

State of Vermont

Executive Department

Be it Remembered, That

Joyce Scribner
(Reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Veterans' Home Board of Trustees

On February 1st, 2013

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

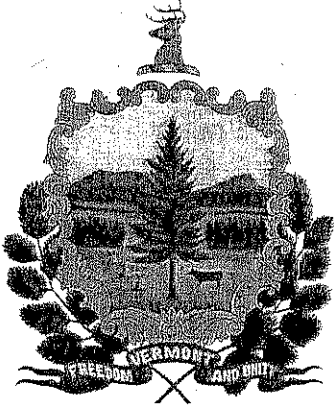
To serve from the date of this commission to the 31st day of January, 2016.

A true copy of record

Attest:

A handwritten signature in cursive script, likely of Louis Porter, is written above a horizontal line.

Louis Porter
Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Joyce Scribner
(Replaces Corrow)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Veterans' Home Board of Trustees

On November 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

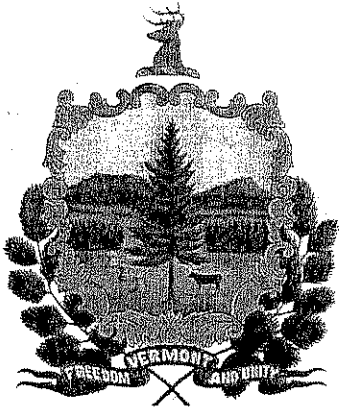
To serve from the date of this commission to the 31st day of January, 2013.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "M3" followed by a flourish, is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

G. Richard Dundas, MD
(Replaces Bolognani)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Veterans' Home Board of Trustees

On October 1st, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

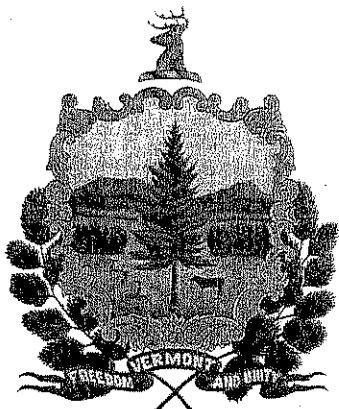
To serve from the date of this commission to the 31st day of January, 2013.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "M. J. [unclear]", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Kent Butterfield
(reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

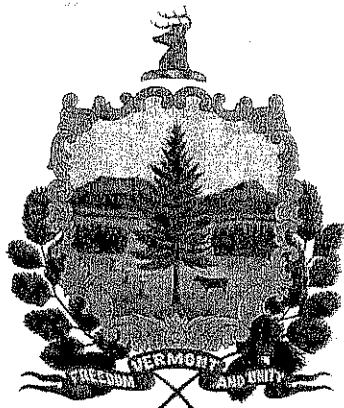
To serve from the date of this commission to the 31st day of January, 2014.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "D. M. 2", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Robert Carter
(reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

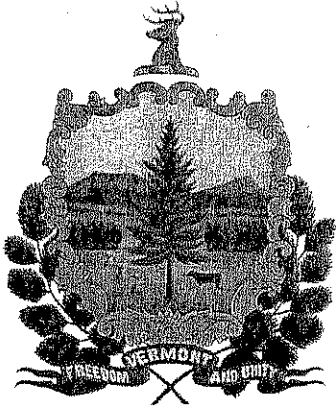
To serve from the date of this commission to the 31st day of January, 2014.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "R. J. M.", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Brenda Cruickshank
(replaces Acinapura)

of [REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

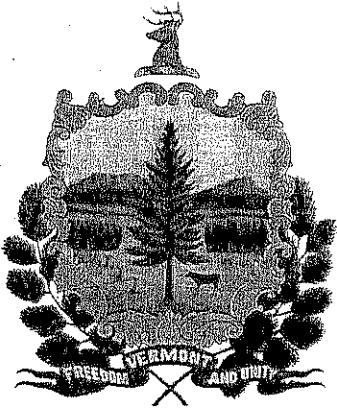
To serve from the date of this commission to the 31st day of January, 2014.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "R. M. 2", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Gary DeGasta
(Reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

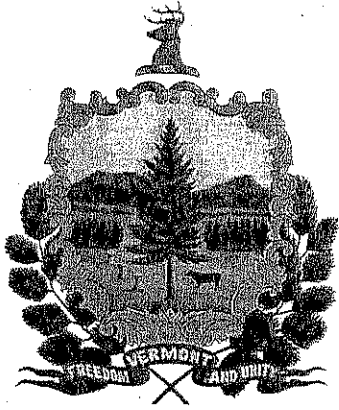
To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in dark ink, appearing to be "A. M. 2", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Charly Dickerson
(replaces Harrington)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

To serve from the date of this commission to the 31st day of January, 2013.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "R. M. L.", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Frederick Dunn, Jr.
(Replaces Popowski)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

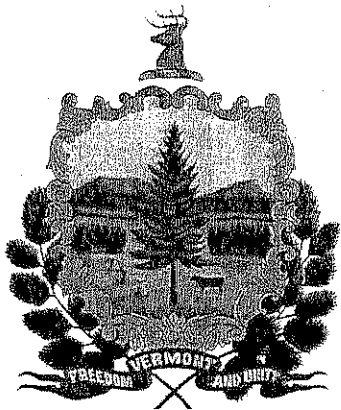
To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "R. M. L.", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Thomas Kenyon
(Reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

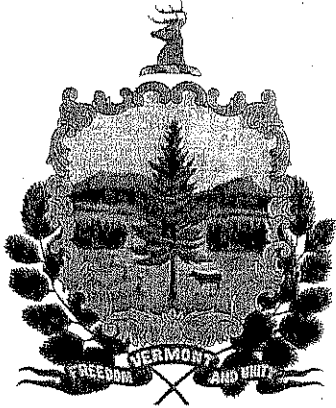
To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in dark ink, appearing to be "R. M. L.", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Michael Klopchin
(Reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

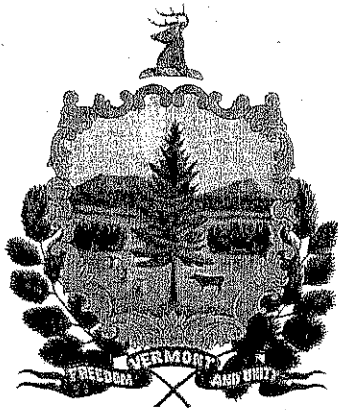
To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in cursive script, appearing to read "D. H. L.", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Joseph Krawczyk, Jr.
(Reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in ink, appearing to be "A. H. 2", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Michael LeBoeuf
(Reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

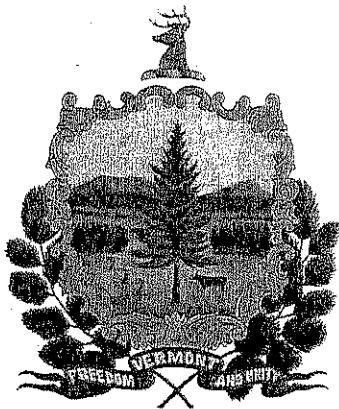
To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in dark ink, appearing to be "A. M. 2", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Linda Perham
(reappointment)

of [REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

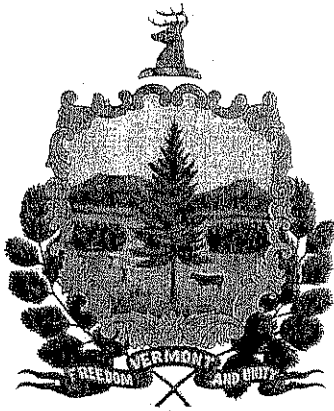
To serve from the date of this commission to the 31st day of January, 2014.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "D. M. L.", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Robert Sanders
(reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

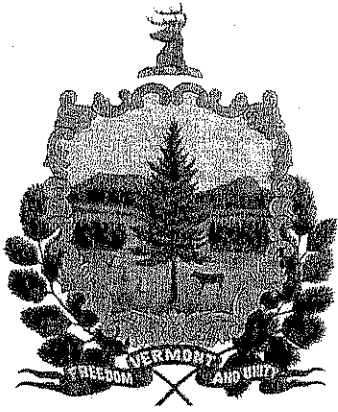
To serve from the date of this commission to the 31st day of January, 2014.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "D. M. L.", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Francis Speno
(initial appointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011.

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

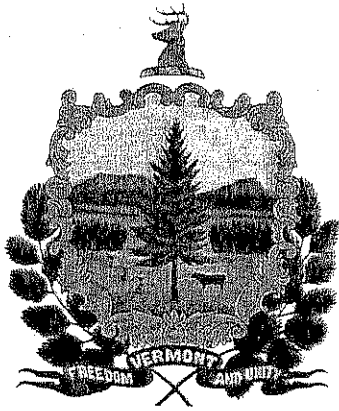
To serve from the date of this commission to the 31st day of January, 2014.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "A. M. 2", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

James Thomas
(Reappointment)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On March 13th, 2012

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

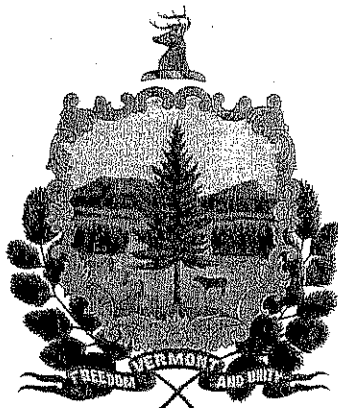
To serve from the date of this commission to the 31st day of January, 2015.

A true copy of record

Attest:

A handwritten signature in dark ink, appearing to be "D. H. 2", written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Michael Klopchin
(replaces Hodgkins)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

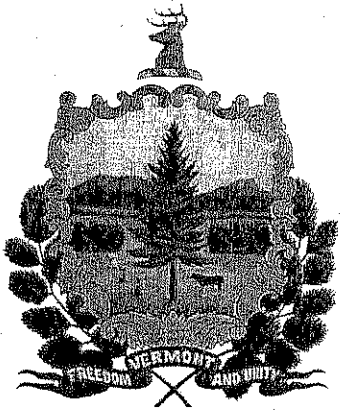
To serve from the date of this commission to the 31st day of January, 2012.

A true copy of record

Attest:

A handwritten signature in dark ink, appearing to be "A. M. H.", is written over a horizontal line.

Secretary of Civil and Military Affairs



State of Vermont

Executive Department

Be it Remembered, That

Joseph Krawczyk
(replaces James)

of [REDACTED]
[REDACTED]

was duly appointed and commissioned

Member, Vermont Veterans' Home Board of Trustees

On July 14th, 2011

By His Excellency, **Peter Shumlin**, Governor of the State of Vermont,

To serve from the date of this commission to the 31st day of January, 2012.

A true copy of record

Attest:

A handwritten signature in black ink, appearing to be "A. M. 2", is written over a horizontal line.

Secretary of Civil and Military Affairs

Dear Victoria,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

While CMS had been concerned about several issues at the Veteran's Home, they were impressed by the intensity of purpose with which staff, management, board, and the state sought to address and correct those issues. The board and administration took several decisive and positive steps, and brought in highly respected consultants in the field of nursing home care to make recommendations to staff and management. These decisions have already changed the delivery of services at the Home, and will help ensure the quality of life that Vermont veterans deserve long into the future.

I am grateful that the Vermont Veteran's Home will continue to provide critical services to Vermont veterans and the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance.

109 State Street, Pavilion
Montpelier, Vermont 05609
802-828-3333

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E-Mail Viewer

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From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>
Date: 9/14/2012 1:52:26 PM
To: "governorvt@state.vt.us" <governorvt@state.vt.us>
Cc:
Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM
<FIRST>[REDACTED]/FIRST>
<LAST>[REDACTED]/LAST>
<EMAIL>[REDACTED]/EMAIL>
<ADDR1>112 west main st</ADDR1>
<ADDR2></ADDR2>
<CITY>bennington </CITY>
<STATE>VT</STATE>
<PHONE>[REDACTED]</PHONE>
<AFFL>EMAIL.OPTIN</AFFL>
<ISSUE>Veterans</ISSUE>
<MSG>Dear Mr. Shumlin,

I am writing to you in regards to the recent news media surrounding the Vermont Veterans Home. I am a former employee who worked there for three years. I also have many friends and relatives who currently work there. As I listened to the news reports I have become concerned for these veterans. It's sad that they might lose their homes. Many of them have been there for many years and have become a family with the staff who takes care of them. I cannot believe that it has come to this. It's heartbreaking to know that some of the residents that I cared for may end up having to uproot and move to a new facility. I am also concerned what an impact this will have on the economy for that many people to lose their jobs. Many of which have been employees of the veterans' home for 20+ years, these residents are their family.

I left the veterans home because I had a newborn to care for. I was not able to work the mandatory overtime that is expected of the employees there. Many good employees have left due to management being malicious, corrupting, and uncaring. I feel that something should be done in order to save our veterans. The ones who fought for our very freedom are now in need of our help. I am currently in nursing school as I wanted to pursue my education with hopes of returning to the veteran's home in order to care for the veterans. I have greatly missed working with the veterans as they are some truly unique and brave individuals. I would like to see you do everything in your power to change the way the employees and veterans are treated. I believe that there needs to be a more understand management who treats their employees with respect and dignity as the job these nurses and nursing assistants are doing is not easy.

Please, please, please do not allow our veterans to become subjected to displacement.

Thank you for your time.
Sincerely,

[Redacted Signature]

</MSG>
</APP>

Close

Dear Rachael,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

While CMS had been concerned about several issues at the Veteran's Home, they were impressed by the intensity of purpose with which staff, management, board, and the state sought to address and correct those issues. The board and administration took several decisive and positive steps, and brought in highly respected consultants in the field of nursing home care to make recommendations to staff and management. These decisions have already changed the delivery of services at the Home, and will help ensure the quality of life that Vermont veterans deserve long into the future.

I am grateful that the Vermont Veteran's Home will continue to provide critical services to Vermont veterans and the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance.

109 State Street, Pavilion
Montpelier, Vermont 05609
802-828-3333

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[Website](#) | [Facebook](#) | [Twitter](#) | [YouTube](#)

E-Mail Viewer

Message | Details | Attachments | Headers | Source

[HTML](#)

From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>

Date: 9/14/2012 3:42:44 PM

To: "governorvt@state.vt.us" <governorvt@state.vt.us>

Cc:

Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM
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 <LAST>[REDACTED]</LAST>
 <EMAIL>[REDACTED]</EMAIL>
 <ADDR1>802 Overlea RD</ADDR1>
 <ADDR2></ADDR2>
 <CITY>Bennington</CITY>
 <STATE>VT</STATE>
 <PHONE>[REDACTED]</PHONE>
 <AFFL></AFFL>
 <ISSUE>Veterans</ISSUE>
 <MSG>Governor Shumlin,

I am a resident of Bennington, VT, an active voter and an employee of the Vermont Veterans Home. I have been a Licensed Nurses Aide employed by the State of Vermont for over Seven years. In the last few years we have witnessed the morale, working conditions and, as a result, the quality care of our Veterans and Veteran Spouses all rapidly decline. We have for several months been trying to get management, administration and the governing board to listen to us and address these issues before they destroyed our wonderful nursing home. Unfortunately we received nothing but constant runaround, blame shifting and outright dismissal of the importance of the situation. Now, we are in immediate danger of losing the Vermont Veterans Home, a Vermont cornerstone of medical care since the Civil War. Where have you been? Why has your administration refused to acknowledge the truth before them? The citations we received were mostly citations as a direct result of the decisions made by the home's management team. You can read the survey results online at the state license and protection website. The administrator acknowledged that the management team KNOWINGLY sent an unlicensed care attendant with a patient to an appointment and instructed her to administer medication unlawfully! And yet all of the board members, all of your administration and you have stood by the homes administration team throughout this downward fall. I am appalled at your inaction. While they blame us for the infractions, they continue to set our facility up for failure. The board members say they care about the veterans because they are veterans. When the board meetings are there, none of them ever come talk to the residents.

They walk right by them without even saying hello. HOW is that caring about them? How do you care about Veterans if you aren't going to help them keep the home and staff which they love? Lastly, when your Commissioners and appointed representatives attack VSEA, they aren't attacking VSEA

headquarters staff, they are attacking ALL of the Vermont State Employees! The VSEA is a member run Union, the headquarters staff are fighting for the Vermont taxpayers and constituents who work for the state of Vermont. They have been fighting for our rights that have been carelessly trampled on by management and we take it personally when they are accused of "stirring up trouble" because they are doing what the members have asked them to do so that we can live a decent life and work in a safe environment. I hope that you will not respond in the same manner as all of your representatives with indifference, but for the Veterans sake and for Vermonters sake, I hope you will step up to the plate and work with us to fix this immediately.
Sincerely a Woman Who Voted For You,

</MSG>

</APP>

Close

Dear John,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

While CMS had been concerned about several issues at the Veteran's Home, they were impressed by the intensity of purpose with which staff, management, board, and the state sought to address and correct those issues. The board and administration took several decisive and positive steps, and brought in highly respected consultants in the field of nursing home care to make recommendations to staff and management. These decisions have already changed the delivery of services at the Home, and will help ensure the quality of life that Vermont veterans deserve long into the future.

I am grateful that the Vermont Veteran's Home will continue to provide critical services to Vermont veterans and the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance.

109 State Street, Pavilion
Montpelier, Vermont 05609
802-828-3333

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[Headers](#)
[Source](#)

[HTML](#)

From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>
 Date: 9/14/2012 10:40:48 AM
 To: "governorvt@state.vt.us" <governorvt@state.vt.us>
 Cc:
 Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM
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 <EMAIL>[REDACTED]</EMAIL>
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 <STATE>VT</STATE>
 <PHONE>[REDACTED]</PHONE>
 <AFFL>EMAIL.OPTIN</AFFL>
 <ISSUE>Other</ISSUE>
 <MSG>Hello Governor Shumlin,

I am writing you today in response to the current issues at the Vermont Veterans' Home in Bennington.

I have been an employee for six and half years at the Vets Home. I have seen many changes since I began in January 2006. I have held the role as the sole I.T. person here and I love my job dearly. I have seen the Home have it's share of ups and down, but nothing like this. The Home seems to be caught in a bear trap and instead of removing the trap it appears to be chewing its own leg off. I believe we have many issues causing the recent deficiencies. First off we are having a problem scheduling the staff properly nor do I believe VSEA is helping with their constant badgering and some of the employees here feel they are above the rules.

I was most recently was as a steward, but decided to resign. Thinking I could help; I tried balancing my roles as a department head and as steward. I felt I could bring a different perspective to the employees and help administration and the employees see eye to eye... My attempts backfired on a few occasions. I have also spoken to a few of the staff and they feel that the union is misrepresenting them. I had a few employees ask me, "what does the union do?". These employees have been here few years too. As I feel and so do quite a few employees here feel the union is hindering our ability to maintain compliance.

Working in the one of highest regulated industries we need to be able to focus our time on the care of Veterans and members who call The Vets Home their Home. Some days we have a difficult time maintaining proper staffing levels. I believe there are many factors here that are contributing to our

inability to maintain the proper levels. We have administration saying "employees need to come to work". The Union says "we need more staff". (The union is always saying that) and HR says it's a scheduling issue. I am hoping we can figure what the real issue is. Most employees seem to have their own opinion and what they think should happen. I would love to hear what you have to say. I would love to have a team of people who specialize in helping nursing homes who are having trouble staying afloat. I hope we can reach compliance in the next 14 days so we don't lose our Medicaid and Medicare certification and we can still provide the HIGH level care I have personally witnessed here at The Vermont Veterans' Home.

I would like to thank you for your time

</MSG>

</APP>

Close

Dear Karen,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

While CMS had been concerned about several issues at the Veteran's Home, they were impressed by the intensity of purpose with which staff, management, board, and the state sought to address and correct those issues. The board and administration took several decisive and positive steps, and brought in highly respected consultants in the field of nursing home care to make recommendations to staff and management. These decisions have already changed the delivery of services at the Home, and will help ensure the quality of life that Vermont veterans deserve long into the future.

I am grateful that the Vermont Veteran's Home will continue to provide critical services to Vermont veterans and the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance.

109 State Street, Pavilion
Montpelier, Vermont 05609
802-828-3333

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[Website](#) | [Facebook](#) | [Twitter](#) | [YouTube](#)

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From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>

Date: 9/20/2012 11:37:48 PM

To: "governorvt@state.vt.us" <governorvt@state.vt.us>

Cc:

Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM
<FIRST>[REDACTED]</FIRST>
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<EMAIL>[REDACTED]</EMAIL>
<ADDR1>[REDACTED]</ADDR1>
<ADDR2></ADDR2>
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<STATE>VT</STATE>
<PHONE>[REDACTED]</PHONE>
<AFFL></AFFL>
<ISSUE>Veterans</ISSUE>
<MSG>

Dear Govenor Shumlin,,

I am writing you tonight to express my deep concern for the current situation at the Veterans' Home in Bennington. I am really struggling to try to understand how the issues could have escalated to the point where the federal Medicaid and Medicare funding is likely to be lost, causing a hundred disabled veterans to struggle to find comparable care facilities.

It is disturbing to me, as the wife of a former Marine and current Vermont Army National Guardsman, to think that the director and or board of directors failed to tackle these issues and or seek assistance, support and guidance as needed from from the state government administration and local veterans advocates veterans groups to work to tackle and resolve the issues in a pro-active manner.

It is my hope that you and your staff are working diligently on this matter in order to secure and maintain the Veterans Home eligible for federal Medicaid and Medicare funding for its current residents and preserve that level of efficient care and operation for the multitude of Vermont Veterans who will be in need of this facility for their future care.

My family and I attended the VFW sponsored summer picnic at the Veteran's Home this past July, and the sense of pride and honor my husband and I had in our country and the state of Vermont that day was huge. As we talked with our twin ten year old boys about how our country "takes care of its veterans" our boys were also instilled with a strong sense of patriotism, honor, and respect for the veterans.

We cannot let the veterans and future veterans of Vermont down - we must save the Veteran's Home funding!

Sincerely,

[REDACTED] </MSG>
</APP>

Close

Dear Winifred,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

While CMS had been concerned about several issues at the Veteran's Home, they were impressed by the intensity of purpose with which staff, management, board, and the state sought to address and correct those issues. The board and administration took several decisive and positive steps, and brought in highly respected consultants in the field of nursing home care to make recommendations to staff and management. These decisions have already changed the delivery of services at the Home, and will help ensure the quality of life that Vermont veterans deserve long into the future.

I am grateful that the Vermont Veteran's Home will continue to provide critical services to Vermont veterans and the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance.

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Montpelier, Vermont 05609
802-828-3333

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From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>
 Date: 9/12/2012 5:44:15 PM
 To: "governorvt@state.vt.us" <governorvt@state.vt.us>
 Cc:
 Subject: Form submission from: Send a Message to Governor Peter Shumlin

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 <STATE>VT</STATE>
 <PHONE> [REDACTED] </PHONE>
 <AFFL> </AFFL>
 <ISSUE>Veterans</ISSUE>

<MSG>I have worked at the Vermont Veterans Home for 14 yrs. I have held many positions, which includes LNA (Licensed nursing assistant), LPN (Licensed Practical Nurse), and currently RN (Registered Nurse. As a Registered Nurse I have occasionally filled in as Nursing Supervisor, filled the position of C.C.C (clinical care coordinator) for a period of time, and currently work as a floor nurse.

In the years that I have been employed at the Vermont Veterans Home I have seen many administrations and I have seen administrative teams hired to assess a current administration. I am in awe that an administrative team has not been brought into the facility. We at the VVH are in a crisis situation. If by sept 28th we are not in compliance with deficiencies, which some go back as far as March. This current administration is continuously blaming the staff, meaning those that work the floor, for this current situation. I have read the deficiencies and the facilities issues started in april when License and Protection conducted a complaint investigation and cited the facility. The citations include: failing to provide services by qualified personnel when arranging for medication to be administered to a vet/member while out at an appointment. The circumstances surrounding this particular incident are that a VCA (veterans care assistant), which is an unlicensed personnel, was directed by the DNS (Director of Nursing), the ADNS (Assistant Directors of Nursing) and other nursing management to accompany the veteran, who requires extensive assistance with all ADLs (activities of daily living), and assist him with taking his medication while out at an appointment. VCAs are not qualified nor licensed to provide care nor to administer medications. Throughout the interview with the DNS, ADNS and administrator they admit that to knowingly sending this unlicensed personnel out and that instructing the the personnel to assist the veteran with getting the medication to h/her mouth was equivalent to the VCA administering medication. Another citation is

that the facility failed to promote care for residents in a manner and in an environment that maintains or enhances each residents dignity and respect in full recognition of his or her individuality. The circumstances surrounding this citation is the very same veteran that was involved in the above citation was sent out to another appointment and the same VCA was sent. VCAs are not qualified nor licensed to provide care, though management sent one with a veteran that requires extensive assistance with ADLs and is care planned as such. While out at this appoint the veteran needed to urinate and was not able to hold the urinal and the VCA had to hold the urinal. Later out at the same appointment the veteran again had to urinate and the VCA had take the veteran into a men's room, where there were other people present, and assist him with the urinal. Per the report from License and Protection the DNA, ADNS, CCC and the units RN were all aware that the VCA was to accompany the veteran. At a following appointment this same veteran was sent alone and was incontinent while on the transport van and again in the doctors office, which is where is sister was waiting to meet him. Again ADM (administrator) confirms that this veteran has daily incontinence episodes and requires extensive assistance, as per his care plan. The list of citations continue.

The list of citations continue. How does the management put into a plan of correction, when staff were doing as directed by nursing administration. There have been multiple resurveys in which the facility has not come into compliance. Yes I am aware of certain citations that were the fault of the floor staff, though it is very difficult to work under an administration that manages by double standards, bully and intimidation. The administrator has attacked staff and told them that if the facility closes its their fault and how would they like to tell the veterans that they will be homeless. And these interactions with the administer are in writing from the witnesses.

I am a VSEA activists, because I have to be. I need to advocate for the veterans and the staff. The VVH is overseen by a board of trustees who have not read the citations, or if they have truly do not understand them. The board believes the management and all the blame lies with the floor staff (hence the double standards). It truly is amazing that it is even in black and white and the management still will not take any ownership. All the citations are made public by License and Protection and knowledge is power.

The current situation at the VVh is unacceptable and I do not feel the Board of Trustees is looking out for the best interest of the facility. In part I believe this is due to the DNSs father sitting on the board, which is a huge conflict of interest and violates state policy. The current crisis, in my opinion, constitutes a management team to be brought in and assess the situation. In the end the floor staff are not those that manage or run the building. The Board of Trustees stands behind the administration team and has made that very clear. They have not talked with the employee, and by employees I mean those that work the floor, nor have they spoken with the veterans.

I have met with Commissioner Reirdion, John Berard and Kate Duffy and I do not feel they are taking the situation seriously. Based off of the conversations with them, they believe what the management is telling them.

Does no one in politics not investigate and look further into situations, or is it easier to believe what higher positioned people tell them. Your title does not make you an honest person, sometimes you need to prove yourself. Also Commissioner Reirdion can be extremely rude and disrespectful. I really don't care who you are or what position you hold, conduct yourself in a professional manner and speak to people with respect.

I was put in for and received an email for "outstanding employee" award. Yes the administrator did put me in for this and I think she has regrets. I have been treated differently, harassed actually, since becoming involved with VSEA. I was invited to attend a lunch with you, but I could not make it due to car troubles. I would very much like a meeting, at phone call at the very least.

[REDACTED] </MSG>
</APP>

Close

Dear Marianne,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

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I am grateful that the Vermont Veteran's Home will continue to provide critical services to Vermont veterans and the community of Bennington. My administration will work hard to ensure its continued success. Thank you again for your input on this issue and please don't hesitate to contact my office if I can ever be of assistance.

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From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>

Date: 9/14/2012 8:21:52 PM

To: "governorvt@state.vt.us" <governorvt@state.vt.us>

Cc:

Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM

<FIRST> [REDACTED] </FIRST>

<LAST>cumbo</LAST>

<EMAIL> [REDACTED] </EMAIL>

<ADDR1> [REDACTED] </ADDR1>

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<CITY> [REDACTED] </CITY>

<STATE>NY</STATE>

<PHONE> [REDACTED] </PHONE>

<AFFL>EMAIL.OPTIN</AFFL>

<ISSUE>Veterans</ISSUE>

<MSG>Govenor Shumlin, I am writing to you as a concerned employee of the vermont veterans home. We are presently in the middle of a crisis, I have worked at vvh for 20 years, I am a registered nurse, the veterans and members who reside at vvh are my second family, my mom is a resident there and has been for the past 10 years,I know there is a lot of bad press, I know everyone has their own opinion as to why the facility is in crisis, I know we have recently not been able to get out from under some deficiencies. What I also know is while there are differences in opinion about how things should be done, and alot of fingers being pointed, strip away all that and we all want the same thing, the veterans to be able to stay in their home, the place they have come to be comfortable in, where they know they are cared for, ive heard alot about the care suffering due to many reasons, these residents receive good care, they are at home , they recognize us , they share their concerns, they do not want to lose us anymore than we want to lose them. I dont mean to sugar coat the problems, but lets not forget the great times, the good things , the smiles exchanged, the hand that is held, the tears that are shed , the lives that are touched every single day, these veterans and members faught for our country, for us so that we would have a place to live and call home, from my heart I ask that we do the same for them, please lets fight to keep the vermont veterans home open..... that is first and foremost. I know the issues can be resolved ,

Thankyou.

</MSG>

</APP>

Close

Dear Heather,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

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From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>

Date: 9/14/2012 9:09:59 AM

To: "governorvt@state.vt.us" <governorvt@state.vt.us>

Cc:

Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM

<FIRST>[REDACTED]</FIRST>

<LAST>[REDACTED]</LAST>

<EMAIL>[REDACTED]</EMAIL>

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<CITY>[REDACTED]</CITY>

<STATE>VT</STATE>

<PHONE>[REDACTED]</PHONE>

<AFFL>EMAIL.OPTIN</AFFL>

<ISSUE>Veterans</ISSUE>

<MSG>Dear Governor Shumlin,

My name is Heather Elwell, and I am an LPN who is currently employed at The Vermont Veterans Home in Bennington, Vermont. I am writing you this letter in regards to the current crisis at The Home. Mr. Governor, I went into work yesterday, and had many Vets voice the concern of losing their home and how they don't want to have to leave. This is very heartbreaking. As a caregiver and compassionate person, whom has also come to know these Vets as MY second family, I am very worried for the fate of our beautiful facility. I do honestly and truly feel that our current crisis is due to a lack of staffing and support from Administration and Nursing leadership. It is to my understanding that per this hired third party, they feel its simply a scheduling issue. Please answer me this Mr. Governor, if it were as simple as a scheduling mishap, wouldn't that be easy enough to fix? To switch around the schedule so that adequate staffing may be had at any given point in the day, excluding any call ins? I personally am asked almost on a nightly basis to come in early, stay late etc, and this is excluding the late night or early morning phone calls at my home requesting my presence at work early, on an off shift or day off. In most cases I say yes, because I feel it is of utmost importance for our Vets to receive the adequate staffing and quality care they deserve, but I also have a family at home that require my attention and whom miss me terribly, as I am also missing them. Also, I would like to know if you are aware of the fact that, because it was said that staff is limited, that our devoted LNAs only receive ONE weekend off a month to spend with their families? Many of our staff have families at home and children who attend school and weekends are the only time that can be utilized to spend time with family. It is unfair for our Vets, whom during War to protect our country, freedom and the ability to live our lives in the way we do, had to worry about returning Home from war with their lives and limbs attached, and

now have to worry as to whether or not they are going to have to be uprooted from the place they call home and family. They are being impacted the most by this and are the ones who can do the least about it. They have to wait in angst day by day, hoping and praying that something gives and our facility, THEIR HOME, will be saved. Please Governor Shumlin, we are BEGGING for your help. We are BEGGING that you really absorb the understanding of how many lives are going to be impacted from our Vets, to their families, to staff and their families. We as the caregivers are doing all that we can, all that we are told, and all that we are educated on. Sadly, these new policies that are written up are coming out too fast and in some cases too complicated to truly fully understand at the time that education is given. And as these new policies and procedures are being presented, there is a surveyor walking in the front door, and we are then becoming deficient in the areas that are meant to reverse previous deficiencies. We at The Home, Vets and staff alike, are in a state of worry and panic. We feel helpless, hopeless and saddened at this point in time. It is my personal opinion that maybe staff whom work the floor, actually providing hands on care to our Vets on a daily basis, should be asked about what we think could better help this facility. In that case Mr. Governor, the answer would most likely be the same. Lack of support from our Administration and Nursing Leadership as well as the need for more staff, in which it feels as though everything is being done to prevent the hire of more staff. If more staff were obtained, we would be paying less in overtime, there would be less call ins, and people would be more willing to come in now and again to cover a call in, as they wouldnt be overworked and resentful, because it wouldn't be Mandatory as it currently is. Thank you Governor for taking the time to read this letter of concern. And most of all PLEASE HELP US.

Sincerely,

[REDACTED] <MSG>

</APP>

Close

Dear Debra,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

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From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>
 Date: 8/21/2012 8:49:04 PM
 To: "governorvt@state.vt.us" <governorvt@state.vt.us>
 Cc:
 Subject: Form submission from: Send a Message to Governor Peter Shumlin

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 <AFFL>EMAIL.OPTIN</AFFL>
 <ISSUE>Veterans</ISSUE>
 <MSG>Governor Shumlin,

I have worked at the Vt Veterans Home since September of 1987. I am a Registered Nurse that takes great pride in caring for our Veterans. Recent happenings at the home leads me to this message. I have witnessed the current administration fail our Veterans royally. The staff has also been mistreated by administration. As you know the VSEA has been involved. I am concerned because Ms. Jackson, Ms. Woodcock, Ms. Cullinane and Ms. Crossman lie and cover up many things. They are great at playing dumb and turning a blind eye to things. This needs to be looked into on behalf of our Veterans and every tax payer in the State. Approximately 2 weeks ago Ms. Jackson and Ms. Woodcock personally went wing to wing on each shift threatening us about the deficiencies we received and the potential loss of medicaid and medicare reimbursement. We were told to shape up put our differences aside or we will be out of a job and how do we as nurses want our names in the banner for being the reason the Vets home closed after 125 yrs. As a dedicated employee i can tell you the care on the units have not changed we still provide the same great nursing care however the right hand doesn't know what the left hand is doing on the administrative level. As caregivers we work short, we work through our breaks and lunches and are often mandated to work doubles despite telling administration that we are exhausted and not safe. They reply too bad. We had a management team on board approx 1 yr ago, alot of things were put in place and many recommendations we provided however as soon as they left so did everything they put in place. I specifically asked Ms. Jackson about this and was told it was all money wasted because they were from Massachusetts and had different Regs. It left me floored and wondering why they were even hired in the first place then. Now i just found out they will be back tomorrow to help get us back into compliance. Yet 2 weeks ago

Ms. Jackson told me to my face all there leadership and ideas were useless to us. Who pays for this? Who hires them? This all seems out of control, new management is what VVH needs. Administrator, asst administrator, Director of Nsg and Asst Director of nursing as well as the CCC's on the units. I will not even get into the mold and the many complaints since the geothermal system was put in. I do work on the closed dementia unit. Many of us have been physically sick for a long time. Many concerns were voiced about resident urinating in the systems then blowing out into the air, the unit has had a terrible odor of mildew and some other odors we are not familiar with, all our windows are nailed closed so the system will work effectivey , but it hasn't and we can't breathe. Many requests were submitted in writing to maintenance and administration and they have all disappeared. I know Ms. Jackson answers to you and I would hope as Governor of VT, you are not involved in any of this. I question the board of Trustees intentions also, especially when one of the members is the father of our Director of Nsg. I would appreciate follow up, and would appreciate not forwarding this to Ms. Jackson as retaliation is a way of practice at the VVH. Just this past week the Director of nursing and A CCC were reported to Ms. Jackson for Resident abuse, I am eager to see hiw this plays out, They should both be suspended pending investigation, however I doubt that will happen. Licensing and Protection have been notified and are on this.

Sincerely

Debra [REDACTED]

</MSG>

</APP>

Close

Dear Denise,

Thank you for contacting me regarding the Veteran's Home in Bennington.

I am happy to let you know that, thanks to the hard work of the dedicated staff, administration and board at the Veterans Home, our Congressional delegation, and my administration, the Centers for Medicare and Medicaid Services (CMS) have concluded that we've made the changes necessary to continue serving Vermont veterans in Bennington with full federal funding.

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Date: 9/14/2012 11:35:41 AM
To: "governorvt@state.vt.us" <governorvt@state.vt.us>
Cc:
Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM
<FIRST>Denise</FIRST>
<LAST>[REDACTED]</LAST>
<EMAIL>[REDACTED]</EMAIL>
<ADDR1>[REDACTED]</ADDR1>
<ADDR2></ADDR2>
<CITY>[REDACTED]</CITY>
<STATE>[REDACTED]</STATE>
<PHONE>[REDACTED]</PHONE>
<AFFL>EMAIL.OPTIN</AFFL>
<ISSUE>Other</ISSUE>
<MSG>Govenor Shumlin,

You've must have heard of what's been going on with the Vermont Veterans Home in Bennington, Vt. This facility is in danger of losing their federal funding as of Sept. 28th. You need to help keep this facility open. This would be detrimental for our veterans, their spouses, gold parents all their families. The facility isn't adequately staffed as the Commissioner of Human Resources says. I worked there 2 years ago and left when they told nursing employees that they were going to start working every weekend except for one. This is continuing for the LNA's. The employees are being made to do mandatory overtime. They don't care if employees have to get home because of family obligations. There's single parents who can't even spend time with their children when it's their visitation time because they're being made to work so much. There's been news reports that a deficiency is a abuse and paperwork. Well what kind of abuse that's so broad based. Was it verbal because a staff member was so exhausted they said something they didn't mean. Common now we've all done that one time. The paperwork gets to be so much. If you don't have enough staff on board then everything isn't going to get done properly. You have nurses who are trying to do their job and help the LNA's out when needed. Those are the nurses you want. The state won't even allow part time employees. Why? Wouldn't it be fiscally better if you hired part time employees to fill in those gaps instead of paying time and half or double time overtime???? From a nurses point you can only give so much good care but when you're exhausted there's only so much you can do. Employees need the proper time off for their mental well being themselves. If this facility closes then we are going to have even a higher unemployment rate. Also where will these residents go? There's not enough open beds at other facilities in Bennington to relocate them locally they'll have to go out of

state. Which did happen recently when they had to relocate residents while 2 wings were having a mold issue resolved. Take a stand and help protect this facility and their residents. They fought for our country now you need to fight for them. This facility is their home and the staff are part of their family.</MSG>
</APP>

Close

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From: "The Official Website of the Governor of Vermont" <vt-cms-support@egov.com>

Date: 9/19/2012 2:58:56 PM

To: "governorvt@state.vt.us" <governorvt@state.vt.us>

Cc:

Subject: Form submission from: Send a Message to Governor Peter Shumlin

<APP>CUSTOM

<FIRST>Mrs. James [REDACTED] </FIRST>

<LAST>Carley </LAST>

<EMAIL>[REDACTED] </EMAIL>

<ADDR1>[REDACTED] </ADDR1>

<ADDR2> </ADDR2>

<CITY>[REDACTED] </CITY>

<STATE>VT </STATE>

<PHONE>[REDACTED] </PHONE>

<AFFL>EMAIL.OPTIN </AFFL>

<ISSUE>Veterans </ISSUE>

<MSG>Dear Governor Shumlin:

My husband and I fulfilled our long-time dream of moving to Vermont for our retirement years. Unfortunately, that dream did not include his getting sick and then having to live in the Veterans Home. Thank God for our VA Home....it is far superior to any other Nursing Home facility I have seen in either N.J. (where we are from) or in Bennington....both my husband and I have been in CLR for Rehab. so we have had first-hand experience living in another facility.

Please help to save the Veterans Home from closing....we do not know where we would go or what to do – my husband is on Medicaid at this point, and I have “spent-down” to the point of a very strict budget. I am currently handicapped after having two knee replacement surgeries, and so living here in Bennington near the Home is definitely a major plus for me.

Anything you can do to save this wonderful facility will be very much appreciated by a lot of people.

God Bless our Veterans...if it were not for them we might not be here in this blessed free country!

Sincerely,

Sally [REDACTED]

(Ph. 802-447-4708)</MSG>
</APP>

Close