

Resident Events & Outings



4

Donation Spotlight



6

Admissions at a Glance



7

# The Charlotte Hall GAZETTE

Issue #15

Fall/Winter 2014

Serving  
Those Who  
Served



 Like us on  
Facebook

## Director's Corner

The fall season is already upon us and the Activity calendars are reflecting the season with events being planned for Halloween, Veterans Day and Christmas. The fall colors are also now starting to appear and there is a difference in the crispness in the air. The Charlotte Hall Veterans Home grounds and foliage are always something to enjoy. We are fortunate to have such attractive surroundings. Of course these are well maintained by our maintenance staff so 'hats off' to the grounds crew.

This was the first summer that we had the new pavilion for our use. It was really enjoyed and utilized. We had the Cruisin' Car Club, the Veterans Motorcycle Poker Run and the annual Carnival events at the pavilion. In addition, our veterans enjoyed music events and hard crabs at the pavilion. This is truly a great asset to have and plans are underway to renovate the older pavilion

on the north side of the building. Hopefully, that will be upgraded for use by the next summer season.

We also benefited this past year with the new emergency generators. There have been power outages that went unnoticed because the generators immediately started and provided the building with full replacement energy. What an improvement over the very limited emergency generators we had for so many years.

Major improvements continue to our building. We currently have the Nurse Call Bell replacement project underway which should be completed before the year ends. Other projects that are approved and moving forward include: replacement of the fire alarm system; replacement of a major portion of the metal roofing; replacement of two large roof-top air conditioning units; installation of circulating water system filters.

But, as important as anything else, our donors and volunteers still continue to do tremendous things. Volunteer hours have already exceeded 12,000 for the year to date. Where would we be without the support we get from such dedicated individuals and groups? We continue to be blessed with such an outpouring of support.



Sincerely,  
*Sharon Mattia*  
Director

## Charlotte Hall Welcomes a Familiar Face

I just want to say how very proud and excited I am to be back at Charlotte Hall Veterans Home and beautiful Southern Maryland! As many of you know, this is my second tour of duty here and it's an assignment that I truly had no problem accepting. For you, the veterans, families and staff, to allow me the honor of coming back and being a part of such a great place makes me feel even more excited about being here.

In the coming months, you will see exciting changes take place at Charlotte Hall

Veterans Home. We have employed a new medical group, MDICS, to head the physician services for our veterans. This group comes highly recommended and with an undeniable track record. The services that MDICS provide will coexist with the coming of our fully staffed in-house pharmacy in December. This improvement will undoubtedly help with the quality of care of our residents. We are also in the midst of implementing our Electronic Medical Records program. This state of the art program is being specifically designed for Charlotte Hall Veterans Home and will ensure that our medical record tracking is above and

beyond all other facilities.

I'm excited about the future of Charlotte Hall Veterans Home and know our team will continue to prove themselves as the standard for all Veterans Homes! Again, I want you all to know how much I appreciate you letting me come back to be a part of such a wonderful place!

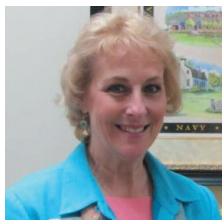


*Greg Osborne*  
Administrator

## The Journey of an Administrator in Training

Greetings from the desk of the CHVH Assistant Administrator! I was fortunate enough to have started my journey to this position in April of 2013 when my Maryland Administrator-in-Training (AIT) Program began. The training entailed 52 weeks of rotations through nine departments of the facility, learning how they operate and how the departments' resources are managed. In each area, I was able to see the invaluable contribution each department makes to the care of the Veterans and some of the unique challenges the department directors face. I was able to work right beside all the front line staff and experience their many roles as well.

The training also included the completion of two Nursing Home Administration College level courses. At the end of the 52 week program, I managed to pass the two required Federal and State examinations and I am currently holding a valid Maryland Nursing Home Administrator license.



As a nurse and Commissioned Officer in the USAF, I learned how important it is to "take good care of my troops" and I am very comfortable spending my days making sure

our CHVH employees have all the materials and resources they need to get the job done. I feel strongly about servant leadership and I feel leaders need to be willing to do and understand the work of their front line team.

I am very grateful to my preceptor, to all those who took me under their wing to show me their work, and to all my superiors who generously afforded me this priceless opportunity. I hope you will keep me and all your co-workers in your prayers as we continue to forge ahead into what the future holds for CHVH. Thank you!

*Christina Heilmeier, RN, NHA*  
Assistant Administrator

## MDICS

Charlotte Hall Veterans Home is pleased to announce our partnership with MDICS, a Maryland-based Medicare-certified provider group that is experienced with taking care of patients in hospitals, skilled nursing/rehabilitation, long-term care centers as well as residents in assisted living communities. MDICS is honored to join CHVH as its preferred health care provider.

### MDICS Services

- An MDICS provider will see you/your loved one and review the plan of care as often as needed based on your you/your loved one's diagnosis and medical condition.
- On-site medical services include a thorough initial medical evaluation (history & physical, assessment of medications, lab work, diagnostic tests), monthly follow-up visits (medical condition may warrant more frequent visits), and performing necessary tests to diagnose and treat your loved one's medical conditions.
- MDICS provides care coordination and communicates with specialists as well as the Charlotte Hall clinical team. In addition, the providers are available for family meetings and will address concerns upon request.
- The MDICS provider team is on-call (available by phone) for Charlotte Hall residents 24 hours a day, 7 days per week.

### Meet the MDICS providers who will care for you.



**Medical Director:**  
**Martin Linker, MD, MBA,**  
**FHM, FACP**

Dr. Linker is board certified in internal medicine and has

extensive experience consulting and treating patients in an acute orthopedic and rehabilitation hospital in Baltimore. He has been practicing medicine for 27 years.

### Hung Davis, MD, CMD, WCC

Dr. Davis is the CEO and co-founder of MDICS. He oversees the MDICS skilled nursing center team, which includes medical directors, nurse practitioners and physician assistants. Dr. Davis has served as a hospitalist in hospitals, acute care and rehabilitative centers since 1998.

### Mariesa Kinch, CRNP

Mariesa has been providing medical care to CHVH residents since 2005. She has over 9 years' experience with long-term care, dementia, and acute care patients. Prior to joining CHVH, she was a CRNP for a doctor in Waldorf. Her extensive nursing experience also includes treating acute cardiac patients as well as providing hospital-based care.

### Jennifer Knode, PA-C

Jennifer has been providing medical care to CHVH assisted living residents since 2012. She previously worked for an internal medicine practice for 16 years treating geriatrics and pulmonology patients.

## Services Offered

- Skilled Nursing
- Assisted Living
- Rehabilitation
- Memory Care
- On-Site Optometry
- On-Site Dental
- On-Site Podiatry
- On-Site Beauty/Barber Shop
- On-Site Massage Therapy/Pain Management
- On-Site Veterans Service Officer
- On-Site American Legion Post 298

\* If you are interested in having a representative from Charlotte Hall Veterans Home present information at one of your upcoming events, please contact Carole Lewis, Director of Marketing at 301-884-8171, Ext. 483 or [clewis@hmrmd.com](mailto:clewis@hmrmd.com)

## Resident Events & Outings



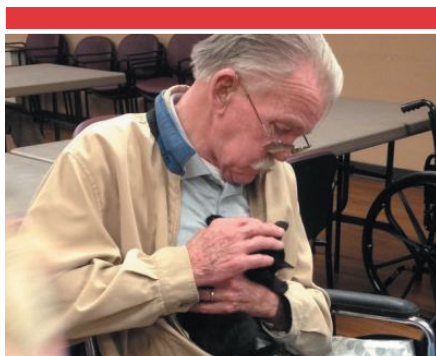
Steamed Crabs



Fall Carnival



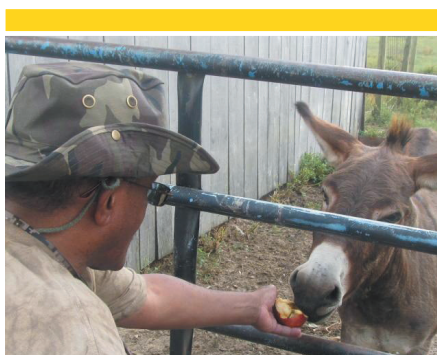
Air Force Birthday



Mister Tom's Critter Cabin and Rescue



Navy Birthday



Summerley Farm



Casino Night

**A HUGE success!**  
*Bill Meck,*  
 Skilled Nursing Resident  
 Council President



Halloween Party

## Upcoming Events

### November

- 11 Veterans Day Parade and Ceremony (Both)
- 12 Marine Corp Birthday Celebration (Both)
- 15 Southern Maryland Concert Band (Both)
- 21 Heather Mckay, "Dementia Seminar for Caregivers" (staff, families, & community)
- 27 Thanksgiving luncheon (Both)

### December

- 5 Winter Ball and Courtyard lighting (Both)
- 15 Encore Kids play (NH)
- 22 Resident Holiday Party (AL)
- 28 Cowboys v. Redskins Social (AL)
- 20 New Year's Eve Celebration (Both)

### January

- 1 Midnight BINGO (AL)
- 8 Elvis' Birthday party (NH)

### February

- 17 Mardi Gras party (Both)
- 27 Black History celebration (Both)

Full monthly calendars are available online

- (AL) Assisted Living
- (NH) Nursing Home
- Both

## Department Spotlight: Social Services

### Social Services and Resident Services:

Charlotte Hall Veterans Home provides social services to both Skilled Nursing Facility Residents and Assisted Living Residents. In the Nursing Facility, the Director of Social Services oversees four Case Managers, who cover seven units. In Assisted Living, the Director of Resident Services oversees a Case Manager and a Mental Health Counselor, who cover four units. The Director of Resident Services also supervises our Recovery Support Counselor who works with Residents from the entire building.

The services provided to our Residents vary from day to day and cover a wide variety of areas, including but not limited to: assisting Residents with legal paperwork, such as completing an Advance Directive or designating a Financial Power of Attorney; conducting cognitive, psychosocial, and mental health assessments; scheduling and participating in family meetings; taking care of dental and optometry needs; acting as a liaison between the Residents and other Departments; and working closely with nursing and physicians

to ensure our Residents needs are being met. Our most important job though is to advocate for our Residents' and to be their support when they need it most.

### Behavior Forum:

The 5th Behavior Forum is scheduled to take place on Friday, November 21, 2014, and will be presented by Renee Nordstrom, CDP, Mental Health Counselor, and Maura Pieper, MSW, Director of Resident Services. The Behavior Forum began in May 2012 as a way to draw together staff of various departments from both CHVH and other HMR facilities, as well as contracted employees, to discuss and create ideas on how to meet the psychosocial and mental health needs of the ever-changing population of our Veterans. Topics that have been discussed include how to empower our frontline employees, how to offer activities that vary to meet the needs of all ages,



Left to right: Maura Pieper, Angel Shifflett, Hailey Parlett, Julie Logan, Kelly Lynch, Jennifer Beckham, Robin Jordan. Not pictured: Renee Nordstrom.

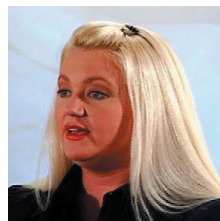
and how to manage behaviors in the long term care setting.

A different approach is being taken with the upcoming Behavior Forum. This Forum has been opened up to both community and VA healthcare providers. They have been invited to participate in a round table discussion to discuss the psychiatric needs of our Veterans and how we, as healthcare providers, can work together to make certain that our Veterans are receiving the best quality of care. We look forward to establishing stronger connections with our outside providers to ensure the continuum of care is being met.

## Join Us on November 21st!

**Heather McKay, MS, OT/L  
Dementia Care Specialist:**

We are excited to have Heather McKay, MS, OT/L, back for a third time at Charlotte Hall on Friday, November 21, 2014. She will be here to present the latest in her video training series, **Dementia Care for America's Heroes Part III: Progression**.



Heather is an occupational therapist and dementia care specialist who provides training for professional and family caregivers. She offers services to individuals with aging issues and provides consultations with facilities on topics related to Dementia and Alzheimer's care. With each presentation, Heather equips the audience with a wealth of knowledge and with practical techniques for caregivers to utilize when working with their residents and/or loved one(s). She does this in a fun, interactive style that gives caregivers a positive approach to apply immediately to interactions with persons with dementia.

In 2007, Heather received the Marlys Mitchell Pioneer Award for humanitarian values, knowledge, and visionary leadership. She is a recognized trainer for the Alzheimer's Association and is a member of Dementia Care Professionals of America. In 2008, Heather collaborated with the National Association of State Veterans' Homes and the Armed Forces Veterans' Homes Foundation to produce the caregiver training video series, Dementia Care for America's Heroes. Currently, Heather is the OT and Dementia Care Program Manager for Hospice of Alamance-Caswell and Life Path Home Health and serves families and individuals with dementia in their own homes in the Alamance-Caswell community.

*\*Visit our website to register for this event*

## Volunteer Opportunities

Volunteers are an important part of Charlotte Hall Veterans Home. Volunteers are a constant reminder to our Veterans that the community appreciates the sacrifices they have made for our Country. Through visiting the Home on a weekly, monthly or quarterly basis, individual volunteers and organizations make Charlotte Hall Veterans Home a thriving hub of activity and social exchange.

Our Volunteer Program offers a variety of volunteer assignments that fulfill the volunteer's desire to make a difference in a veteran's life. The program can be tailored to meet the volunteer needs of an individual, family, large group, or corporation.

If you are interested in learning more about our Volunteer Program, please contact our Director of Volunteer/Community Outreach, LaDonna Mohler at [lmohler@hmrmd.com](mailto:lmohler@hmrmd.com) or visit our website at [www.charhall.org](http://www.charhall.org).

### A Great Problem to Have!

If you're interested in volunteering on a regular basis, due to the **high volume of volunteers**, we cannot process new applications until after the holidays. We are humbled by our community's generosity and encourage you to submit your applications in the meantime. Someone will contact you as soon as possible!

If you are a current volunteer or only wish to volunteer once this season, please be sure to **schedule** your holiday visits with our Activities Directors as soon as possible:

Kathy Smoot (Skilled Nursing):  
[ksmoot@hmrmd.com](mailto:ksmoot@hmrmd.com)

Bonnie Pelletier (Assisted Living):  
[bpelletier@hmrmd.com](mailto:bpelletier@hmrmd.com)

## Donation Spotlight:

### ASPIRING EAGLE SCOUT RAISES \$3,000 TO BENEFIT VETERANS



Michael True with his donations

For his Eagle Scout Project, Michael True set out to "aid the quality of life of the residents at Charlotte Hall Veterans Home". With the help of his friends and family, he raised \$3,000 to purchase TV's, DVD players, and countless bags of clothing and toiletry items as a way to give back.

The veterans served us and now it is our responsibility to serve them by making sure they have what they need and are comfortable in their retirement.

~ *Michael True*

### ELKS DONATE NINE COMPUTER TABLETS

The Elks Lodge Post 2092 graciously donated 9 new tablets for use throughout Charlotte Hall Veterans Home. Their goal was to help implement the Skype program, which allows residents to video chat with family members who live a long distance away. The tablets have also been used by our Activities Department for computer training and our Rehabilitation Department for hand-eye coordination training.



Left to right: Mike Hewitt, Elks Lodge Grants Admin., Morgan O'Dell, Elks Lodge Pres., resident Clayton "Hap" Gladd, Skyping with his son and daughter-in-law.

### LOCAL CAR CLUB DONATES 6-SEATER GOLF CART



Cruisin' Southern Maryland, a local car club and one of Charlotte Hall Veterans Home's biggest supporters, recently donated a 6-seater golf cart. The club raised almost \$15,000 during their annual car show in May and have allocated the funds to our residents in many ways, including sponsorship of the Summer Senior Prom and Winter Ball in December. Our History Department also benefited with a brand new computer equipped with updated photo editing programs.

Resident Wish Lists and Sponsorship Opportunities  
are available on our website.

## Admissions at a Glance

### Why select

#### Charlotte Hall Veterans Home?

- We are the only state Veterans home in Maryland.
- USDVA Per Diem: As a benefit of being in State Veterans Home, and through a partnership between the US Department of Veterans Affairs and the Maryland Department of Veterans Affairs, veterans are eligible to receive a daily stipend to apply towards their cost of care. The current USDVA per diem rates are \$102.38 per day for nursing home care and \$44.19 per day for assisted living care. Needless to say, this enables veterans and their families to save significantly.
- Quality of Care – 5-Star Facility & Extraordinary Staff: CHVH works closely with the Maryland Department of Veterans Affairs (MDVA) to ensure the facility is constantly updated to provide the best care for veterans and their spouses. The CHVH staff understands and respects the sacrifices veterans have made and “serving those who served” is our mission, something only experienced in Maryland at CHVH.



#### Getting Started

Do you know where your DD214 is? Are you 62 or older, or have a VA disability of 70% or higher? Are you a Maryland resident?

If you answered yes to these questions, you may qualify for residency at Charlotte Hall Veterans Home! To get started, we have an application packet for you to fill out.

For more information, please visit our website at [www.charhall.org](http://www.charhall.org) and contact our Admissions Department:

- Lisa Murphy, Director: 240-577-7009
- Stephanie Shoen, Assistant: 240-577-7026

#### Evening Appointments -

- Bre Loux, Assistant: 240-577-7022  
Email: [admissions@charhall.org](mailto:admissions@charhall.org)

If you are a veteran and 70% or greater service connected disability, you may be entitled to the full cost of nursing home care. Our on-site Veterans Service Officer, Lisa Donor, can assist you with benefit questions at 301-884-8171, Ext. 429 or [ldonor@hmrmd.com](mailto:ldonor@hmrmd.com).

## DID YOU KNOW?

- Charlotte Hall Veterans Home was once a military academy attended by actor **Sylvester Stallone**.
- Charlotte Hall Veterans Home has **15** residents who received the Purple Heart medal.
- Our Dietary Department produces almost **5,500** pounds of food per WEEK!
- We are the only Veterans home in the country with an **on-site American Legion post** whose members are residents only. You can visit the American Legion Post 298 website at [www.mdlegionpost298.com](http://www.mdlegionpost298.com).
- You will soon be able to sign up to receive this newsletter via email. Stay tuned!





29449 Charlotte Hall  
Charlotte Hall, MD 20622  
301.884.8171 - www.charhall.org



Secretary Edward Chow, Jr.  
Maryland Department of  
Veterans Affairs

**CONTACTS:**  
301.884.8171  
www.charhall.org

**MDVA:**  
Sharon Mattia, Director  
ext. 402  
smattia@charhall.org

**ADMINISTRATOR:**

Greg Osborne  
ext. 405  
gosebome@hmmmd.com

**ASSISTANT ADMINISTRATOR:**

Chris Hellmeyer  
ext. 431  
chellmeyer@hmmmd.com

**ASSISTED LIVING:**

Pam Grzyb, Manager  
ext. 455  
pgrzyb@hmmmd.com

**ADMISSIONS:**

Lisa Murphy, Director  
ext. 409  
admissions@charhall.org

**HUMAN RESOURCES:**

Edna Neal, Director  
ext. 427  
eneal@hmmmd.com

**BUSINESS OFFICE:**

Lori Wood, Director  
ext. 406  
lwood@hmmmd.com

**ACTIVITIES:**

Kathy Smoot, Nursing Home Director  
ext. 480  
ksmoot@hmmmd.com

Bonnie Pelletier, Assisted Living Director  
ext. 481  
bpelletier@hmmmd.com

**MARKETING:**

Carole Lewis, Director  
ext. 483  
clews@hmmmd.com

**SOCIAL SERVICES:**

Julie Logan, Director  
ext. 366  
jlogan@hmmmd.com

**VETERANS BENEFITS:**

Lisa Donor, Director  
ext. 429  
ldonor@hmmmd.com

**VOLUNTEER/COMMUNITY OUTREACH:**

LaDonna Mohler, Director  
ext. 664  
lmohler@hmmmd.com

# The Charlotte Hall GAZETTE

Issue #15

Fall/Winter 2014