



Department Spotlight



Resident Events & Outings



Donation Spotlight

The Charlotte Hall GAZETTE

Issue #16

Spring 2015

Serving
Those Who
Served



“I am so pleased to be working with everyone associated with Charlotte Hall Veterans Home again. It is the dedicated work of the staff, the volunteers and the Maryland Veterans Home Commission which have made Charlotte Hall a model for State Veterans Home across the country.

I also thank all those who support Charlotte Hall and the veterans there, with donations which are used to enrich the lives of the residents. Many of the Veterans Service Organizations, and Cruisin' Southern Maryland, have made significant donations which have provided enhancements such as golf carts for transportation and an outdoor Pavilion for residents use, just to name two.”



George W. Owings, III
Secretary
MD Department of Veterans Affairs

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@hmrm.com

Director's Corner



Greetings,

It's only March and we have so many great things happening at Charlotte Hall Veterans Home, to include the opening

of an on-site pharmacy in early spring. The Charlotte Hall Veterans Home Pharmacy will be a tremendous benefit to our residents, enhance safe handling of medications and provide readily available pharmacist support on a daily basis. The CHVH Pharmacy is also home to a state-of-the-art automated medication dispensing system.

In May, Charlotte Hall Veterans Home will host the National Association of State Veterans Home (NASVH) Northeast Regional Meeting. Charlotte Hall is one of 150 state veterans' homes across the country who are members of NASVH. NASVH's primary mission is to ensure that each eligible U.S. veteran receives the best long term health care available. Thirteen states have been invited to attend. CMS Professor Wayne Karlin, author of "Trauma and Recovery after War" is the Keynote Speaker. Day one the group will spend touring the facility and grounds. Day two will consist of a Leadership Tour at the US Naval Academy and VIP Tour of the Maryland State House. Charlotte Hall's own American Legion Post 298 has offered to sponsor the Naval Academy Tour and lunch for the association members.

As we have looked ahead, we must also look back to reflect where we have been. Charlotte Hall Veterans Home opened to admit its first veteran more than 30 years ago on January 29, 1985. We have grown in so many ways; added services, beds, amenities

renovated space and serve over 412 veterans each day. I am proud to say I was here on that first day to greet our veterans and still around 30 years later. My career path has enabled me to meet so many wonderful veterans, families, staff and volunteers. It has been an amazing journey.

With time comes change and new faces. The State Office has a new face for the first time in many years, Melissa Hernandez Canada. Melissa joined the MD Department of Veterans Affairs on July 9, 2015. Melissa is welcomed asset to the office and brings many new skills and abilities to enhance our program.

Sincerely,

Sharon Mattia
Director



It's a pleasure working with such a great team here at Charlotte Hall Veterans Home. I was originally hired only as a temporary employee but I did not

realize how humbling and exciting it would be to serve our residents. I love helping our community connect through donations and volunteering, and enjoy providing a window of our resident's experiences through our website and Facebook page. I am honored to be here and look forward to continuously helping to improve the quality of our resident's lives.

Melissa Canada
Contract Support Coordinator

Department Spotlight: Maintenance

In the ongoing world of Charlotte Hall Veterans Home and the massive effort that's put in to care for our veterans, I would like to use this space from time to time to share with everyone what it takes to make this place run. And when I say run, I literally mean run! The group I'm talking about in this edition is our Maintenance Staff. When it's cold or hot outside and we need air conditioning or heat, these guys are here. When we have snow on the ground and our parking lots and sidewalks are covered, these guys are here. When our veterans need a remote fixed or their glasses mended or just about anything that you can think of, these guys are here.

Bernie Owens, Director of Maintenance, and his staff go above and beyond when it comes to taking care of Charlotte Hall Veterans Home and the needs of the veterans, families and staff. Not to mention what it takes just to keep a facility this size 'running' every day! There is a lot more that goes into the operation of a facility like this than just the occasional 'fixing of the heater.' From the Preventive Maintenance Program that is in place to ensure that systems are checked before something has the chance to go awry, to the multitude of different contracts and contractors that they deal with, Charlotte Hall Veterans Home is a

handful for our maintenance staff! We have a total of 16 staff members in the Maintenance Department, and they all have to have the ability to do many different tasks and adapt on the fly as to what may be needed at any time. While having to manage an average of 1600 work orders on a monthly basis, you can see why it takes a teamwork attitude to make it happen in maintenance! And you can bet that there's not a day that goes by that you won't see one technician in 10 different places in the building completing work orders. When walking these halls, if you should meet up with any one of the Maintenance technicians, you will always



be greeted with a friendly smile and a warm hello. It's that positive attitude in this and every department in the facility that make this such a wonderful place to come to work every day and to take care of the veterans of the state of Maryland! Be proud team, because you are something to be proud of!

Blessed by Rev. Francis McMullen

Rev. Francis R. McMullen was ordained June 9th, 1951. He served in the USAF as a chaplain during the Vietnam War. Not only did he serve active duty military members, he continued ministering to the veterans and staff at CHVH as the Catholic chaplain since Aug. 1st, 1987.



Father Frank has worked consistently and tirelessly reaching out to hundreds and thousands over the years. He always managed to be in the

right place at the right time to say just what someone needed to hear. Many a resident benefitted greatly from his visits. Hundreds of people are logged in his visitation logs as having received the Sacraments. Along with his blessing always came his charity and his smile. While tending his flock, he also reached out to others from all faith persuasions. Father did countless funeral and burial services for the veterans and made his emergency visits day and night whenever the phone would ring. He has also been known to even extend his blessing to the unborn little babies of the staff upon request!

Father Frank attended innumerable formal ceremonies and events here at Charlotte Hall during his tenure here. He prayed to the Lord in the presence of



many dignitaries and politicians while helping to host dozens of the veteran ceremonies and political events that took place on the campus over the years. Father Frank officially retired from his active duties here on Jan. 29th, 2015, the 30th Anniversary of the opening of CHVH. He will be greatly missed. We love you Father Frank!

Resident Events & Outings



Rocking New Year's Eve



Celebrating Black History Month



Elvis Is In The Building



Designing Bead Jewelry



Valentine's Day



Painting Class Works of Art



Mardi Gras



Rolling Thunder BBQ

Upcoming Events

March

- 6** Live Entertainment with Seymour Band (EMPR)
- 14** Irish Dance Company (MPR)
- 15** Pizza Social with ECC Volunteers
- 20** Sock Hop 50's Party (MPR)
- 28** Easter Egg Hunt (MPR)
- 29** NASCAR Ice Cream Social with Christen Misery

April

- 10** Talent Show
- 11** All American Harley Resident Cook-Out (MDP)
- 17** 70's Party (MPR)
- 18** Carol Fisher Dance Studio (MPR)
- 24** Red Hat Society Social (MAR)

May

- 6&7** NASVH Regional Meeting
- 8** Opening of the Tiki Hut Luau
- 15** Outdoor Concert Bucket List Band (S-PAV)
- 16** Southern Maryland Concert Bank (MPR)
- 18** Show Stoppers (MPR)
- 22** Spring Dance Port Tobacco Pickers Band (EMPR)
- 23** Cruisin Southern Maryland Car Show
- 27** Floyd Anderson's Pianist in Concert

June

- 5** Resident Picnic with Deloitte Volunteers
- 12** Ice Cream Social Tiki Hut
- 26** Outdoor Concert (S-PAV)

July

- 4** One Woman Live Show Rosie the Riveter (MPR)
- 17** Linda in Concert Tiki Hut
- 24** Senior Prom

Full monthly calendars are available online

The move into assisted living is a major life change for residents and it can be a daunting and overwhelming experience. Often times, residents have a sense that they are losing their independence. It is our goal at Charlotte Hall Veterans Home (CHVH) to make the transition from the community to assisted living as seamless as possible and to stress the importance of maintaining independence, whether this means being able to complete the most basic activities of daily living, i.e. bathing, dressing, and eating, to working and sustaining a job at the facility.

Residents want and need purpose in their lives. CHVH promotes a sense of autonomy and purpose for each resident. The staff work together and collaborate with the residents to determine what gives them the sense of being needed. For some, participating in activities and relaxing at their own pace is enough! Other residents may need more



and this is when being able to provide job opportunities for them is a valuable resource. CHVH offers residents opportunities to work in a variety of areas and to be able to earn a paycheck for their hard work just as they would if they were living in the community.

CHVH has a gift shop that is maintained and operated by assisted living residents and is supervised by a staff member. The employees have regular work schedules, are responsible for opening and closing the shop, conducting inventory, and assisting customers with purchases. An added bonus is that the gift shop, and other areas of employment, are able to accommodate residents' schedules for medical appointments and special events the residents want to attend.

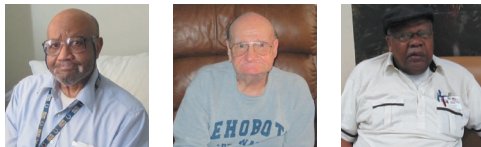
If you are visiting CHVH, you may see some of our residents hard at work with the maintenance crew! Our maintenance depart-

ment created jobs specifically for residents and they can be seen working alongside the staff, in uniform, painting and maintaining the grounds among other duties. Or you may be given a tour by one of the residents, which is a great opportunity for those receiving the



tour. The residents are able to give you a unique, inside perspective of what it is like to live at CHVH. Other areas of employment at CHVH include working at the barber shop and working in the dining areas.

At CHVH, we strive to promote well being and self-sufficiency at all times. Through employment, we are privileged to be able to afford our residents with opportunities for them to maintain their highest level of independence possible.



We would like to take this time to honor one of our late residents, Jerome "Jerry" Julius.

Jerry was one of the first five African Americans to graduate from Johns Hopkins University where he received his Master's degree in Engineering. In 1952, he enlisted in the Air Force where he worked for the Joint Chiefs of Staff in the Office of the Secretary of Defense.

As a Major, Jerry earned the Legion of Merit, one of the military's highest honors typically awarded to Colonels, for crafting the first

Quadrennial Review of Military Compensation. The Legion of Merit is given for exceptionally meritorious conduct during the performance of outstanding service and achievement. He was the only recorded Legion of Merit recipient to reside at Charlotte Hall Veterans Home.

In addition, Jerry received the Bronze Star Medal for his meritorious work evaluating the Vietnamese Air Force during the Vietnam War. He also earned the Meritorious Service Medal, Joint Services Commendation Medal, Air Force Commendation Medal, Secretary of Defense Service Badge, and the Joint Chiefs of Service Badge.

After retiring as a Lt. Colonel in 1972, Jerry served as CEO for the Civil Service Retirement System and the Federal Employee Health Benefit System. There he earned the Presidential rank of Meritorious Senior Executive, the OPM's Director's Award for Distinguished Service, and the Director's Citation for Distinguished Public Service.

Jerry and his wife of more than 60 years have 8 children and 9 grandchildren. Sadly, he passed away on March 2, 2015.

The family expressed deep gratitude of the staff for treating their loved one with honor and dignity during his stay at Charlotte Hall Veterans Home. He will be dearly missed.



March 3rd, 2015 marked a very special day in the life of one of our beloved Veterans. Catherine "Kitty" Koses celebrated her 100th birthday!!

Catherine "Kitty" Koses was born March 3, 1915 in Cairnbrook, PA. She grew up with 2 sisters, Mary and Anne, and 1 brother, Peter. Sadly, they are all deceased. Kitty graduated from High school at a time when many women weren't afforded that opportunity. She never

married or had children, instead choosing to spend her life exploring interesting ventures and a multitude of places.

Kitty has always had an independent spirit. She loves to travel and experience new things. She's lived all over the United States, including California, New York, and Florida. Skiing in Switzerland, journeying through Germany and ambling all over Europe were just a few of her many adventures. She loved to allow others to see her travels, and often sent her family postcards from all of her destinations over her years of travel. Finally, when she reached her early 80's, she decided to return to Maryland and join most of her family. Since Kitty never married or had any children, she instead enjoyed spoiling her nieces and nephews. She continued to be very active and independent well into her early 90's. She had a great affinity for a myriad of fine art, and greatly enjoyed painting, drawing and photography.

Kitty served her country as a member of the Women's Army Corp during World War II for nearly three years. During that time, she was at D-Day in France and received both a Good Conduct Medal and Army Occupation Medal. Her occupations during her working years were varied, and included elevator operator, office worker and beautician.

Kitty joined us here at Charlotte Hall Veterans home in 2007. She has a sister in law, nieces and great nieces and nephews that visit and send her many cards. Kitty always has charming smile and a twinkle in her eye, she loves to socialize with everyone. Can you imagine the knowledge and experience she has to share!!



Volunteer Corner



New Director of Volunteer/Community Outreach

Charlotte Hall Veterans Home is thrilled to announce Katie Richards as our new Director of

Volunteer/Community Outreach. Katie brings with her many years of professional customer service based experience. Katie understands the importance of giving back to the community and is no stranger to volunteering herself, having many years of experience within the community serving local schools and youth sports clubs, the American Heart Association, Relay for Life, Girls Scouts, as well as many other local organizations.

Message from Katie:

First of all, to all of the staff, volunteers and residents of Charlotte Hall, I want to thank you all for being so kind and welcoming to me during my first days and weeks learning the organization. I'm so excited to have the opportunity to maintain the remarkable volunteer program already established here at the Charlotte Hall Veterans Home. As a lifetime resident of Southern Maryland and relative of many veterans, I can't think of a better place to serve our community. I look forward to this new opportunity and I am truly honored to have been given the opportunity of "serving those who served."



Meet JoAnn Frost our dedicated Clothing store volunteer. JoAnn and her husband relocated to the area last year, after volunteering for 2 years at a Veterans Home in Grand Rapids. She was thrilled to discover that she had moved close to CHVH. JoAnn says she volunteers to stay connected to the Veterans Home because of the services it provides to the veterans, and she truly enjoys listening to their stories.

Volunteer Opportunities

Volunteers are an important part of CHVH. Volunteers are a constant reminder that the community appreciates the sacrifices our veterans have made for our country. Through visiting the home on a weekly, monthly or quarterly basis, individual volunteers and organizations make CHVH 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: Director of Volunteer/Community Outreach, Katie Richards at 301-884-8171, ext. 664 or krichards@hmmd.com.

Donation Spotlight:

American Legion Post 91:



We are grateful for the support of American Legion Post 91 in Cambridge, MD. Earlier this year, they donated a 12-foot emergency response trailer for mobile access to materials in cases of a significant emergency. More recently, they donated \$10,000 to kick start our Snoezelen Room project. This concept uses sensory stimulation and relaxation through lights, sounds, smells and textures and is beneficial for patients with Dementia. For more information, please visit <http://www.snoezeleninfo.com/Snoezelen-VAWelcome.asp>.

All American Harley:



This motorcycle club has supported our veterans for many years. In addition to their annual Wish List ride in the Fall, which provides an overwhelming amount of items from our resident's wish lists, the group donated toys for our residents to send to their grandchildren for Christmas. The members, along with their families, also spent Thanksgiving and Christmas Day assisting and visiting our residents. We truly appreciate their kindness and dedication to our veterans.

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

National Nutrition Month

"What's for dinner?" "What shall I make for dinner?" "There's nothing to eat in this house!" We have all uttered or heard those words and often dreaded those words over the years. Pleasing a family of individual palettes can often be a challenge. Now, imagine answering that question for 420 veterans and veteran spouses for at least three meals a day, 365 days a year! That is the daunting task of the Charlotte Hall Veterans Home Dietary Department.

At Charlotte Hall Veterans Home, the Dietary Department provides select meal service in our two dining rooms and tray service to residents on the skilled nursing units. Meal service includes three meals and snacks daily plus additional supplements as needed. Not only does the staff develop the menus, but we try to get the input of the residents of Charlotte Hall Veterans Home as often as possible. Menus always include two choices each at lunch and dinner.

Our meal service has to meet regulatory requirements, but we must meet more than just that. To satisfy our residents, we need to make sure we meet their tastes and have a good variety of foods. If there is one thing we know at Charlotte Hall, it's that meals are very important to our veterans! Eating is the center of our existence. The Dietary Department is so busy, you can see the residents lining up for the next meal while the staff is still wrapping up the details from the last meal! And a



frequent question you will always hear, no matter what time of day, is "How was the food?" There is rarely an event in our lives that we can remember that doesn't include food. Family and meal traditions are as varied as the number of residents that live at Charlotte Hall Veterans Home. Having choices at meal time is important to each resident and we strive as a department to make every one of them happy! We attempt to allow that freedom of decision making in regards to food and meals as much as possible. In our two dining rooms residents may either select meals cafeteria style or receive waitress service as needed. At breakfast, our staff often remember the residents' preferences and habits. It is not uncommon for a breakfast cooked to order to be ready for a resident before they even walk through the door. Breakfast always includes a choice of hot and cold cereals, eggs cooked to order and assorted breakfast meats. Attempting to meet all residents' preferences is certainly a challenge, that's why our lunch and dinner offerings include two complete meals and soup made from scratch daily. If a resident does not want either option, a variety

of additional foods are available including fresh fruit, salads, and sandwiches. Additional special requests are accommodated whenever possible.

Our Resident Food Committee meeting is held each month to obtain feedback from our residents on menu items, preparation of menu items, and any other meal service concerns they may have. Meals are attached to many family traditions. Our holidays are quite frequently centered on meals, sweet treats and other food traditions. Sharing meals with friends and family is an important social interaction and our Food Committee provides the opportunity for residents to participate in planning holiday menus and monthly themed dinners.

Charlotte Hall Veterans Home Dietary Department recognizes that the lack of control of meals and food choices can be a frustration when living in a long term care setting. We strive to allow as much participation for each resident in his or her meals as possible. It's not an easy task to satisfy so many different choices on a daily basis, but as the residents are frequently told, if you don't see it ask for it. It just may be available or we may be able to make it available.

Seasonal Affective Disorder

As the seasons change, the American Psychiatric Association (APA) advises that some people may begin to suffer some symptoms of depression that can appear gradually or that come on all at once. These symptoms often dissipate when spring arrives and stay in remission through the summer months. Symptoms of depression that come during the colder months can be associated with Seasonal Affective Disorder (SAD). This mood disorder is often attributed to the lack of light during the colder months of the year.

As the days get shorter and colder often times our residents spend less time outside for many different reasons (safety, inclement weather, etc.). Thus getting less activity and less sunlight, which is crucial for our well-being. SAD is a diagnosable mental health disorder that may require treatment. If you know a resident who regularly experiences a significant, lasting, downturn of mood when the weather gets colder and

daylight lessens and/or if they suddenly start decline to eat multiple meals, are having new sleep difficulties, then you should consider alerting their charge nurse.

SAD has been linked to a biochemical imbalance in the brain brought on by the shortening of daylight hours and a lack of sunlight in winter. The most difficult months for SAD sufferers are January and February. Younger persons and women are thought to be at higher risk. There is also some evidence suggesting that the farther someone lives from the equator, the more likely they are to develop SAD.

Getting screened and evaluated is a smart, sensible way to take care of our health and ensure that you can enjoy the pleasures of the season. Symptoms of SAD can be confused with other medical conditions, such as hypothyroidism or viral infections like mononucleosis, so a proper evaluation by a medical professional is crucial.

If you feel a resident maybe suffering from SAD, consult with their charge nurse about possible treatment options.

~ Renee Nordstrom, MHC

DID YOU KNOW?

- Housekeeping washes, dries, and folds almost 19,000 pounds of linens and 4,000 pounds of personal laundry per WEEK!
- Maintenance processes approximately 1,600 work orders per month.
- CHVH provides transportation for over 600 resident appointments per month.
- Our Mental Health Counselor Renee Nordstrom's husband has published two children's books.
- **Please let us know what you would like to see in the next issue!**



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