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



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Kimberly M. MacKay
Commandant

Telephone: (603) 527-4400
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October 1, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
New Hampshire State House
Concord, NH 03301

REQUESTED ACTION

Please accept the attached New Hampshire Veterans Home (NHVH) Annual Report for Fiscal Year 2025.

EXPLANATION

Pursuant to RSA 119:13, the New Hampshire Veterans Home will be submitting the attached Fiscal Year 2025 Annual Report of the Home to the Secretary of State, the Fiscal Committee, and the Commissioner of Administrative Services.

Respectfully Submitted,

Kimberly MacKay
Commandant

Attachment: NHVH 2025 Annual Report

Established 1890

New Hampshire Veterans Home



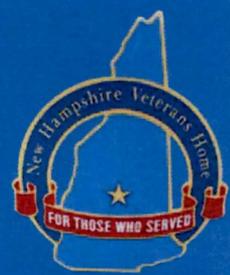
Annual Report

Fiscal Year Ended June 30, 2025

September, 2025

Pursuant to RSA 119:13 | Tilton, New Hampshire

For those who served



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State of New Hampshire



Governor

Kelly A. Ayotte

Executive Council

Joseph D. Kenney Karen Liot Hill

Janet Stevens John Stephen

David K. Wheeler

New Hampshire Veterans Home

Board of Managers 2024-2025

Paul J. Lloyd, Chairman	Allan Bailey
Robert G. Blais	Diana Brown
Andrew Corrow	Susan A. Cuddy
Madeline Dreusicke	William Gaudreau
Raymond J. Goulet, Jr.	Robert W. Guldner
Michael Lopez	Robert St. Pierre

New Hampshire Veterans Home



Commandant

Kimberly M. MacKay

Message from Commandant MacKay

After completion of New Hampshire Veterans Home's fiscal year 2025, my third year as Commandant, there are so many highlights to share.

I am proud to work with a team of employees who share the important focus on the quality of life of our veterans. Twenty-five employees celebrated over *400 years* of service to the State of New Hampshire this year. More on this incredible milestone is shared in the coming pages of this report.

Community members continue to partner with us to hold events such as the Elks Fishing Derby, American Red Cross Blood Drive, Easterseals NH & Jeepin' 4 Vets event, American Legion's POW/MIA 24-Hour Vigil, our annual Cruise Night, Cyber Security Training, and so much more.

For the first time in many years, over 145 veterans called the New Hampshire Veterans Home their home. Many memorable events honoring these veterans were also enjoyed this year. Some of these include:

- The Patriot Piecemakers Quilts of Valor group honored 17 of our veterans as a continuation to 10 veterans receiving their generous donations in 2023. This is in addition to 22 beautiful quilts presented by Bare Bones Quilting Group in 2023.
- We were honored to host Master Chief Petty Officer Daniel Quinn's US Navy Frocking Ceremony. Resident Peter Martel, his proud grandfather and also US Navy veteran, was beaming as he participated in honoring his fellow Navy family member.
- A group of our Vietnam Veterans were invited to the University of New Hampshire alumni weekend to share their thoughts on service. Our veterans, Allan, Gary, Ken and Leo, presented their thoughts while serving on a speaking panel and were sincerely thanked for their openness and honesty. They did an amazing job relaying what they experienced when they answered the call to serve their country.
- Alan of Onion's Pub & Restaurant and Ginny of Sanborn's Auto Repair, accompanied by her four-legged family members: Lucky Bear, Smoky Bones and Diamond, personally delivered a delicious prime rib dinner generously donated by Onion's.
- We welcomed Lieutenant Colonel James Tom and Benjamin Bryant, E CIV OSD ODAM (USA), for a very meaningful Vietnam Veterans 50th Anniversary Pinning Ceremony. Lt Col Tom honored our Vietnam Era Veterans, giving them an official "Welcome Home" as they wrap up the commission of the 50th anniversary of the Vietnam War through the Department of Defense. It was very moving to pause and individually acknowledge the courage, service, and sacrifice of our Vietnam veterans, many of whom have been waiting a very long time for this recognition.

This is just a sampling. I am proud to say that there are too many to list in our annual report. To remain current with our special events and programs throughout the year, we invite you to: follow us on social media including Facebook, Instagram, YouTube and LinkedIn; follow our recreational programs posted on our website at www.nh.gov/veterans or visit us in person.

As we look ahead, fiscal year 2025-2026 includes an exciting addition to our Home and many additional planned projects that are shared in the coming pages.

We invite you to be a part of our Home serving our state's veterans. Whether you would like to join our employee team, fulfill veterans' wishes, volunteer, refer a veteran to reside with us, or simply take a tour to learn more about us, we look forward to hearing from you.

Sincerely,

Kimberly MacKay

Kimberly M. MacKay
Commandant



Board of Managers

The New Hampshire Veterans Home Board of Managers are comprised of representatives from veteran service organizations and our resident population.

Pictured are members present of the NH Veterans Home Board of Managers, Left to Right (Front) – Allan Bailey, NHVH Male Resident; Michael Lopez, Disabled American Veterans; Madeline Dreusicke, Veterans of Foreign Wars Auxiliary; Kimberly MacKay, NHVH Commandant; Dee Brown, NHVH Female Resident;

(Middle) - Paul Lloyd, Chairman and Veterans of Foreign Wars; Susan Cuddy, Veterans of Foreign Wars; Raymond "Ray" Goulet Jr., Vietnam Veterans of America; Andrew "AJ" Corrow, Veterans of Foreign Wars;

(Back) - Robert "Bob" Blais, American Legion; Robert "Bob" Guldner, Disabled American Veterans;



Robert St. Pierre, American Legion; and William Gaudreau, Department of Military Affairs and Veteran Services.

To read Board of Managers' meeting notices and minutes, we invite you to visit our website at www.nh.gov/veterans.

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:

- Encourages resident participation;
- Promotes friendship and understanding among residents;
- Provides and receives information for the benefit of all residents;
- Suggests improvements.

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, work with our staff to facilitate communications, implement ideas, and follow up on recommendations. A sample of recent items reviewed include:

- Suggested further reach for the Home's Public Address system
- Suggested changing the "Bank" name to "Resident Business Office"

to allow residents to better understand the role of the Business Office

- Helped fellow residents navigate changes when Tarr East was introduced as a neighborhood
- Added staff who pass away to the list of "New and Deceased" read at resident council meetings
- Worked with Environmental Services on their common area furniture cleaning and window cleaning schedules
- Simplified Robert's Rules to be followed for all Resident Council meetings
- Created a resident focus group to create a more personal Final Salute to honor the veteran who passed; implemented updates, including bell tolls and their meanings
- Worked with Recreation to begin dry cleaning pick ups/drop offs with

local dry cleaners

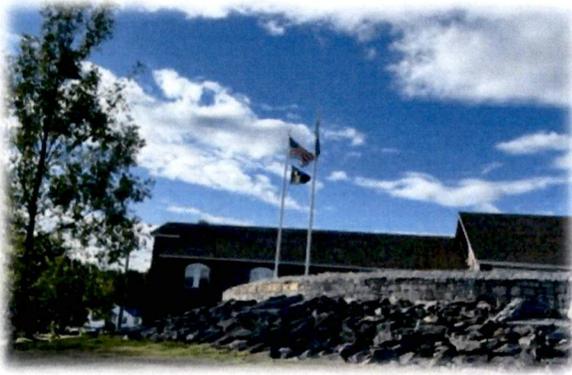
- Provided input on Tarr Dining Room chairs to ensure they are lighter and easier to manage

We thank them for serving their fellow comrades.



Left to right, back row: Don Overman, President; Henry 'Tom' Sawyer, 2nd Vice President; front row: John Donohue, Chaplain; Gary Simard, Sergeant-at-Arms; John 'Jack' Tobey, 1st Vice President

Our Home



Physical Plant and Property

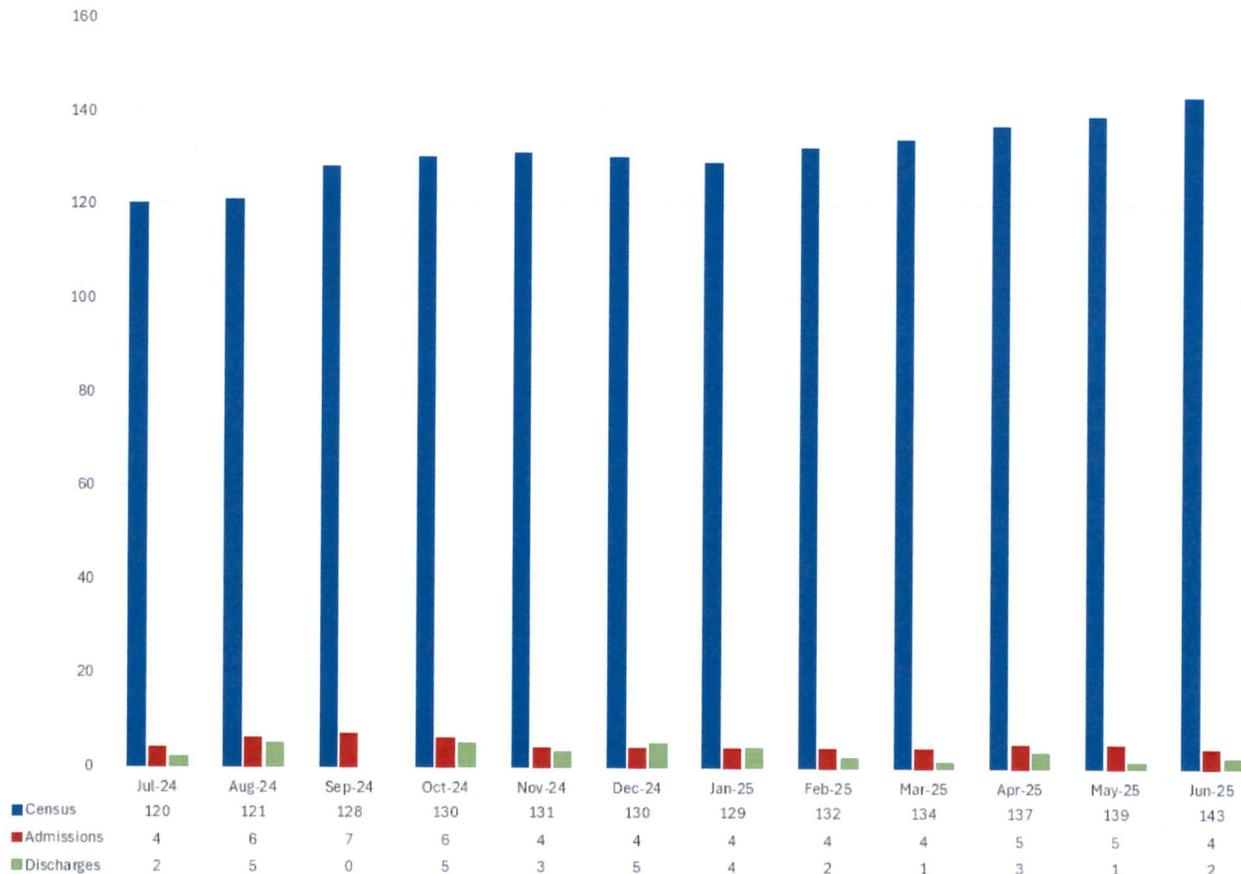
Physical Plant	\$ 35,849,203
Equipment	\$ 1,139,585
Highway/Roads	\$ 95,000
Total Plant & Property	<u><u>\$ 37,083,788</u></u>

Personnel Statistics

Unclassified	1
Classified	260
Part-time / Per diem	50

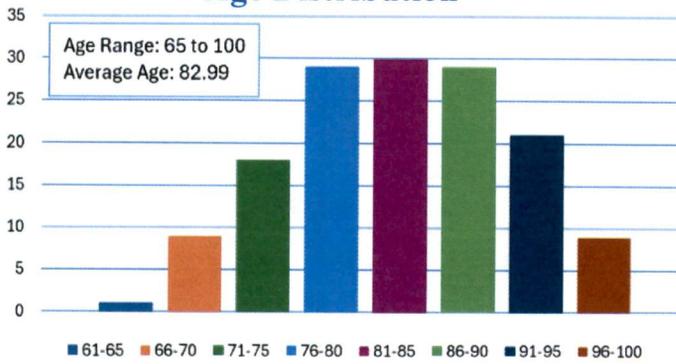


Veterans Served - Census, Admissions & Discharges by Month

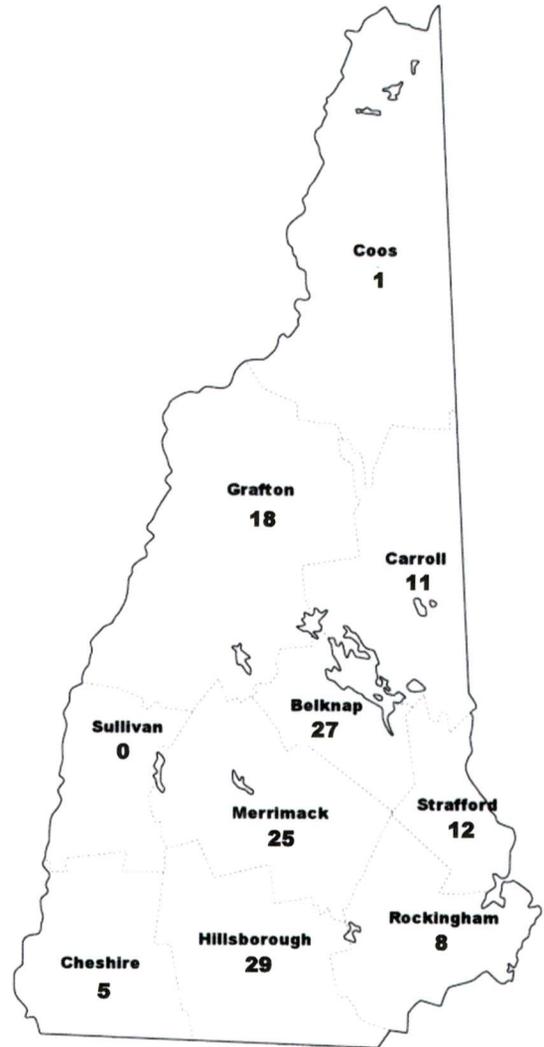


Resident Demographics

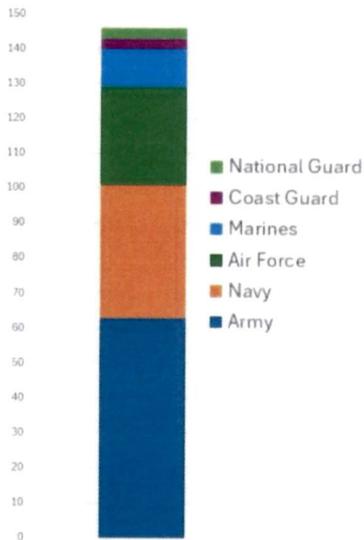
Age Distribution



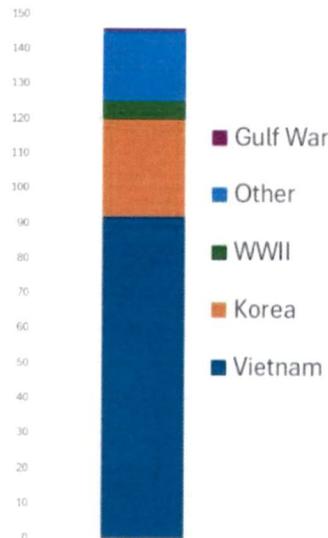
Residents by County



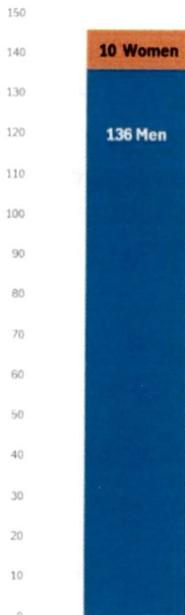
Branch of Service



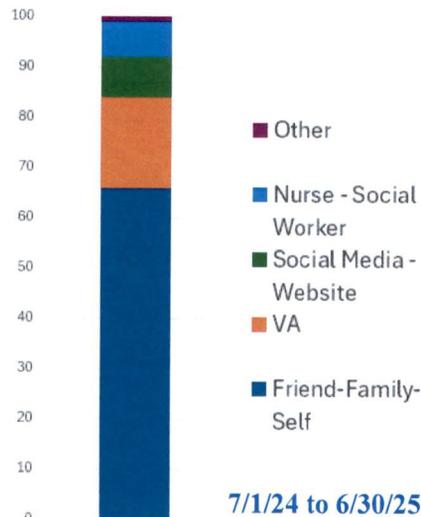
Conflict Era Served



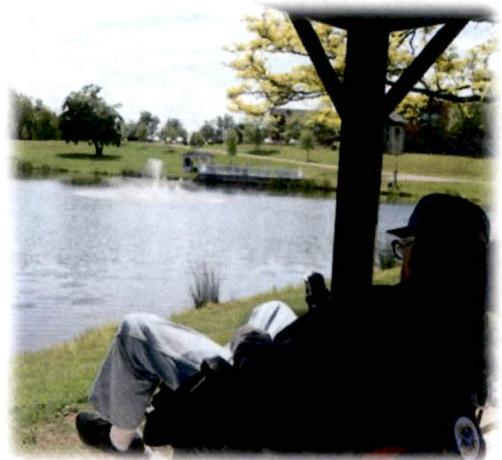
Residents by Gender



Referral Sources by percentage



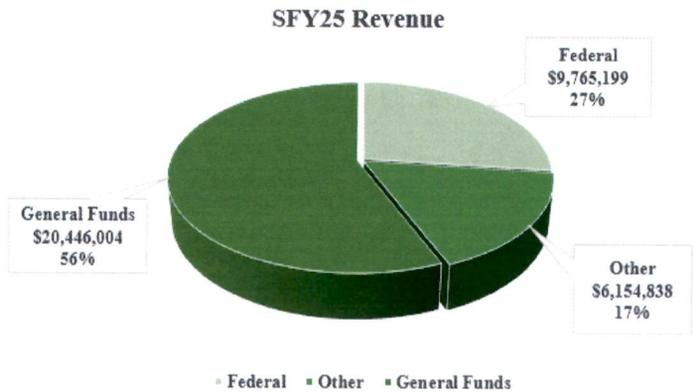
Residents on June 30, 2025, by county as of date of admission. Ten additional qualified residents resided outside New Hampshire at the time of their admission.



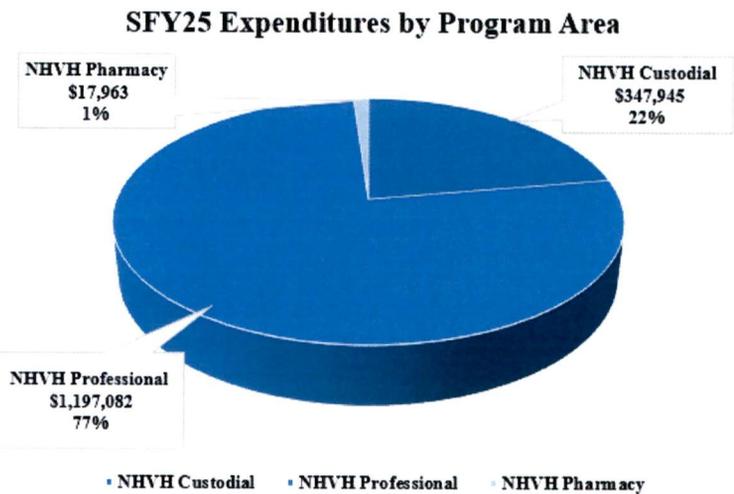
7/1/24 to 6/30/25

STATE FISCAL YEAR (SFY) 2025 FINANCIAL SUMMARY

Class	Revenue Description	SFY25 Actual Revenue
000	Federal	\$ 9,765,199.36
009	Other	\$ 6,154,838.24
010	General Funds	\$ 20,446,003.77
		\$ 36,366,041.37



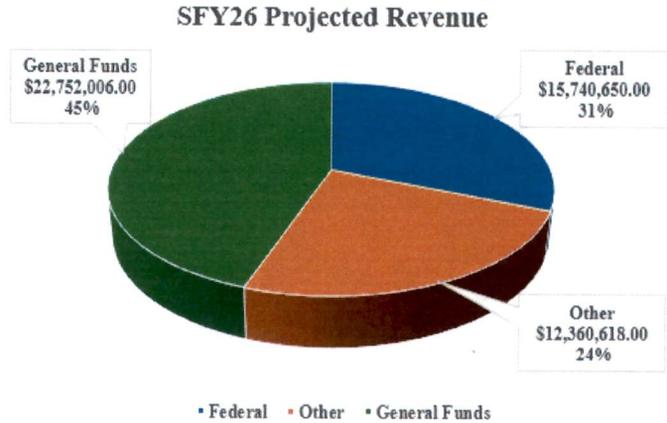
Class	Class Description	SFY25 Actual Expenditures
010	Personal Services - Perm	\$ 16,798,928.08
011	Personal Services - Unclassified	\$ 189,303.96
018	Overtime	\$ 1,479,057.41
019	Holiday Pay	\$ 453,584.86
020	Current Expense	\$ 889,804.07
021	Food Institutional	\$ 472,424.68
022	Rents - Leases	\$ 34,814.19
023	Heat Electricity Water	\$ 687,838.21
024	Maint other than bldg/grds	\$ 19,042.30
026	Dues	\$ 1,335.00
027	Transfer to DOIIT	\$ 868,101.82
030	Equipment	\$ 471,539.71
039	Telecommunications	\$ 72,653.43
040	Indirect Costs	\$ 78,967.00
041	Audit Fund Set Aside	\$ -
042	Additional Fringe Benefits (Post Retirement)	\$ 241,460.92
046	Consultants	\$ 603,556.38
047	Own Forces Bldg & Grounds	\$ 119,997.54
048	Contractual Bldg & Grounds	\$ 289,227.77
049	Transfer to Other State Agencies	\$ 20,492.99
050	Personal Services Temp	\$ 1,278,998.27
060	Benefits	\$ 9,447,787.19
061	Unemployment	\$ 5,136.61
062	Worker Compensation	\$ 198,472.64
066	Employee Training	\$ 13,500.04
070	In State Travel	\$ 7,108.45
080	Out of State travel	\$ 3,067.56
100	Pharmacy	\$ 756,016.37
101	Medical Payments to Providers	\$ 855,262.13
103	Contracts for OP Services	\$ -
211	Catastrophic Casualty Ins	\$ 8,561.79
		\$ 36,366,041.37



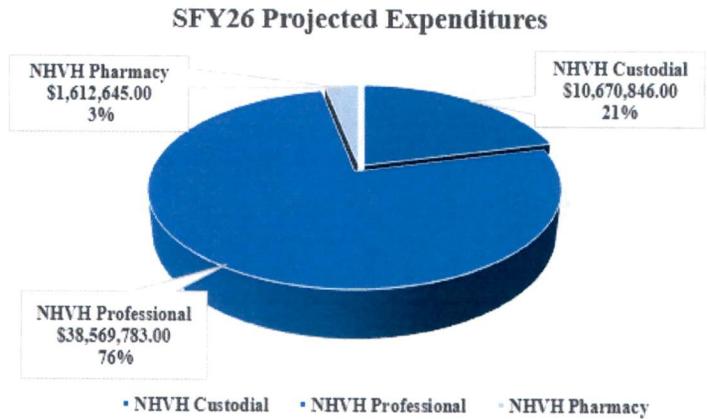
Class	Revenue Description	SFY25 Actual
000	Federal	\$ 9,765,199.36
009	Other	\$ 6,154,838.24
010	General Funds	\$ 20,446,003.77
		\$ 36,366,041.37

STATE FISCAL YEAR (SFY) 2026 PROJECTED REVENUES & EXPENDITURES

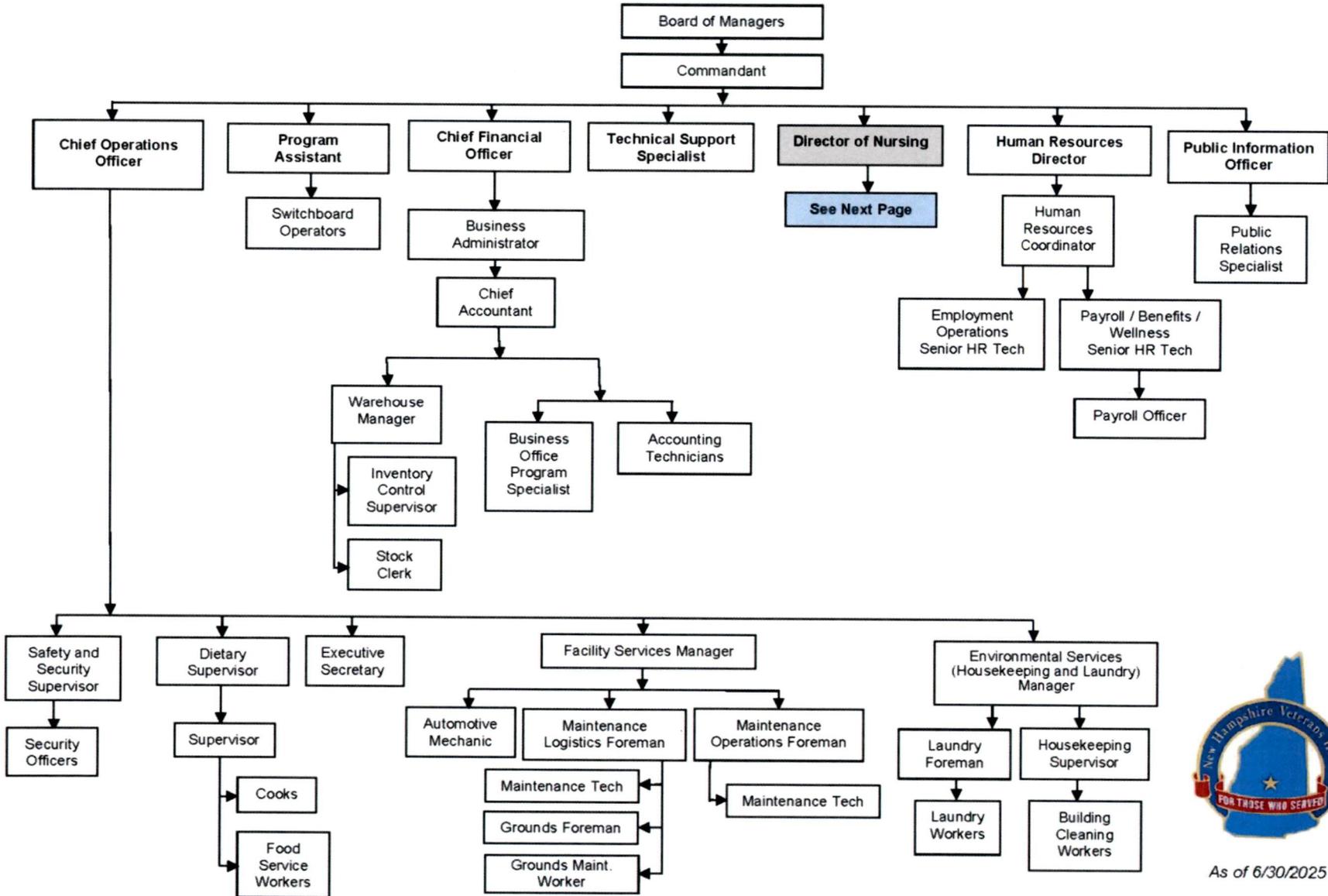
Class	Revenue Description	SFY26 Projected Revenue
000	FEDERAL FUNDS	\$ 15,740,650.00
009	AGENCY INCOME	\$ 12,360,618.00
010	GENERAL FUND	\$ 22,752,006.00
		\$ 50,853,274.00



Class	Class Description	SFY26 Projected Expenditures
010	PERSONAL SERVICES PERM CLAS	\$ 23,963,588.00
011	PERSONAL SERVICES UNCLASSIF	\$ 190,875.00
018	OVERTIME	\$ 176,000.00
019	HOLIDAY PAY	\$ 455,000.00
020	CURRENT EXPENSES	\$ 1,072,000.00
021	FOOD INSTITUTIONS	\$ 1,294,500.00
022	RENTS-LEASES OTHER THAN STA	\$ 27,500.00
023	HEAT ELECTRICITY WATER	\$ 607,100.00
024	MAINT OTHER THAN BUILD-GRN	\$ 30,500.00
026	ORGANIZATIONAL DUES	\$ 2,500.00
027	TRANSFERS TO DOIT	\$ 1,121,507.00
030	EQUIPMENT NEW REPLACEMENT	\$ 425,000.00
038	TECHNOLOGY-SOFTWARE	\$ 10,000.00
039	TELECOMMUNICATIONS	\$ 82,000.00
040	INDIRECT COSTS	\$ 182,615.00
041	AUDIT FUND SET ASIDE	\$ 16,212.00
042	ADDITIONAL FRINGE BENEFITS	\$ 1,194,414.00
046	CONSULTANTS	\$ 680,000.00
047	OWN FORCES MAINT BUILD-GRN	\$ 175,000.00
048	CONTRACTUAL MAINT BUILD-GRN	\$ 578,288.00
049	TRANSFER TO OTHER STATE AGE	\$ 19,486.00
050	PERSONAL SERVICE TEMP APPOI	\$ 1,268,000.00
060	BENEFITS	\$ 14,368,259.00
061	UNEMPLOYMENT COMPENSATION	\$ 18,360.00
062	WORKERS COMPENSATION	\$ 468,285.00
066	EMPLOYEE TRAINING	\$ 30,000.00
070	IN STATE TRAVEL REIMBURSEME	\$ 9,050.00
080	OUT OF STATE TRAVEL REIMB	\$ 7,400.00
100	PRESCRIPTION DRUG EXPENSES	\$ 1,170,000.00
101	MEDICAL PAYMENTS TO PROVIDE	\$ 1,200,000.00
211	CATASTROPHIC CASUALTY INS	\$ 9,835.00
		\$ 50,853,274.00



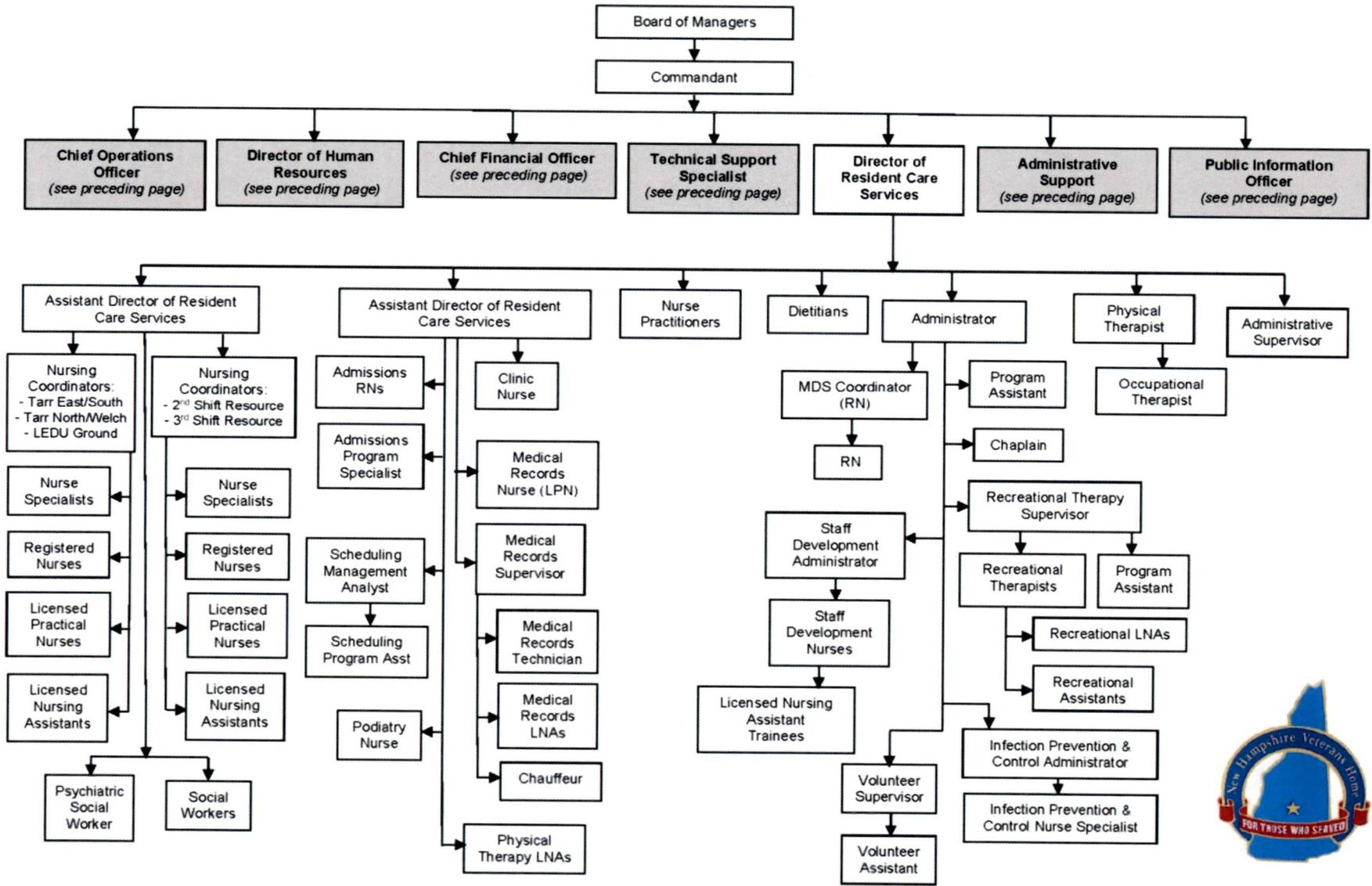
New Hampshire Veterans Home Organizational Chart



As of 6/30/2025

New Hampshire Veterans Home

Clinical Organizational Chart



As of 6/30/2025

Fiscal Year 2025 proved to be another busy and fulfilling year:

Staff Recruitment

Nursing - The number of NH Veterans Home nursing staff team members has a direct correlation to the number of veterans we are able to accommodate. To increase our nursing team, our In-House LNA Trainee program that began in April 2022 has now completed nine courses, rendering 41 new LNAs. Former students who graduated are now serving our veterans as licensed nursing assistants. This successful program will continue in fiscal year 2026.

Staff Retention

Continuing Education - 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. As an advancement opportunity for LNAs, NHVH continues to offer LMNA courses to qualified, experienced applicants. NH Veterans Home employees complete dementia training annually to better understand differences and similarities of different types and stages of dementia, and how best to communicate with residents affected by this disease. The Home provides annual training centered around resident rights, trauma-informed care, and abuse and neglect prevention. Monthly, virtual NH Department of Information Technology training focuses on remaining safe online. Team members are also offered additional training on long-term care, health and safety topics, cyber safety, and refreshers for personal protective equipment.

Employee Fun – Wacky

Wednesday theme days continued throughout the year, adding additional fun to our veterans’ and employees’ days.



Staff Celebrations - **Public Service Recognition Week** honored State of New Hampshire employees May 4 – 10, 2025. **National Nursing Home Week** was celebrated May 11 – 17, 2025 with many festivities including theme days, daily raffles and staff giveaways. **Pizza Party** in June, sponsored by our recently-retired Board of Managers member, Bob Blais. **Employee Recognition Days** recognizing team members from all departments. A total of 29 special recognition events added to the celebration and appreciation of all healthcare heroes.

Communications - **Equipment & Meeting Room Upgrades** - The Governor and Council approved our State Workforce Efficiency Enhancement Request (SWEEP), authorizing \$1,120,000 of American Rescue Plan Act (ARPA) State Fiscal Recovery Funds to improve the effectiveness and efficiency of the information technology infrastructure throughout our Home. The two-stage project began last fiscal year with Phase One, the facility-wide WiFi upgrade. Phase Two was completed this fiscal year and included equipment upgrades with meeting room modernization and digital signage in employee-facing areas to efficiently communicate timely messages. **Conversations with the Commandant** - Commandant Kim

MacKay continued hosting these quarterly meetings to bring employees together, sharing project updates, thoughts, ideas, feedback and suggestions.

Quality of Life meetings with Commandant Updates - continued monthly, bringing veterans and staff together to share upcoming events, current information and project updates.

These communications assist us with improvements, striving to be our best as we fulfill our mission serving our veterans.

Recreation Therapy

Our Recreation Therapy team members continue to hold many enjoyable programs for our veterans. Bingo games, cookouts, ice cream socials, and other sponsored activities planned throughout the year. With the welcomed assistance from volunteers and family members, our veterans continue to enjoy trips and participation in community events, including those honoring veterans, such as the **2nd Annual Women Veterans Conference** at the Cathedral of the Pines, the dedication of the **New Hampshire Women in Military Service**



Memorial at the NH Veterans Cemetery, and a visit to the *Wall That Heals* honoring Vietnam Veterans in Claremont, NH.

Ceremonies

The New Hampshire Veterans Home continues to hold special ceremonies:

- Vietnam War Veterans Day Ceremony
- Armed Forces Day Ceremony
- Memorial Day Ceremony
- Flag Day Ceremony
- 9/11 Patriot Day Remembrance Ceremony
- Veterans Day Ceremony
- Pearl Harbor Remembrance Ceremony

We look forward to our first Korean War Remembrance Day ceremony to be held next fiscal year in July.

Donations

Donations to our Resident Benefit Fund further facilitate our ability to continue to enhance our veterans' quality of life. Many items we purchase from our Wish List coupled with the extensive recreational programming we are able to provide are directly a result of contributions received from many veteran service organizations, community groups, businesses, families and individuals. One example is Emma Davidson, American Legion (AL) Department of NH Junior Auxiliary Honorary



President, who chose the purchase of glider chairs, an item from our Wish List, as her State project. With support from AL Posts throughout the State, our veterans enjoy eight additional chairs. *We are extremely grateful.*

Annual Surveys

Fire & Life Safety Inspection Report - In December, the annual, unannounced inspection was completed by the Fire Marshal. Thanks to great teamwork, the few minor issues were addressed immediately.

Veterans Administration (VA) Annual Survey - We are awaiting our annual survey as of the closing of this fiscal year.

Completed Projects

Rooftop Air Handler Unit
Repaired until replacement could be completed the next fiscal year for LEDU / Tarr East Neighborhoods

Wi-Fi & Camera Project – wires were run in October for both Wi-Fi and Cameras. Additional cameras were added inside and outside our facility to enhance coverage and remove blind spots.

Comcast Cable Installation – new wires were run in April to convert to this new cable vendor.

Water Pump Replacement – One of two water pumps were replaced in April.

Paving – Repaving our parking lots, access roads and pond walking path was completed in June.

Dining Room Upgrade – Phase One, receipt of new Tarr Dining Room tables and chairs, was celebrated in June. Next fiscal year, additional dining room projects will continue to enhance their dining experience.

Projects in Progress

Overhang Project – The successful bidder was submitted to



the Governor & Council for approval in June.

Fencing – will be added and replaced around our Home, early next fiscal year.

LEDU & Patriot Courtyards – The successful bidder was submitted to the Governor & Council. This project includes the removal of tree roots causing unlevel and unsafe ground; sidewalks and fencing will be replaced.

LEDU-G Bathroom & Office Floor Replacement – planned for next fiscal year, this project will include replacement of worn flooring in the bathrooms and removal of office carpeting.

Building Addition– While keeping the same number of licensed beds, this project facilitates restructuring semi-private rooms to private rooms, allowing greater privacy and infection control for residents. This new addition will be constructed in what currently is our Welch parking lot and will also provide improvements to employee safety. This capital budget item was approved by the State in the 2016-2017 fiscal year, by the VA in June of 2023, and by the State of NH Governor and Council on July 9, 2025.

We look forward to continuing our fun and progress in fiscal year 2026.

Admissions

The New Hampshire Veterans Home welcomed the following veterans to reside with their fellow comrades this fiscal year:

DAVIS ALFORD	Navy	RICHARD LAKIN	Air Force
OSCAR ASADOORIAN	Army	LEO LECLERC	Air Force
HARDMAN ASTLEY	Army	IRA LYNN	Army
BRYAN BOYNTON	Army	JOSEPH MACK	Army
RALPH BROWN	Navy	FREDERICK MACLEAN	Army
PHILLIP BUCKLAND	Air Force	JOHN MARGES	Army
KEVIN BURKE	Air Force	KENNETH MCCANN	Army
EDWARD BUSKEY	Marines	GORDON MCCORMACK	Navy
PHILLIP CAIN	Army	DAVID MCKAY	Army
JOHN CANN	Air Force	JOHN MEISEL	Army
CLINTON CLAY	Navy	RICHARD MINER	Army
MARK DECATO	Marines	HELEN MORGAN	Army
MARTIN DEPOY II	Navy	DAVID MORRIS	Army National Guard
ROBERT DESROSIERS	Army	RICHARD O'DONNELL	Marines
DONALD DODGE	Navy	ERNEST PAQUETTE	Marines
SAMUEL EATON	Navy	PETER PINAN	Navy
SUSAN FELLOWS	Air Force	ROY PUTNAM	Marines
JAMES FENIMORE	Marines	JOHN RUMNEY	Army
CALVIN FLAGG	Army	CLYDE SAULS	Army
WAYNE FLETCHER	Navy	DONALD SILVER	Army
TIMOTHY FOX	Army	CHARLES SMITH	Navy
THOMAS GAUMONT	Army	CLIFFORD SMITH	Air Force
ERNEST GINGRAS	Marines	FRED STILLSON	Army
MATTHEW HIGGINS	Navy	ANTON STREITMATER	Marines
DENNIS HOWE	Navy	RALPH TODT	Army
RICHARD HURLEY	Army	RONALD TOWLE	Army
MICHAEL JOZITIS	Navy	GARY TOWNE	Air Force
WAYNE KENDALL	Army	DANIEL WARE	Army
RICHARD KILEY	Army		

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.

DAVIS ALFORD	Navy	JOHN MCKEON	Army
LEON BARRY	Air Force	STANLEY PIPER	Army
EMILE BERNIER	Air Force	PRISCILLA REMILLARD	Navy
KENNETH BOOTH	Army	EDWARD RICHARDS	Army
JOSEPH BOURBEAU	Navy	JOHN SCHARF	Army
DOUGLAS CARPENTIER	Navy	DONALD SILVER	Army
FRANCIS CHRISTENSEN	Coast Guard	RONALD SINCLAIR	Marines
RICHARD CLARK	Navy	ANTON STREITMATER	Marines
THOMAS DOHERTY	Marines	JAMES SULLIVAN	Air Force
CHARLES DRAKE	Army	CHARLES TANGUAY	Navy
MARSHA GABISCH	Navy	RICHARD TINSLEY	Navy
GEORGE GLEASON	Air Force	RAOUL TREMBLAY	Army National Guard
ROBERT GOULETTE	Marines	LIONEL VAILLANCOURT	Army
HERBERT KARLE	Army	BARBARA WARNER	Army
EDWARD LEBRUN	Air Force	REGINALD WATSON	Army
STANLEY MAESK	Army	ALFRED WEISSENSEE	Air Force
WINSTON MCCARTY	Army	RICHARD WOOD	Air Force

405 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, 25 employees with 405 years of combined service to the State of New Hampshire were recognized with certificates

signed by Governors Christopher Sununu and Kelly Ayotte, and a pin commemorating their service year.

The NHVH is fortunate to have these dedicated caregivers as part of our team, especially during tight labor markets. We thank them 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: Janet Drew, Tina Gilbert, Lisa Hale, Jennifer Mitchell, Shannon Perkins, Kelly Sallies, Melanie Shinn



10 Years: Erika Strohm, Lisa Trindall **15 Years:** Tracey Daniels, Frederick Kelley Jr., Michelle Strong, Carrie Swift



15 Years: Melissa Valyou **20 Years:** Grayson Brouillard, Bonnie Colby, Jennifer Doig, Katharine Dyer, Louise Foote



20 Years: Lynn Hardy, Lynn Hilbrunner, Ryan Landry **25 Years:** Tammy Beudet, Allison Parent **30 Years:** Susan Baker

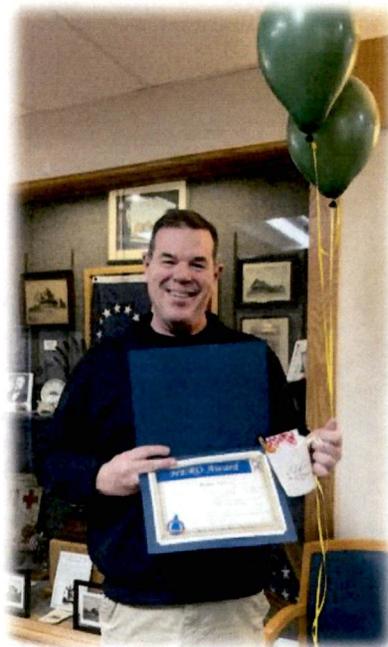
Thank you all for your service to our veterans and the State of New Hampshire!

HERO Awards

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.** Congratulations to our HERO Award recipients for being **Honorable, Exceptional, Reverent & Optimistic.** Fellow colleagues nominated the following HEROs for excelling in our mission.



Saharsh Desai
Scheduling



Barry Lee
Security



Megan Rowe
Recreation
Therapist



Felicia West
Nursing

Celebrating Volunteers

Recent milestones include:

5,800 hours of individual donated time logged in our online volunteer portal, *Better Impact*, over 12 months
 Note: the total number of hours is much higher as this does not include hours from groups and organizations

1,364 increase in volunteers hours from last year

\$194,242 in labor dollars (using the recognized national standard of \$33.49 per hour)

5 volunteers gave **1,357** hours:

- Betty Canney-394
- Bobi McGettigan-272
- Ron Lowd-251
- Susan Rogers-221
- Shirley Butler-219

Volunteers play an essential role in supporting the mission of the New Hampshire Veterans Home. Their dedication and generosity contribute thousands of hours annually, enriching the lives of our residents through shared passions, companionship, and meaningful engagement.

Whether assisting with large-scale events or spending quiet moments in conversation, our volunteers help foster a sense of community and friendship that significantly enhances quality of life. They accompany residents to and from on-campus programs and off-site excursions, offer one-on-one support during mealtimes, and participate in a wide range of activities—sharing their interests in animals, literature, card games, chess, cribbage, fishing, woodworking, art, and model trains. Some even join residents in dancing during musical performances, assist with shopping in the “Main Street Store” and distributing personal care items from the “Sunshine Cart.”

The impact of their time and commitment is immeasurable. We are deeply grateful for their service and the positive difference they make daily. In recognition of their contributions, the Home proudly honored volunteers during National Volunteer Appreciation Week, culminating in the long-standing Volunteer Appreciation Luncheon held on April 24, 2025.



Above: NHVH employees join Mark Decato, resident, to honor volunteer Linda (center) and Luna in recognition of Volunteer Appreciation Week.



Left: Patty Copeland NHVH Volunteer Services, joins the top 5 volunteers to celebrate their volunteerism (left to right): Bobi, Ron, Patty, Shirley, Susan & Betty.

Best of the Lakes Region

The New Hampshire Veterans Home was nominated in three categories this year: Best Assisted Living, Best Place to Work, and Best Place to Volunteer in New Hampshire’s Lakes Region. The significant number of votes received and the award nomination itself speaks volumes to honoring the team of employees and volunteers serving our state’s veterans.



NH Veteran-Friendly Business

The NH Veterans Home earned the two-year, **New Hampshire Veteran-Friendly**



Business designation when the program launched in spring 2020. This fiscal year, our Home continued to earn the **Platinum Level** award designation, the highest honor, for the four levels of veteran-friendly practices, procedures and protocols: to *honor, fortify, empower*, and positively *impact* the lives of NH Service members, Veterans and their families.

Fulfillment of this criteria provide New Hampshire businesses with a roadmap to develop and enhance veteran-friendly practices. The Department of Military Affairs & Veterans Services (DMAVS) and NH Employment Security (NHES) celebrate businesses, organizations, colleges and schools in New Hampshire that strive to earn this designation.

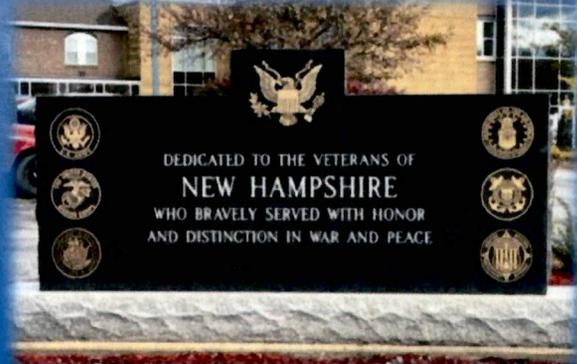


AROUND OUR HOME



About the New Hampshire 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] The flagpoles in the New Hampshire Veterans Home Patriot Courtyard proudly display the American, POW/MIA and State of NH flags following a ribbon-cutting ceremony held in September 2024. Their purchase and installation was made possible through the generous donations of American Legion, Department of NH Past Commanders Leo Paquin and Tom Wiley.

[Large photo above] Installation of the new pond perimeter walking path is being enjoyed as a result of a generous donation made by former resident, Robert "Bob" Kelsey. Donated gazebos were also installed along the new path.



New Hampshire Veterans Home

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