVH goals focus on insuring the dignity, independence, and the highest possible care and quality of life for each resident.**

**VVH is licensed to meet all levels of care for its residents and the VVH's departments and staff work together to provide those levels of care.**

*For any Further Questions Please Contact:*

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mary.ryan@vermont.gov  
802-447-6523**



<http://vvh.vermont.gov>

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*From the Administrator...  
Melissa Jackson*

It's hard to believe that it is July already, where is the time going? As always, life at the Vermont Veterans' Home is very busy. Last month we held our annual Car Show and it was bigger and better than previous years. The weather was perfect which encouraged more individuals to show their cars and more people to visit the show. Our next big event is the Eagles Band Concert on July 6th at 6:30pm on the front lawn. We hope to see you there.

I had the honor of being chosen to participate in the National Emerging Leadership Summit (NELS) for Healthcare Administrations in Health and Aging Services at George Washington University in Washington, DC. NELS brings together administrators from across the country, most are new to the field and some are seasoned administrators, to discuss and develop action plans to bring the younger generation into healthcare positions. This was an intensive three days and I was able to share many of the great things the Vermont Veterans' Home's staff does every day.

I hope by the time our August Buzz Word is published work will have begun on our kitchen renovation. Once a construction date is identified, I will set up a meeting with the Veterans, Members and family members to discuss the impact of the renovation on our dietary services

Stay cool and remember your sunscreen.

Melissa



*A LITTLE AFTERNOON MUSIC*



# Donations

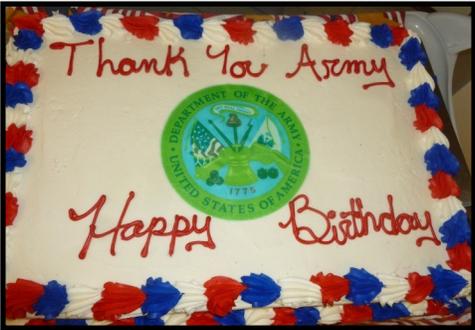
On behalf of the Veterans/Members, we sincerely thank the following for their generous donations.

Rose  
Phyllis Blanchard  
Karen Williams  
Bennington Girl Scouts Jump-In  
Suzanne Jones  
Dawn Black  
Gabriella Giorgi  
American Legion Auxiliary - Hardwich  
American Legion Auxiliary - VT  
Dept. of VT Auxiliary VFW  
River Valley Credit Union  
University of Vermont Medical Center  
Paulin Inc.  
VFW Bennington CO Post 1332  
Theresa B. Harrington  
Kenneth and Elaine Coonradt  
Eunice Crowell

Praetorius Family  
Gary Bronson  
Dean Dixon  
Joe McCusker  
David Mahoski  
Carolyn Mitton  
Charles Danforth  
Ed Maroney - Willy's Variety Store  
**In Memory of Dale Slade**  
Butternut Mountain Farm  
**In Memory of Joseph Bishop**  
David and Nancy Hollister  
Maurice Andrew  
Kaman Composites- Vermont



## Celebrating Army's 241st Birthday





*From Deputy Administrator...  
Colonel Al Faxon*



Summer is here at The Vermont Veterans' Home...Picnics...Car Shows...Fishing Derbys...Concerts...Open House...Pow Wow ...etc....amazing! It goes to show you we are a true community; in fact we have more going on at VVH during the summer than most of the surrounding towns!



All of these events require considerable organization and effort, so to all of our great employees involved in these activities; thank you for making our home special.



I again want to single out those of you who keep and maintain the Vermont Veterans' Home in the state of cleanliness that it ALWAYS is. Those within the Housekeeping Department do an Outstanding job! This is by far, the cleanest, freshest, facility of this type that I have ever been in. I am proud to walk and tour people through our Home and this is largely because of your efforts!

S/F

*State Line Car Club Donation*



L to R: Col. Al Faxon, COO; Audrey Jones, Member and Bob Houran

*Crippen-Fellows American Legion Auxiliary Donation*



L to R; Col. Al Faxon, COO; Phyllis Blanchard, Karen Williams and Mellissa Jackson, CEO

F.Y.I.

## Mark Your Calendars

**The Eagles Concert Band**  
Wednesday, July 6, 2016  
at 6:30 PM

**VFW PICNIC**  
Sunday, July 10, 2016  
at 12:00 PM

**FISHING DERBY**  
Sunday, July 24, 2016  
at 10 AM

**11th Annual  
Rock, Rattle and Drum Pow Wow**  
Saturday, August 13th and  
Sunday, August 14th  
more information to come



*In need of:*

**men's new belts ,  
men's suspenders  
and  
women's jewelry**



### Volunteers Needed

Shopping Trip Companion  
(with our transportation)

Bingo Helper

Off Campus Event Companion

In House Event Helper

Helping with outside events

And More!

If you have a skill you would like to share with our Veterans, please let us know.

For more information about our Volunteer Program, please call :

Michele Burgess at 447- 6520

Dedicate some time to a Veteran. It's a rewarding experience.

*Just For Laughs.....*

### *Dust Bowl*

A soldier sought shelter in the cook's tent during a dust storm that swept over the camp during war maneuvers. He noticed that the lid of the soup kettle was awry, permitting dust to blow into the soup, and undertook to call the cook's attention to it.

"If you'd put the lid more firmly on that kettle, we wouldn't get so much dust and dirt with our soup," he said tartly.

"See here, my lad," said the cook angrily, "your business is to serve your country."

"Quite right. My business is to serve my country," the soldier answered, "but not to eat it."



## *The Vietnam Veterans of American Picnic*



THANK YOU FOR  
ALL YOU DO



### *Coworkers showing support*



### *2016 Resident Council*

Resident Council is composed of any veterans/member of the nursing home & domiciliary of the Vermont Veterans' Home. They meet once a month and elect officers yearly. Their purpose is to review concerns from veterans/members and to raise money to benefit the community. They have donated money to scholarships, The VT Food Bank; Warm the Children, The Children's Hospital of VT and many more.



L to R: Greg W., Treasure; Richard V., President; Willy R., Vice President and Barbara V., Secretary



## *New LNA Program*

We are pleased to announce that VVH again will start an LNA Program. Over the last few months I have been working on the program that was submitted to the State Board of Nursing. It has been approved after a site visit by the Board of Nursing. We were also approved by Pearson Vue (the testing agency) to be a testing site which means the students trained at the Home can also be tested here when they take their State exam. The State exam is stressful enough without having to go to an unfamiliar site to be tested.

Our first class will be in late July 2016. From assisting care, walking, and listening, the LNA play an important role in body and spirit. It is difficult for them and all of us not to get attached to our Veterans and Members who live here. LNA's are the backbone of the facility. The work is demanding and has many responsibilities, long hours and various other duties. They do not always receive the appreciation they deserve. So take a moment to thank our LNA's as it is well deserved.

Patricia Babcock RN, IP, LNA Class Administrator



VVH'S



LNAS



STATE LINE CAR CLUB  
AND  
VERMONT VETERANS' HOME  
ANNUAL CAR SHOW

