



The Charlotte Hall

GAZETTE

SUMMER/FALL 2017

ISSUE #20



Director's Corner



Greetings,

It has been a banner year for "Volunteerism" at Charlotte Hall Veterans Home. The volunteer hours, cash donations, and wish list items

received make a profound impact on the daily lives of the Veterans we care for each and every day. Without these partnerships, commitments, and service to the Home, we would not be able to provide some of the special events, equipment, and programs that enrich the lives of our Veterans.

We would like to recognize the groups below who provided exceptional support to Charlotte Hall Veterans Home during the first half of 2017:



★ **The Home Depot Foundation** donated over \$23,000 for a "Landscape Makeover". Over 80 Home Depot employees volunteered 8 hours on June 8th to spread mulch, plant flowers, weed and trim gardens. Maryland Department of Veterans Affairs Secretary, George W. Owings, III, presented them with a Governor's Proclamation.



★ **Cruisin' Southern Maryland for Veterans** – The sixth annual Cruisin' Day was a huge success, with over 160 classic cars on site and raised over \$20,000 for CHVH veterans.



★ **Annual Masonic Lodge Ceremony** – Lodges throughout Maryland recognized Mason members residing at CHVH and donated \$6,900 towards our Memory Care Project.



★ **American Legion Post 238** donated \$6,563 in support of our Assisted Living Activities Department.



★ **American Legion Post 18** donated \$5,000 towards new rocking chairs.

Thank you again to all of the individuals and groups that support the veterans at Maryland's only State Veterans Home.

Sharon L. Murphy
Director
Veterans Home Program

★ 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

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

Welcome to Our New Staff Members

Elaine Hardee, Director of Human Resources

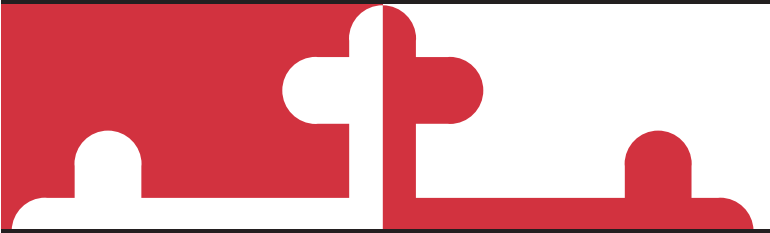
Charlotte Hall Veterans Home would like to welcome aboard our new Human Resources Director Mrs. Elaine Hardee. Mrs. Hardee joined our team on March 6, 2017 and is no stranger to LTC, as she has over 20 years of service within this industry. Mrs. Hardee completed her Master's in Human Resources Development in 2006 with a culminating summer practicum in London, UK before completing her final thesis.

Bernice Griffin, Director of Resident Services Assisted Living

Bernice received a Bachelor's of Science from Maryland University College, Masters of Public Health from Capella University, Doctorate Candidate Public Health and Board Certification Training as a Fellow with the American College of Healthcare Executives.

Marquita Slade, Assisted Living Case Manager

Marquita received her Bachelors of Science Degree in Social Work from Bowie State University in 2004. Previously she worked at the District Court of Maryland in Prince George's County in Case Management. In the near future she plans to pursue her master's degree in social work.



Administrator's Corner



Well, you look up at the calendar and before you know it another six months has gone by and it's time to get everyone back up to speed on the

goings on at Charlotte Hall Veterans Home! And believe me, as big as we are, a lot happens in a short period of time! I'll do my best to put everything in this writing, but as usual, I'll most likely leave something out, so please forgive me if I do.

We're undergoing more facility upgrades to our 32 year old self and, once again, the Maryland Department of Veterans Affairs has really come through for us. Right now, as of this writing, we are in the midst of a complete Fire Alarm system overhaul. With the building being constructed in stages, that means the fire alarm system was also installed in stages. And being an older system, it was quite the trick to get them all on line and talking to each other. The new system installation will alleviate that and we will have one continuous safety measure in the building to let us know if, when and where any kind of fire is taking place. Anything that can be done to make it safer for our veterans, staff, family members and visitors is always a positive! In our HR Department we have switched over our payroll, application and tracking programs to a new program called Paychex. As large as we are with over 400 HMR employees, that could have been a catastrophe, but our HR Department has done everything in their power to make it as smooth as possible so we all get paid!

As most of nursing can attest, we've been using an Electronic Medical Record for quite some time and we are about to add the last piece of that pie to the mix. We have had our

training on order entry and we will be going live with this part of the system shortly. This will greatly enhance the accuracy and timeliness of the orders to the pharmacy and the doctor's orders in the charts, thus benefiting our veterans. It has been a huge undertaking, so kudos to the staff for their teamwork and patience during this transition. It will be a wonderful addition!

Now, that's a lot going on for the facility itself, but let's talk about the people that work here and some of the accolades that have been handed out to them! As always, in June, the HMR Awards Banquet was held and this year it was at the National Harbor here in Maryland. In years past CHVH has been represented well and brought home several awards and this year was no different. The facility received the T. Edward Childress Golden Heart Award for 2016 for having the most employees sign up for the Employee Assistance Fund! So, not only did we win the award for raising the most money, but also having the most people showing their generosity towards others by signing up and giving!! A huge Thank You to all of you for that! Mary Wood, our nominee for the company wide Patriot Award, GNA of the Year, brought that back to CHVH! Way to go Mary! What a great job from a staff member that's been taking care of our veterans for a long time!! So proud of her! Our Mental Health Coordinator, Renee' Nordstrom, won a Wow! Award for helping out a young veteran in the community that was contemplating suicide! Just another case of a Charlotte Hall team member helping out in the community. Since our last printing we've added some staff members and made some changes in other areas and I'd like to just mention a few of those here. Kecia Northington came on board as our Director of Social Services (SNF) and has made a huge impact with our veterans, family members

and staff. Mike Huseman stepped into the role of Director of Maintenance and Jim Shook became our Assistant Director of Maintenance. Both of those roles are vital to keeping a facility of this size and age operating like a well-oiled machine, so thanks to both of them! Ms. Edna retired as our Director of HR in December and we were lucky to find Elaine Hardee to come in and keep us all in line! As I mentioned before, with over 400 HMR employees in the facility, our HR department can be swamped at times and they have themselves a good leader with Elaine. After five years as our Director of Nursing, Leslie Steffey stepped back into the ADON role and Karen Porter has become our DON. Again, with nursing being the largest department in the facility, it's not an easy job by any means, but Karen has stepped in and taken the bull by the horns!

By the time this is printed, I'll have been back with you guys for three years taking care of the veterans for the state of Maryland! A lot has happened to all of us in the last few months, not only with our work and profession, but also our personal lives. Thank you for being there for our veterans, each other and me. Y'all are one of the best teams I have ever had the privilege to be a part of, and again, I want to thank you all for what you do and how hard you work. I always say that if it's going to happen, it's going to happen at Charlotte Hall Veterans Home and the team here, YOU, take it in stride and never flinch! I'm so proud to be here with each and every one of you! Until next time....Charlotte Hall Employees...We go hard!!!

Greg Osborne
Administrator

STAFF SPOTLIGHT

BEING AN ACTIVITY AIDE HAS SPECIAL MEANING

A day in the life of an activity aide begins bright and early every morning. We start the day delivering greetings and newspapers, checking on how our residents are feeling and letting them know what activities are planned for the day.

After breakfast we move onto individual or group activities. These vary from day to day and consist of coffee club, exercise programs, arts and crafts, photography club, trivia, sensory stimulation, hand massages, puzzles, games, religious programs and shopping outings. When a staff member is not on an outing or leading an activity, we are on our units providing individual visits.

Following our morning activities, we take time to document and complete our assessments and progress notes for each of our residents. These are shared during our care plan meetings with staff and the resident's family member.

The first lunch trays begin arriving on the units at 11:30 AM. For those residents that prefer to enjoy lunch in the dining room, the activity aides assist them to the main dining room. They also make sure that each resident has their specified lunch. This is always a great time for the residents and their aides to chat, and for aides to listen to stories about their military life, their families, what they like or dislike and to enjoy their reminiscences.



After lunch there are afternoon golf rides, pool tournaments, Scattegories, Wii Bowling, UNO, woodworking and movie matinées. Our larger group activities take place in either MPR, Tikki Hut, Activities Kitchen or one of the Outdoor Pavilions. Some days, they may enjoy

a crab feast, car show, picnic, cooking classes, a ladies tea, Super Bowl party, holiday parties, Monthly Birthday parties, Live Entertainment and of course, Bingo!

Outings are always a big part of activities. The aides must be sure that all their residents are dressed properly depending on the time of year. They take special care to document which residents will be attending the outing. With everyone buckled in and ready to go they could be heading to a Nationals, Bay Sox or Blue Crabs baseball game, Rotary Lobster Festival, Chartered Fishing Trip, Army Navy Game, Smith Island Tour, Dove Downs Dinner at the AML, VFW, Elks Lodge, Moose Lodge, Waldorf Jaycees, or a Vacation for Vets two day Trip. There is always something exciting planned, and our residents love to get out and enjoy the community!

Daily evening activities include Bingo and entertainment, and begin at 6:00 pm. Part of our job is to promote and encourage residents to take part in any or all of the activities and to encourage them to try new things. We work so closely with our residents, we know what most of their activity interests are. As such, we do our best to make sure they are reminded of the activities they would enjoy. Finding a resident's true interest can be very rewarding, as one aide discovered her resident loved bird watching, so she created a book featuring Maryland birds, filled the bird feeders and took him around the grounds in the golf cart so he could bird watch. He absolutely loved it!

As you can see our activities aides play a substantial role in the daily lives of our residents. They do it with love and compassion. They're often quoted as saying, "I love being activity aide because I can bring them joy." "I think of the residents as family." "Even when I'm not working I'm thinking of them." "They brighten my day and make us feel what we do is worthwhile." "They make me feel appreciated like I'm somebody." "I want them to feel secure and have the comfort of family." "I am filled with pleasure knowing I am serving those who have served."



Charlotte Hall Dining Services

The Charlotte Hall Food Service Department consists of two sections: Food Service and Clinical Nutrition Services. Food Services purchases, prepares and serves 3 meals and 3 snacks each day to residents of the Charlotte Hall Skilled Nursing Facility and the Charlotte Hall Assisted Living Facility. Providing over 9,000 meals each week for residents, staff, and family members! The Food Service Department is comprised of a Director of Food Services who is a Certified Dietary Manager, an Assistant Director of Food Services, Supervisors, and dietary aides. The Food Service department employs over 30 staff members. The Food Service department works to ensure that all resident food preferences and therapeutic diet orders are provided to enhance the quality of life of our residents.

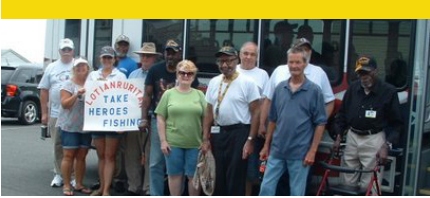
The Clinical Nutrition Services team is comprised of two Registered Dietitian Nutritionists and a diet technician. The team assesses the nutritional needs of our Veterans based on diagnosis, medical history and overall health status. The Clinical Nutrition team assesses, develops, provides medical nutrition therapy, and implements a nutritional plan of care for each resident. The team counsels and educates residents and family members on nutrition issues, healthy eating habits, and overall plan of care. Working as an interdisciplinary team with other healthcare professionals, the Clinical Nutrition Services team aims to promote the health and wellness of residents.

Dining Services affect our residents in many ways. In addition to the health benefits of eating right, having an environment to socialize and enjoy their meals is also important. Meals at Charlotte Hall are available in the two Dining Rooms and on all skilled nursing units. Our veterans look forward to the variety of meals and choices provided by Food Services.

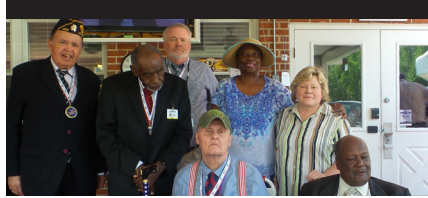
The Clinical Nutrition Services and Food Services teams work collaboratively together to provide the best nutritional care at Charlotte Hall Veteran's Skilled Nursing and Assisted Living Facilities.

*Lisa Stelacone, RDN, LDN
Laurel Huffman, MPH, CPH, RDN, LDN*

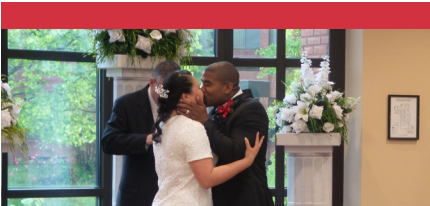
Resident Events & Outings



Fishing Trip in Deale, MD with Breakfast & Lunch.



Monthly Luncheon in Chesapeake Beach at AML Post 206.



Mr. Frazier's son brought his wedding to CHVH.



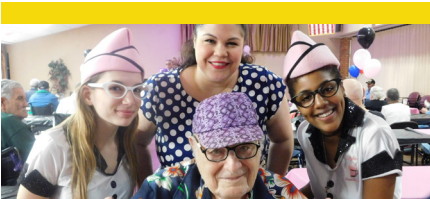
Mission BBQ Luncheon Sponsored by Crusin Southern Maryland.



Enjoying a Visit from Merry Go Round Petting Zoo.



CHVH Prom King Harvey Green & Queen Mafalda Fusco.



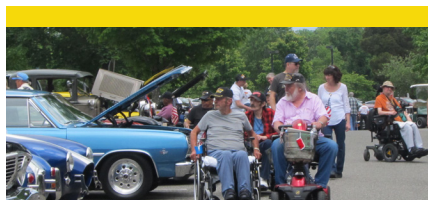
A Roaring Good Time at the Sock Hop.



Enjoying the Beautiful Voice of Cassandra Sandacz at Voices for Vets.



A Performance by The Band of America's Few.



Sixth Annual Cruisin Southern Maryland Car Show.



Memorial Day Luncheon.

**FULL MONTHLY
CALENDARS ARE
AVAILABLE ONLINE**

Upcoming Events

AUGUST

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|---|---|
| 4 Impact Ministers Social (EMPR) | 20 ECC Group Social (EMPR) |
| 4 Ladies Tea (MAR) | 22 Monthly Birthday Party (MPR) |
| 8 Snow Cones at the Tiki Hut | 22 Left, Right, Center (EMPR) |
| 8 Arundel Mills Casino (Outing) | 22 Pier Fishing (Outing) |
| 9 Smooth Sounds of Suzette (MRP) | 23 Resident Birthday Party (EMPR) |
| 10 Bowie Bay Sox Senior Bingo (Outing) | 25 Cookout with The Marines (JT) (MPR) |
| 11 Reptile Wonders (MPR) | 25 SoMD Old Man's Band (MPR) |
| 12 US Military Motorcycle Club Annual Poker Run (JT) (SPAV) | 28 Blue Crabs Baseball Game (JT) (Outing) |
| 12 Blue Crabs Game (JT) (Outing) | 29 Ice Cream Social Women's Club of St. Mary's (EMPR) |
| 19 Entertainment McNulty Rockabilly Band (JT) (MPR) | |

SEPTEMBER

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|---|--|
| 1 Red Hat Tea (MAR) | 20 Floyd Andrews (Pianist) (MDR) |
| 5 Blue Crabs Baseball Game (Outing) | 23 Annapolis Football Game (Outing) |
| 9 Blue Knights Cookout (JT) (Both Dining Rooms) | 26 Monthly Birthday Party Senior Vibes (MPR) |
| 15 Casino Night (MPR) | 29 SO MD Old Mans Band (MPR) |
| 15 Snow Cones at the Tiki Hut with Linda | 30 Vacation 4 Vets (Outing) |
| 16 Annual Carnival (JT) (MPR) | |
| 17 Blue Crabs Baseball Game (JT) (Outing) | |

OCTOBER

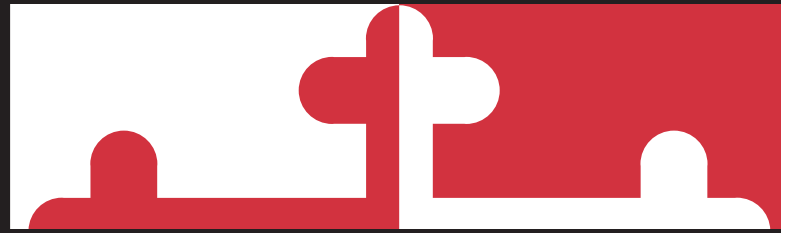
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|-----------------------------------|---|
| 2 Oktoberfest (MPR) | 20 Camp Fire & Entertainment (SPAV) or (EMPR) |
| 4 Mighty Mini Warriors (empr) | 20 Halloween Dance (ENPR) |
| 7 Air & Space Museum (Outing) | 24 Monthly Birthday Party Senior Vibes (MPR) |
| 8 Shimmy Mob Belly Dancers (EMPR) | 27 Washington International Horse Show (Outing) |
| 12 Blessing of the Fleet (Outing) | 28 Belly Dances (EMPR) |
| 13 Donut Social (MPR) | 31 Annual Halloween Party (MPR) |
| 20 Ice Cream Social | |

NOVEMBER

- | | |
|--|--|
| 3 Fall Pontoon Boat Ride (Outing) | 11 Veterans Day Parade and Ceremony (Outing & MPR) |
| 3 Red Hat Society Social (MAR) | 16 Thanksgiving By the Bay (Outing) |
| 4 SoMD Concert Band (EMPR) | 17 Ice Cream Social with Linda (MPR) |
| 9 Clarks Landing Senior Center (Outing) | 23 Floyd Andrews (Pianist) (MRP) |
| 10 Donut Social (MAR) | 25 Christmas Set Up with Rolling Thunder (AL) |
| 10 Marine Corps Birthday Celebration (MPR) | 28 Monthly Birthday Party (MPR) |

DECEMBER

- | | |
|---|--|
| 1 CHVH Annual Winter Ball at 5:00 P.M. | 22 Resident annual Christmas Party (MPR) |
| 2 Gift Wrapping Party at 10:30 A.M. (MPR) | 26 Monthly Birthday Party (MPR) |
| 15 Christmas Sing Along with Linda (MPR) | |



Volunteer Corner

Charlotte Hall Veterans Home sees so many people come and go each day. Visitors, employees, family members, etc. Within the masses, there is a group of people who stand out; our volunteers. These groups and individuals walk through our doors with hearts full of compassion, dedication, and a desire to give back to our veterans.



Each year, we hold a Volunteer Appreciation Banquet to express our gratitude for our volunteers and supporters. In 2016, there were over 21,000 service hours completed for Char-

lotte Hall Veterans Home. Encounter Christian Center, and Cruisin Southern Maryland for Veterans were both selected as "Groups of the Year" for their financial and voluntary support. Michael Hughes and Shirley Vatter were both selected as "Volunteers of the Year" (it was impossible to just select one). At our banquet, we had some wonderful food, thanked so many groups and individuals, laughed, shared stories, and made new memories.

Charlotte Hall Veterans Home would not be the same facility without our volunteers and supporters! We thank you truly for all you do!



★ ★ ★ VOLUNTEER OPPORTUNITIES ★ ★ ★

Volunteers are very important to our residents and staff members. Charlotte Hall Veterans Home is always seeking caring individuals and groups to volunteer with our nation's heroes. Volunteers provide our residents with a deep and sincere feeling of gratitude. Our home has many different volunteer positions for individuals, students, families, various groups, and corporations.

If you are interested in learning more about our volunteer program, contact **Ashley Radano**, Director of Volunteer Services & Community Outreach, at **301-884-8171 ext. 664**, or via email at **aradano@hmrmd.com**.

★ ★ ★ VOLUNTEER SPOTLIGHT ★ ★ ★



The volunteers from the Commander's Closet devote their volunteer service to managing our resident clothing room. They assist our residents with getting the items that they need.



A special visit from the SOMD Blue Crab baseball players as a part of their Community Caravan. Our residents have so much fun going to the games. Spending some one-to-one time with the players was a real treat!





Volunteer Spotlight Cont.



Members of the Naval Acquisition Development Program from PAX and Hits for Heroes assisted us with our Vietnam Pinning Ceremony. The ceremony honored the Vietnam era veterans who live here, and thanked them for their sacrifices.



Members of ASTC Patuxent River volunteered to help with some landscaping in our courtyard. Beautifying the property for our residents to enjoy!

★ ★ ★ **DONATION SPOTLIGHT** ★ ★ ★



The American Red Cross continues to support our home through their volunteers and donations. The garden supplies were received well by our resident gardeners!



American Legion Post 274 invited MDVA Secretary, George Owings, and our home's Director, Sharon Murphy, to their post for a special check presentation for our Memory Care Project.



The Military order of the Purple Heart provided us with a monetary donation towards our Veterans Assistance Fund.



Senator Roy Dyson decided to give our residents over 50 ties! He is ensuring that our residents are always looking sharp!



LAFRA Unit 93 provided us with money for bingo, dolls for our doll therapy program, and a Netflix account that is utilized on our community tablets. The ladies have also dedicate many volunteer hours!



The students at Chopticon High School completed a service project where they collected items and money for our residents. We are grateful for their desire to give back!



American Legion Post 82 donated a new snack cart to our Memory Care Units! The cart is stocked with delicious refreshments for residents to enjoy!



For Veterans Day last year, our local Lowe's store set out a hand painted patriotic picnic table and invited our community members to write a special message on it. The residents admire the beautiful table and enjoy reading the kinds words.



Women of the Moose from Lodge 444 stopped by with many items from our resident's wish list. The items were distributed throughout the facility.