

Kimberly M. MacKay
Commandant

3E - 10/21/26

New Hampshire Veterans Home

139 Winter Street
Tilton, NH 03276-5415
www.veteranshome.nh.gov



Telephone: (603) 527-4400
Fax: (603) 286-4242

September 29, 2026

The Honorable Ken Weyler, Chairman
Fiscal Committee of the General Court

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

REQUESTED ACTION

Please accept the attached New Hampshire Veterans Home (NHVH) Annual Report for Fiscal Year 2026.

EXPLANATION

Pursuant to RSA 119:13, the New Hampshire Veterans Home submits the attached NHVH Annual Report for the Fiscal Year 2026 to the Secretary of the State, the Fiscal Committee, and the Commissioner of Administrative Services. It highlights examples in the fulfillment of our mission. The mission of the New Hampshire Veterans Home is to provide the best quality of life for New Hampshire veterans with dignity, honor, and respect.

I am pleased to offer this Annual Report to summarize the New Hampshire Veterans Home activities over the past year and, also include our intentions for the coming year.

Respectfully Submitted,

Kimberly M. MacKay
Commandant

Attachment: NHVH 2026 Annual Report

Established 1890

New Hampshire Veterans Home



Annual Report

Fiscal Year Ended June 30, 2026

September, 2026
Pursuant to RSA 119:13 | Tilton, New Hampshire

For those who served



[This page intentionally blank]

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 as of June 30, 2026

Paul J. Lloyd, Chairman Allan Bailey

Myron Crossley Susan A. Cuddy

William Gaudreau Raymond J. Goulet, Jr

John Graham Timothy Grant

Robert W. Guldner Jerilyn Maynard

Jamie Morse Janice Oskar

Commandant

Kimberly M. MacKay

Message from Commandant MacKay



As I reflect on the past year, I am filled with gratitude and pride for the remarkable progress we have made together at the New Hampshire Veterans Home. Every achievement reflects our unwavering commitment to providing the highest quality of life for the men and women who served our nation with honor.

One of the most exciting milestones this year has been the continued construction of our new 20-bed neighborhood. This transformational project, which is on schedule for completion in February 2027, will provide a modern, resident-centered environment designed to enhance comfort, dignity, and quality of life for our veterans.

We also celebrated the completion of our beautifully renovated courtyards, creating welcoming outdoor spaces where veterans, families, and staff can gather, relax, and enjoy the beauty of New Hampshire.

Our greatest strength, however, continues to be our employees. Every day, our dedicated team demonstrates extraordinary compassion, professionalism, and commitment. Whether providing direct care, maintaining our facility, preparing meals, supporting operations, or welcoming families, each employee plays an essential role in fulfilling our mission. Their unwavering dedication ensures that every veteran who calls the Home their residence receives the respect, dignity, and exceptional care they deserve.

This commitment has also been reflected in our continued growth. During the past year, we increased our resident census 3%, allowing us to extend our care and services to even more New Hampshire veterans and their families. Looking ahead, we will welcome 3% more veterans also in fiscal year 2027. Each new admission represents another opportunity to fulfill our promise to those who have sacrificed so much in service to our country.

Serving those who served our nation is the highest honor and privilege. It is a responsibility we embrace with humility and purpose each day. As we look toward the future, we remain committed to enhancing our campus, investing in our people, and continually improving the care and services we provide.

On behalf of our Board of Managers, employees, volunteers, community partners, and the many supporters of the New Hampshire Veterans Home, thank you for your continued trust and support. Together, we will continue to honor our veterans by providing a home where they are treated with dignity, compassion, and the gratitude they have earned through their service.

Sincerely,

Kimberly MacKay
Kimberly MacKay
Commandant



Board of Managers

The New Hampshire
Veterans Home

Board of Managers is comprised of representatives from veteran service organizations and our resident population.

As of May 2026 (top photo), members of the NH Veterans Home Board of Managers are left to right (seated) – Susan Cuddy, Veterans of Foreign Wars (VFW); Madeline Dreusicke, VFW Auxiliary; Kimberly MacKay, NHVH Commandant; (standing) - Raymond "Ray" Goulet Jr., Vietnam Veterans of America; Wayne Perra, American Legion (AL) Department Commander; John Graham, AL; Robert "Bob" Guldner, Disabled American Veterans (DAV); Jamie Morse, DAV Commander; William Gaudreau, Department of Military Affairs and Veteran Services; Paul Lloyd, Chairman and VFW; and Darwin Beeman, VFW State Commander. Not pictured: Allan Bailey, NHVH Male Resident.



In the bottom photo, as of June 30, 2026, (seated) - Susan Cuddy; Allan Bailey; Janice Osker, NHVH Female Resident; Kimberly MacKay; (standing) - Timothy Grant, VFW State Commander; Robert Guldner; Paul Lloyd; Jerilyn Maynard, DAV Auxiliary; Raymond "Ray" Goulet Jr.; John Graham; Myron Crossley, AL Department Commander; and William Gaudreau. Not pictured: Jamie Morse.

To read meeting notices and minutes, we invite you to visit our website at www.veteranshome.nh.gov.

NHVH Resident Council

Representing veterans' interests

The NH 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;
- Suggest improvements.



(front row): Richard Milyaro, Sergeant-at-Arms; Thomas Gaumont, 2nd Vice President; John Donohue, Chaplain; (back row): Leo Leclerc, 1st Vice President; Henry 'Tom' Sawyer, President.

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 staff to facilitate communication, implement ideas, and follow up on recommendations. A sample of accomplishments this fiscal year include:

- Provided ideas for recreational programs and trips, including suggesting more educational programs be offered, resulting in more groups presenting a variety of educational topics
- Formed a Bylaws committee to thoroughly review the Resident Council Bylaws
- Facilitated discussions and requested meetings regarding a Senate Bill that would affect the residents of our Home; met with an Executive Councilor to express concerns with his Bill sponsorship
- Suggested home improvements, such as a handicap-accessible door opener button, and a courtyard update to replace fencing that previously blocked the mountain view
- Continued to encourage residents to use Suggestion Boxes around the Home
- Continued to promote a welcoming and inclusive environment amongst all NHVH residents
- Facilitated conversations with leadership staff to discuss updates, ask questions, and advocate for all.

We thank them for serving their fellow comrades.

Our Home

Physical Plant and Property



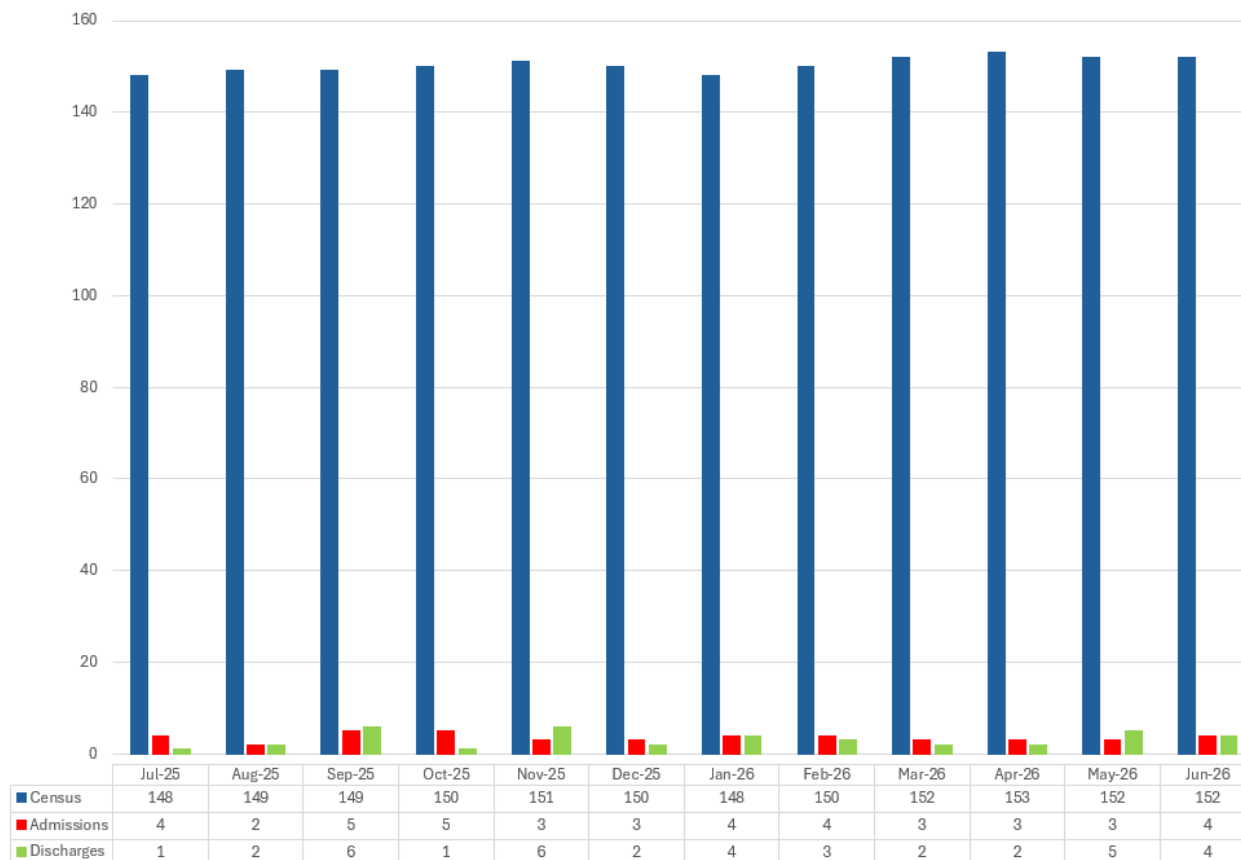
Physical Plant	\$ 39,933,228
Equipment	\$ 1,142,308
Highway/Roads	\$ 95,000
Total Plant & Property	\$ 41,170,536

Personnel Statistics

Unclassified	1
Classified	262
Part-time / Per diem	59

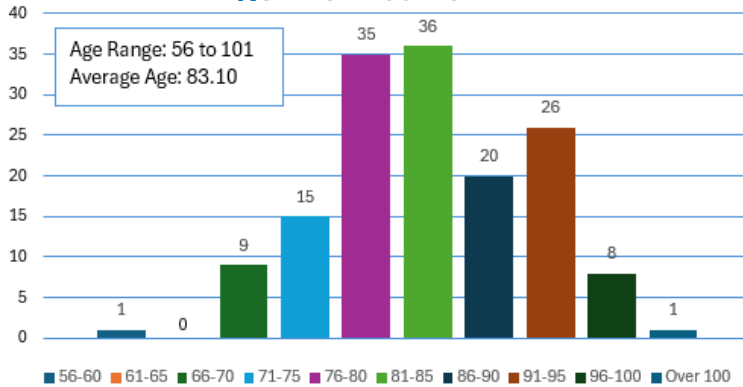


Veterans Served – Average Census, Admissions & Discharges by Month



Resident Demographics

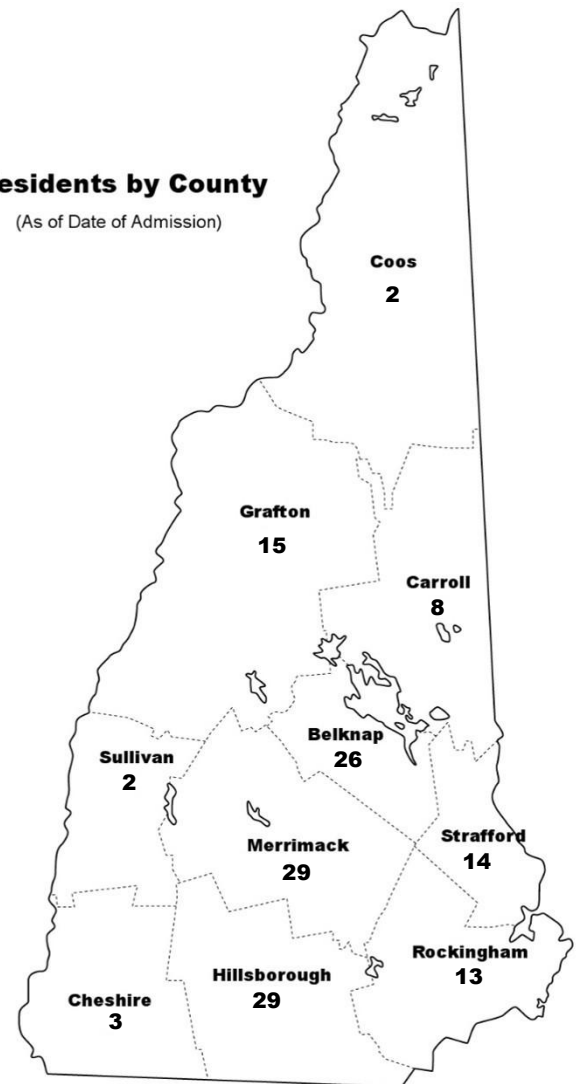
Age Distribution



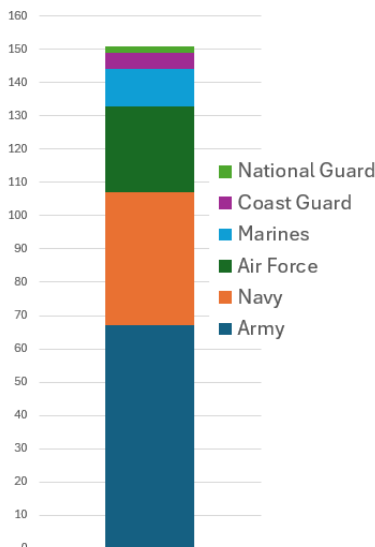
Residents by County

Residents by County

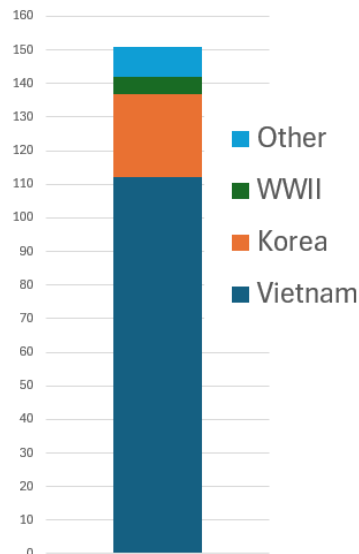
(As of Date of Admission)



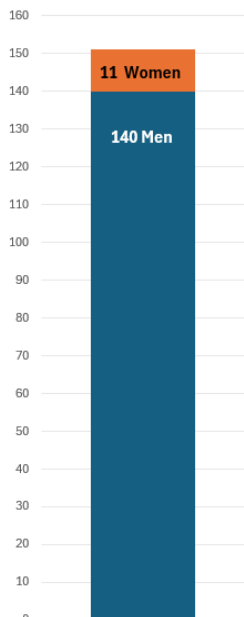
Branch of Service



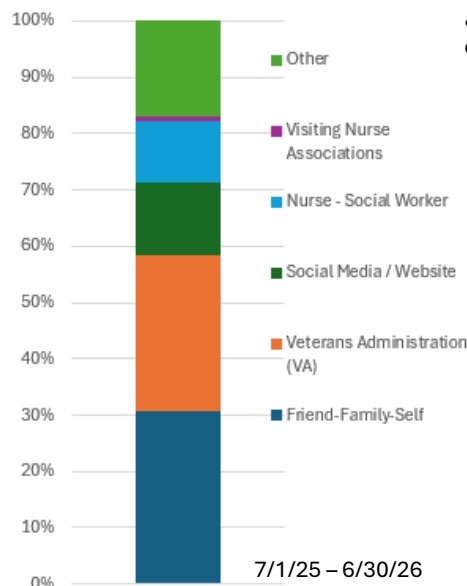
Conflict Era Served



Residents by Gender



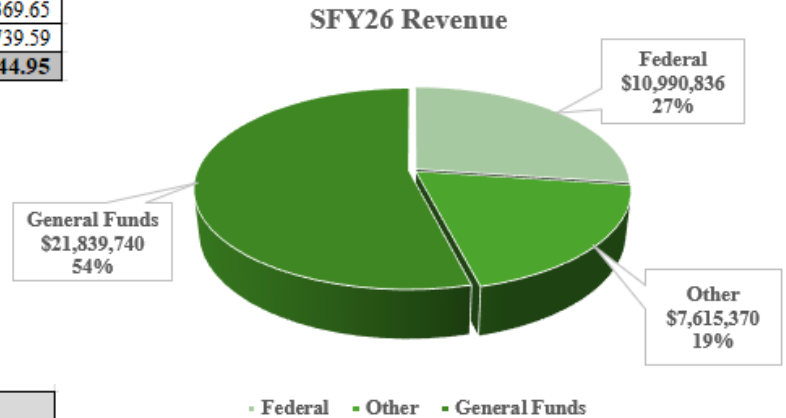
Referral Sources by percentage



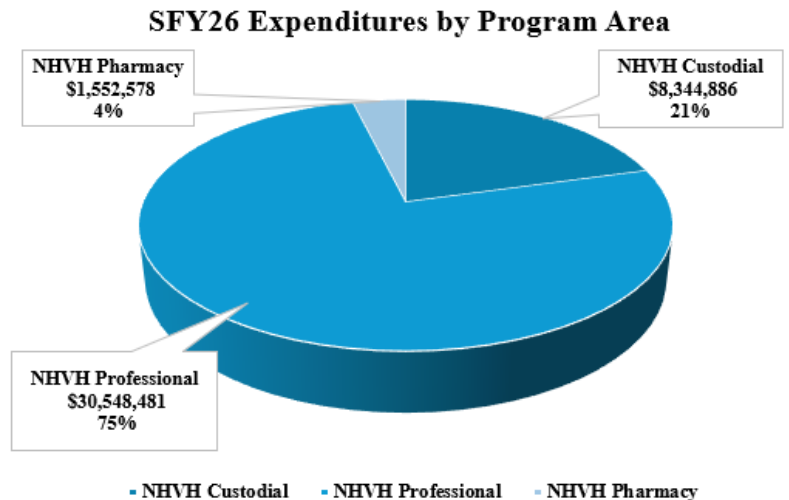
Residents on June 30, 2026, by county as of date of admission. Ten additional qualified residents resided outside New Hampshire at the time of their admission.



Class	Revenue Description	SFY26 Actual Revenue
000	Federal	\$ 10,990,835.71
009	Other	\$ 7,615,369.65
010	General Funds	\$ 21,839,739.59
		\$ 40,445,944.95



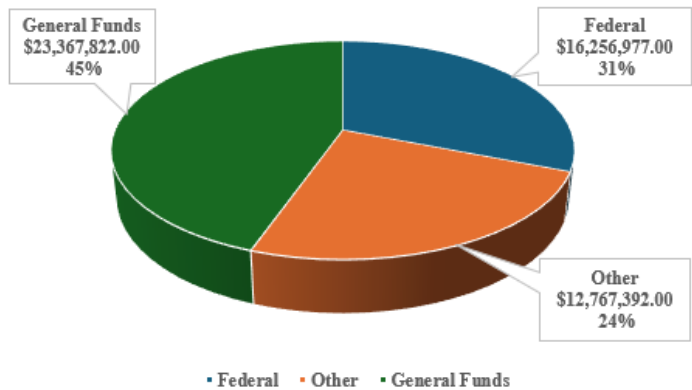
Class	Class Description	SFY26 Actual Expenditures
010	Personal Services - Perm	\$ 18,062,826.42
011	Personal Services - Unclassified	\$ 190,175.96
018	Overtime	\$ 1,693,155.08
019	Holiday Pay	\$ 484,619.69
020	Current Expense	\$ 1,017,269.02
021	Food Institutional	\$ 1,091,120.65
022	Rents - Leases	\$ 37,382.76
023	Heat Electricity Water	\$ 696,519.03
024	Maint other than bldg/grds	\$ 9,707.40
026	Dues	\$ 1,900.00
027	Transfer to DOIT	\$ 836,057.85
030	Equipment	\$ 188,112.61
039	Telecommunications	\$ 71,795.78
040	Indirect Costs	\$ 249,743.60
041	Audit Fund Set Aside	\$ -
042	Additional Fringe Benefits (Post Retirement)	\$ 398,964.56
046	Consultants	\$ 669,850.95
047	Own Forces Bldg & Grounds	\$ 99,777.10
048	Contractual Bldg & Grounds	\$ 780,037.35
049	Transfer to Other State Agencies	\$ 19,486.00
050	Personal Services Temp	\$ 1,231,238.35
060	Benefits	\$ 10,221,891.55
061	Unemployment	\$ 8,939.32
062	Worker Compensation	\$ 156,664.76
066	Employee Training	\$ 10,215.04
070	In State Travel	\$ 5,869.95
080	Out of State travel	\$ 5,619.22
100	Pharmacy	\$ 1,023,849.90
101	Medical Payments to Providers	\$ 1,173,708.77
103	Contracts for OP Services	\$ -
211	Catastrophic Casualty Ins	\$ 9,446.28
		\$ 40,445,944.95



STATE FISCAL YEAR (SFY) 2027 PROJECTED REVENUES & EXPENDITURES

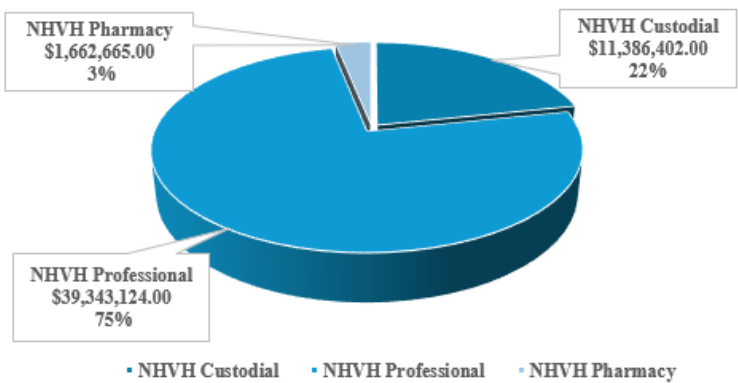
Class	Revenue Description	SFY27 Projected Revenue
000	FEDERAL FUNDS	\$ 16,256,977.00
009	AGENCY INCOME	\$ 12,767,392.00
010	GENERAL FUND	\$ 23,367,822.00
		\$ 52,392,191.00

SFY27 Projected Revenue



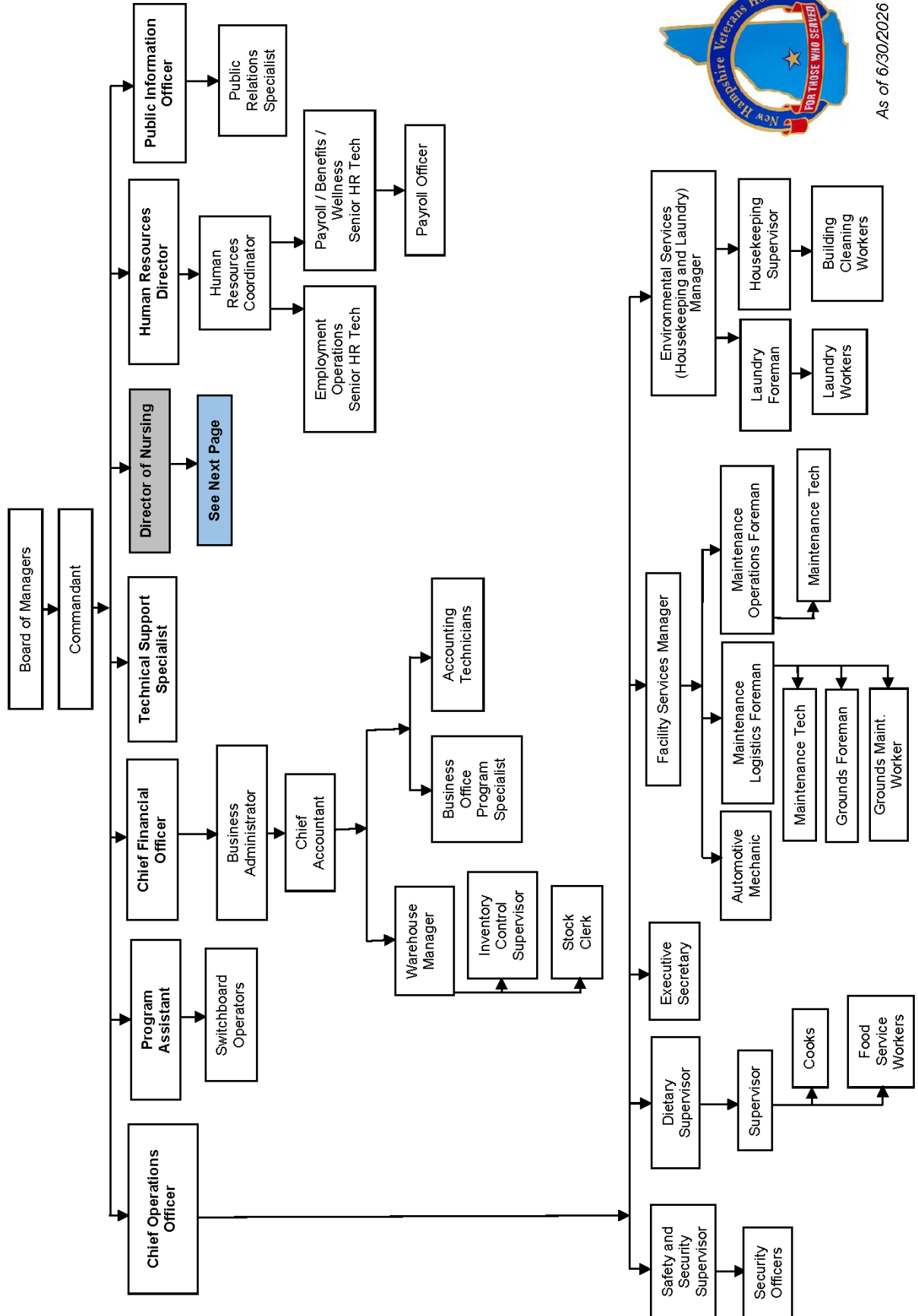
Class	Class Description	SFY27 Projected Expenditures
010	PERSONAL SERVICES PERM CLAS	\$ 24,537,173.00
011	PERSONAL SERVICES UNCLASSIF	\$ 190,875.00
018	OVERTIME	\$ 176,000.00
019	HOLIDAY PAY	\$ 455,000.00
020	CURRENT EXPENSES	\$ 1,365,458.00
021	FOOD INSTITUTIONS	\$ 1,293,013.00
022	RENTS-LEASES OTHER THAN STA	\$ 27,500.00
023	HEAT ELECTRICITY WATER	\$ 630,635.00
024	MAINT OTHER THAN BUILD-GRN	\$ 30,500.00
026	ORGANIZATIONAL DUES	\$ 3,000.00
027	TRANSFERS TO DOIT	\$ 1,051,166.00
030	EQUIPMENT NEW REPLACEMENT	\$ 225,000.00
038	TECHNOLOGY-SOFTWARE	\$ 10,000.00
039	TELECOMMUNICATIONS	\$ 82,000.00
040	INDIRECT COSTS	\$ 183,506.00
041	AUDIT FUND SET ASIDE	\$ 16,794.00
042	ADDITIONAL FRINGE BENEFITS	\$ 1,222,275.00
046	CONSULTANTS	\$ 800,000.00
047	OWN FORCES MAINT BUILD-GRN	\$ 130,000.00
048	CONTRACTUAL MAINT BUILD-GRN	\$ 519,993.00
049	TRANSFER TO OTHER STATE AGE	\$ 19,486.00
050	PERSONAL SERVICE TEMP APPOI	\$ 1,268,000.00
060	BENEFITS	\$ 15,158,928.00
061	UNEMPLOYMENT COMPENSATION	\$ 18,360.00
062	WORKERS COMPENSATION	\$ 500,343.00
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	\$ 1,250,000.00
211	CATASTROPHIC CASUALTY INS	\$ 10,736.00
		\$ 52,392,191.00

SFY27 Projected Expenditures



ORGANIZATIONAL CHART

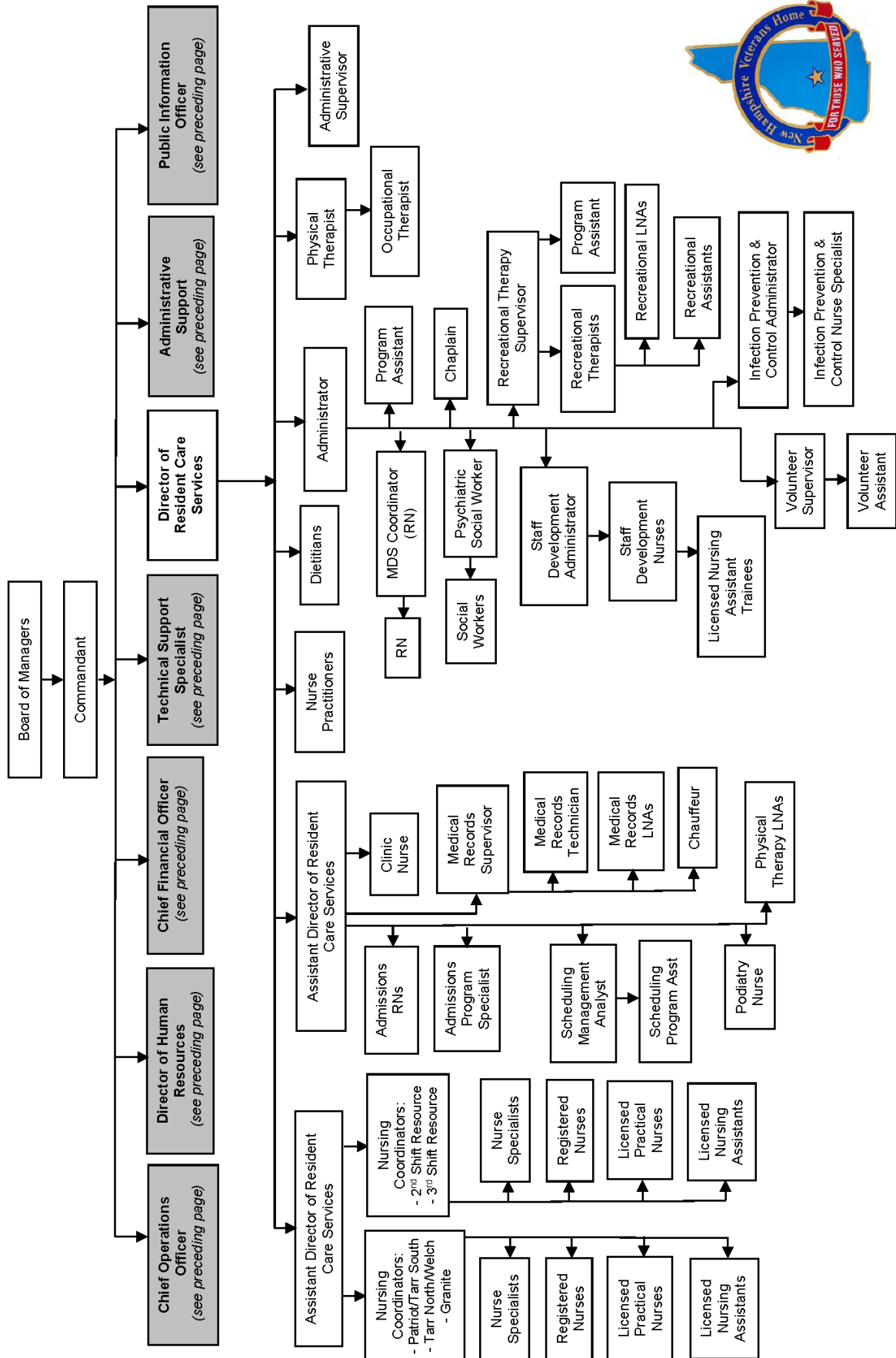
New Hampshire Veterans Home Organizational Chart



As of 6/30/2026

New Hampshire Veterans Home

Clinical Organizational Chart



As of 6/30/2026

Fiscal Year 2026 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 served. To increase nursing team members, the in-house LNA Student Trainee program that began in April 2022 has now completed 14 courses, rendering 62 new LNAs. Former students graduated with 100% passing the New Hampshire Board of Nursing licensing test and now serve the Home's veterans as licensed nursing assistants. This successful program continues into fiscal year 2027.



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 annual dementia training to better understand 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 3 – 9, 2026.

National Nursing Home Week was celebrated May 10 – 16, 2026 with many festivities including theme days, daily raffles and staff giveaways. **Employee Recognition Days** recognizing team members from all departments. A total of 32 special recognition events added to the celebration and appreciation of all healthcare heroes.

Communications

The New Hampshire Veterans Home website conversion was completed and the new website, www.veteranshome.nh.gov, debuted in April 2026. The new site navigation greatly improves the ease of finding information on becoming a resident, volunteering, joining the staff team, and donating to the Home. Additionally, the new site provides greater online accessibility, providing digital content to people with disabilities.

Conversations with the Commandant - Commandant Kim MacKay continued to host these quarterly meetings to bring

employees together, sharing project updates, thoughts, ideas, feedback and suggestions.

Updates and Spotlights with the Commandant - 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

The Home's Recreation Therapy team continues to hold numerous enjoyable programs for residents. With the welcomed assistance from volunteers, veterans continue to enjoy trips and participation in community events, including those honoring veterans, such as the 250th Marine Corps Birthday Ball, Association of the United States Army (AUSA) dinner, annual Gundalow Company sail for veterans, cookouts and days on the Weirs boardwalk enjoying the NH Veterans' Association cottage, and the Annual Women Veterans Conference at the Cathedral of the Pines. Bingo games, cookouts, pizza parties, ice cream socials, holiday parties, and other sponsored activities are also very well-received by veterans throughout the year.

Quilts of Valor

After accepting nominations, the Patriot Piecemakers Quilts of Valor volunteers continue to present handmade quilts to residents. Each quilt is stitched with love and gratitude and serves as a heartfelt *thank you* for residents' service and sacrifice.



Ceremonies

The New Hampshire Veterans Home continues to plan special ceremonies to honor our veterans and those throughout our state. We pause to recognize:

- **Korean War Veterans Day**
- **9/11 Patriot Day**
- **Veterans Day**
- **Pearl Harbor Day**
- **Vietnam War Veterans Day**
- **Armed Forces Day**
- **Memorial Day**
- **Flag Day**

Plans continue this fiscal year for our grand celebration of America's 250th birthday in July 2026.

Donations

Donations to our Resident Benefit Fund continue to facilitate the enhancement of veterans' quality of life. Items purchased from the NHVH Wish List and monetary donations to the Resident Benefit Fund enable extensive recreational programming to continue. This valued support is received from many veteran service organizations, community groups, businesses, families and individuals. Examples this year include the donation of two replacement flagpoles at the main entrance and pavilion courtyard, donated by Granite Shore Power and supported by Flag Works Over America. The therapy gym lift was made possible by the Patriot Riders of America NH. *Veterans and staff are extremely grateful.*



New Year – New Names

Names were submitted by residents, staff and volunteers to rename the “Life Enhancement Dementia Unit / LEDU” and “Tarr East” Neighborhoods. Suggestions were narrowed down to four names, then ballots were cast with the vastly-popular, chosen names being **Patriot** (replacing LEDU-1/Tarr East) and **Granite** (replacing LEDU-Ground). These new names remove the ‘dementia’ reference.

Completed Projects

Refurbishment of 3 Courtyards on Granite and the Flag Deck - replacement of concrete and fencing.

Damaged Flagpole Replacement - on the Flag Deck.

Granite Bathroom Updates - replacement of the flooring and seven tubs.

Carpet Removal - in the Chapel, Physical Therapy / Occupational Therapy room and other office areas.

New Overhangs - at Doors 9 and 11, and replacement/enlargement of overhang at Door 12.

50 New Beds - replaced older-style beds with new technology to enhance staff safety.

Ceiling Lift Installations - 20 lifts on the Alan Shepard neighborhood and one in the therapy gym.

Potable Water Storage Tank – sandblasted the liner from the tank and installed a new liner.

Projects in Progress

20-Bed New Addition - While keeping the same number of licensed beds, this project provides private rooms in what was previously the Welch parking lot. 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, the addition has had concrete footings and walls poured, plumbing installed and

inspected. Framing is the next step.



Diesel Tank Removal - is being planned.

Welch Elevator Repair – is awaiting parts for completion next fiscal year.

Tarr South Renovation – DPW project assignment, project design is in the works

Replacement Rooftop Air Handler Units for Granite and Patriot - bridges were installed on which the compressors providing heating, cooling, and air exchange will rest. The compressors will be delivered and installed next fiscal year.

Fire Pump Tank – Following the VA Survey, tank alarms will be installed to alert low or high water levels.

Historic Preservation

Ashley Miller from NH State Archives visited in April to review historical books of the Old Soldiers Home / New Hampshire Veterans Home. The books were brought to the State Archives to scan into databases for all to see. Presentations will be made to residents about their important work.

Annual Surveys

Fire & Life Safety Inspection

Report: The Fire Marshal completed the annual inspection in December.

Veterans Administration (VA): The annual Survey was held in April with corrective actions submissions following.

We look forward to continuing our engaging activities and capital improvement progress in fiscal year 2027.

Admissions



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

STEPHEN ATHERTON	Army	THOMAS HUNINK	Army
STEPHEN BLAKE	Army	MARCEL HUPPE	Army
DARREN BRADBURY	Coast Guard	GERARD JUTRAS	Navy
MAURICE BRUNELLE	Army	DONALD KAMINS	Army
GEORGE BUREAU	Army	DELANO KENNARD	Navy
FRANK CAMPAGNA	Army	ROGER LAVIGNE	Army
JEFFREY COOPER	Navy	JUDITH LAVOIE	Navy
JAMES CUMMINGS	Army	LAURIER LEBLANC	Army
CATHERINE DANDENEAU	Navy	BRUCE MACDONALD	Navy
DOROTHY DEMMONS	Air Force	BARRY MURPHY	Army
STEVEN FAVORITE	Army	ALAN NISKALA	Army
THOMAS FEE	Coast Guard	WALTER NUDD	Marines
JOSEPH FERRARO	Navy	JANICE OSKAR	Air Force
DAVID FLEWELLING	Air Force	ERNEST RACY	Army
MICHAEL GALDONIK	Army	JAMES RENEAU	Navy
BERNARD GARRITY	Army	BERNARD ROURKE	Air Force
STEPHEN HABERY	Army	JOHN SHARP	Army
ALAN HANN	Navy	STANLEY TROCKI	Navy
DENNIS HARRISON	Air Force	PAULA VANBUSKIRK	Marines
DAVID HODGKINS	Air Force	STEPHEN WELCH	Army
GEORGE HOGAN	Army	OTIS WOODARD	Navy

Final Salute



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

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



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

PAUL ASH	Marines	RONALD JOHNSTON	Army
THEODORE BAKER	Navy	MICHAEL JOZITIS	Navy
STEPHEN BLAKE	Army	RICHARD KILEY	Army
EUGENE BROOKS	Navy	IRA LYNN	Army
DIANA BROWN	Air Force	FREDERICK MACLEAN	Army
PHILLIP BUCKLAND	Air Force	JOHN MARGES	Army
EDWARD BUSKEY	Marines	ROBERT MARIER	Army
FRANK CAMPAGNA	Army	DAVID MCKAY	Army
FREDERICK CAMPBELL	Navy	JOHN MEISEL	Army
CALVIN FLAGG	Army	HELEN MORGAN	Army
WAYNE FLETCHER	Navy	DAVID MORRIS	Army National Guard
GEORGE FRAZER	Air Force	RONALD PERLEY	Navy
JAMES GARLETS	Army	GEORGE PERRY	Air Force
OLIVER GAUDETTE	Navy	KATHLEEN PIPPIN	Air Force
ERNEST GINGRAS	Marines	CHARLES SMITH	Navy
PHYLLIS GLEASON	Air Force	DWIGHT SMITH	Navy
JOSEPH HARDY	Army	DONALD STEVENS	Air Force
DENNIS HARRISON	Air Force	RICHARD TUCKER	Army

520 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, 31 employees with 520 years of combined service to the State of New Hampshire were recognized with certificates signed by Governor 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:



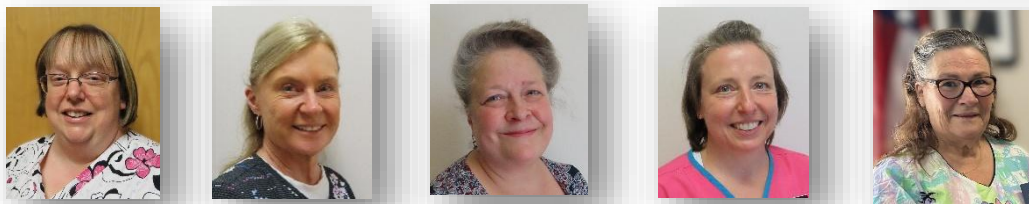
10 Years: Tina Clark, Duain Cook, Brandy Gebo, Courtney Hayes, Lisa Heselton, Jeffrey Lavoie



10 Years: Anne Marie Mercuri, Justin Mills, Jessica Richardson **15 Years:** Joelle Bent, Ella Fredette



15 Years: Donna Kurinskas, Barry Lee, Holly O'Connell, Sharon Smart **20 Years:** Roumiana Adams, Kassie Beaudet



20 Years: Joyce Costello, Cynthia Dame, Nancy Guyotte, Tammy Raub **25 Years:** Launa Brown



20 Years: Lisa Davis, Vicki Greenwood **30 Years:** Kristine Day, Laurie Doucet, Cynthia Gilbert

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

Not pictured are (10 Years): Melissa Fujita-Sweet, Mindy Martin *(15 Years):* Kayla Jameson *(20 Years):* Stephen Thibeault

HERO Awards

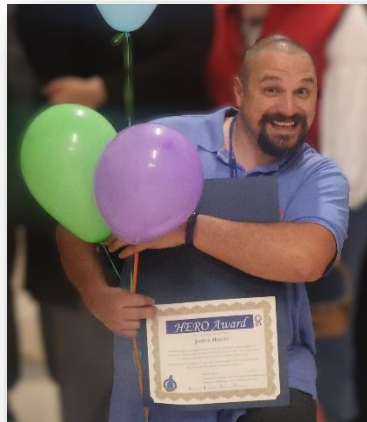


Our personnel - our frontline heroes - are vital to fulfilling our mission of **providing the best quality of life for New Hampshire Veterans with dignity, honor and respect.**

Congratulations to our HERO Award recipients for being

Honorable, Exceptional, Reverent & Optimistic.

Fellow colleagues nominated the following HEROs for excelling in our mission.



James Hayes
Infection Prevention



David Parkington
Physical Therapy



Jeffrey Lavoie
Security



Scott Jones
Facility Services



Jessica Kratzer
Warehouse



Kelley Kessler
Recreation

Celebrating Volunteers

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 music, animals, literature, card games, chess, cribbage, fishing, art, and gardening. Some even assist staff by preparing meals at cookouts, serving meals to our veterans in the dining room, or working in our laundry department. Others assist veterans with shopping in the “Main Street Store” and distributing personal care items from the “Sunshine Cart.”



Volunteers are celebrated at the annual luncheon in April during National Volunteer Appreciation Week.

Recent milestones include:

5,000+ hours of *individual* donated time logged in the online volunteer portal, *Better Impact*, over 12 months; when adding hours from groups and organizations

Top 10 volunteers gave **2,156** hours:

Bob McGettigan	345	Ron Lowd	191	Melanie Flanagan	152
Betty Canney	309	Shirley Butler	184	Chris Fluet	148
Jeannie Blodgett	271	Richard Berryman	165	Shawn Flanagan	137
Susan Rogers	254				

The impact of their time and commitment is immeasurable. We are deeply grateful for their service and the positive difference they make daily.

Best of the Lakes Region

The New Hampshire Veterans Home received nomination honors 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** lives of NH Service members, Veterans and their families.

Fulfillment of these 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 this designation.





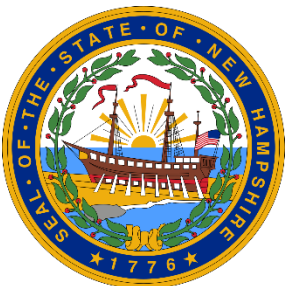
About the New Hampshire Veterans Home

The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldier's Home for Civil War Veterans. The campus at 139 Winter Street in Tilton is home to men and women who have served their country and fellow New Hampshire citizens. As the State of New Hampshire'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] New Hampshire Veterans Home Resident Council President, Henry “Tom” Sawyer, salutes during the opening of a New Hampshire Fisher Cats game in Manchester, generously sponsored by the Laconia Elks in May.

[Large photo above] Students from the Jennie D. Blake Elementary School in Hill, New Hampshire, visited to learn more about our veterans’ service to their country.



New Hampshire Veterans Home

Kimberly M. MacKay, Commandant

139 Winter Street | Tilton, NH 03276

603-527-4400

Fax: 603-286-4242

www.nh.gov/veterans

www.facebook.com/nhveteranshome

