

# COMMISSIONERS MEETING

## MINUTES

Wednesday, May 10, 2023

This meeting will be conducted in person  
and electronically (via Zoom) at the

33 West St, Second Floor  
Keene, NH 03431

**Zoom Call-in Number: +1 646 558 8656**

**Meeting ID: 409 748 8803**

**Pin #: 6031233**

**Start Time 08:30 AM**

**Present:** Commissioners Bob Englund and Terry Clark

**Staff:** County Administrator Coates, Finance Director Trombly, Human Resources Director May, Safety Director Perrin, Maplewood Assisted Living Administrator Gowen, County Project Manager Bouchard, and Executive Assistant Gouger

**Guest(s):**

8:33 AM – Commissioners Englund and Clark responded as “present;” Commissioner Wozmak was absent with notice.

### **Public Comments**

Upon recognition from the Chair, a Public Comment on topics of interest may be made, at most three (3) minutes in length.

### **I. Elected Officials & Department Head Updates**

To receive, as informational, departmental updates requiring Commissioner review, participation, approval, and impactful departmental and operational issues.

### **II. Scheduled Items**

Master Agenda Item #1085: Safety Semi-Annual Report – S. Perrin

**Action Expected: To serve as a six-month informational report from Safety Director Steve Perrin.**

Semi-Annual Report  
Cheshire County Safety

Steve Perrin: Safety Coordinator

I joined Cheshire County in November 2022, taking over for Julie Kroupa. With great support from people at every location within the county, I have learned about the priorities

and needs of each site. I have also engaged in several online and in-person training to learn more about the specific needs of our staff and how I can support them.  
Recent Professional Development

Through OSHA:

- Introduction to Safety and Health Management

Through Primex:

- Confined Spaces
- Cybersecurity Basics Training
- Collision Avoidance
- JLMC Primer
- Accident Investigations
- HR for the non-HR professional

Total reported Incidents (11/2022-4/30/2023)

53 Total injury reports  
43 at Maplewood  
Eight at DOC  
Two at Keene

Worker's Compensation Claims (11/01/2022-4/30/2023)

Nine formal claims

Slips Trips Falls	2
Resident Handling	2
Strain	2
Burns	1
Rash	1
Struck	1

Commissioner Englund asked about confined spaces and what that can mean. For example, Perrin explains that it can be underground or through a tunnel. Project Manager Bouchard said two places at the Waste Water Treatment Plant meet the criteria.

Coates stated that Primex would be coming to do the inspection and said he could be if Perrin wanted to be involved.

**Staff Training**

County Wide:

Cheshire County EMS hosted a staff CPR/AED training on May 4<sup>th</sup>. The morning session was intended for the layperson and was open to all county employees. Ten employees attended this training. The afternoon session was designed for employees who needed a BLS (Basic Life Saving) certification. This was followed by staff from the Sheriff's office and health care staff from the DOC. 5 people attended this training.

This July we will offer a General Cybersecurity training for employees. This training is provided through a grant from the NH Municipal Cyber Defense Program. This training covers general awareness for employees and examines potential areas of concern for municipalities to explore. Once we complete this available introductory training, we will be eligible for more targeted training in finance, law enforcement, and healthcare privacy.

Maplewood:

At Maplewood, there is ongoing safety orientation taking place for new staff. In addition to that, there is an annual face-to-face session for all staff members. There have also been smaller training sessions as needed after fire drills.

Department of Corrections (DOC):

He completed annual staff training over three weeks. Topics included Fire, Electrical and Chemical Safety, Workers' Compensation, and Cybersecurity.

I attended defensive tactics training to observe the process and content. In addition, I will attend cell extraction training as well this summer.

Keene campus:

In addition to the county-wide options, we will resume annual in-person training for all county employees once the renovations are completed to have a large meeting space. We will likely use the same process as we did for the DOC and create multiple sessions for convenience.

### **Inspections and Drills**

At Maplewood, there are regular, ongoing safety inspections weekly and monthly. Fire drills continue as required by the State of NH. At a minimum, we complete four fire drills, one for each shift, each quarter. We usually conduct more than four. Regular, ongoing mask fitting for all staff continues, and I have made arrangements to complete mask fittings for staff working evening and overnight shifts. In addition to those fittings, the facilities staff has also been fitted for their full-face gas masks. At Maplewood, there is also regular annual safety training for all staff.

In the Deeds Building and County Hall, we have completed a comprehensive inventory and assessment of chemicals on site. We have targeted expired and unused chemicals for removal and have begun the disposal process. Safety Data Sheets on the Keene Campus are now current. In the courthouse, we are working with the tenants and the cleaning service to establish a final SDS book and to ensure proper chemical hygiene. I have completed walkthroughs of all three sites and will work with the facilities staff to conduct safety audits as outlined in the Joint Loss Management Committee policy. The ongoing work in County Hall has delayed some of this. The deputies have also completed their annual mask fittings. We will also resume evacuation drills for the Keene campus.

Also, the 86 West Street facility became operational in Keene and is now used daily. The chemicals were inventoried, and a Safety Data Sheet binder was developed. Working in conjunction with Keene Fire, an evacuation plan was developed. Currently, we are working

with the staff on-site to create a personal safety program to support lone workers in the field. Proper safety signage has been installed.

At the newly opened EMS center, inventory was taken to create a Safety Data Sheet resource for this site. Cheshire EMS has had a good safety audit as well. Safety manuals have been reviewed at the Department of Corrections, and two walkthroughs have been completed for that facility.

### **JLMC and site-based safety committees**

The Joint Loss Management Committee and the site-based safety committees continue to meet on schedule. At Maplewood, we have modified the safety audit process to progress throughout the year rather than one attempt to evaluate the entire complex within a short window. At the Keene campus, interest was expressed in CPR and active shooter training. CPR training was offered last week, and the annual training will include active shooter training. In addition, DOC conversations have focused on completing yearly inspections. In addition, EMS is forming a safety committee and has joined the Joint Loss Management Committee.

The Commissioners thanked Perrin for his report and recognized the Assisted Living Administrator, Gowen, for her semi-annual report.

Master Agenda Item #1086: Assisted Living Semi-Annual Report

**Action Expected: To serve as a six-month informational report from Assisted Living Administrator Christine Gowen.**

## MAPLEWOOD ASSISTED LIVING SEMI-ANNUAL REPORT 2022

**STAFFING:** A 32-hour position has been vacant since Oct. due to an FMLA. We have finally hired the replacement as the employee retired. Currently, we have another 32-hour position on FMLA which may extend beyond 6/21/23, with an upcoming retirement of this position pending. We have had interest from MNH employees, but the salary does not compete with LNA salaries. However, due to a family emergency, it is still being determined if the part-time RN will return.

**CENSUS:** We currently have 20 Residents with 70 applicants on the waiting list. 1 Resident passed, one transferred out of the facility, and there have been two admissions. One admission was a returning Resident from Maplewood Nursing Home (MNH) and one from a local ALF facility. 10 Residents are private pay, and 10 are Medicaid.

**LICENSING:** We had a clinical deficiency-free survey. The Life Safety inspection found two areas in the kitchen that had previously yet to be included in the survey. The clinical citing was for a Resident's O2 tank not being secure. All were immediately corrected with the official plan of correction accepted by the state.

COVID: We had an outbreak in Feb with one isolated incident on the 1<sup>st</sup> floor followed by six a week later 2<sup>nd</sup> floor. Three staff members were also out with 1 for an extended period due to ongoing symptoms. Right after the outbreak, there were several cases, most likely, of the Norovirus. All of the above were mild cases requiring no hospitalizations.

HOSPICE: We admitted a Resident in November to hospice services, the first for our department in seven years. The family provided additional 24/7 care and Hospice, and I trained the ALF staff. We will evaluate this on a case-by-case scenario, pending family involvement. It does create challenges as the staff needs to be licensed nurses. Hospice has also offered informational meetings for end-of-life care/options for Residents and families.

REHAB: We have partnered with Powerback for rehab services. We are developing a wellness program with the goal of fall prevention, thus keeping Residents in ALF as long as possible. To date, all Residents interested have been screened by OT/PT, and an individual care plan has been implemented.

HEALTHDRIVE: Finding podiatry services and transportation has been challenging as well. Healthdrive has agreed to accept our Residents into their services because they are already available in-house for the MNH Res. However, they only sometimes consider providing services with a facility our size.

Finance Director Trombly asked if Medicaid would reimburse for the transportation costs. Gowen said they had utilized this, but most of the companies in the area could be more reliable.

Commissioner Clark said that the DOC has a budget for transportation, and Coates said that that was monies set aside in the budget specifically for that. However, Finance Director said that Assisted Living also has a budget for transportation costs.

PHARMACY: We switched to a new pharmacy in December, which has been a positive experience. They have other facilities in the county/region and makeup to 3 deliveries daily as needed.

Commissioner Englund asked if they use the same pharmacy as the nursing home. Gowen said they do not. They used to use the same pharmacy as them, but her staff are not nurses and cannot distribute medicine how the nurses can. However, her staff does observation, not administration.

Commissioner Clark asked how they ensure the medications are correct when distributing them. Gowen said the packets have the resident's name, date of birth, and drugs in each package before distributing them. Gowen also said that her staff checks the product when they are delivered weekly.

Commissioner Englund asked about safety regarding narcotics as well. Gowen said that they are all locked up, and they also review that process during shift changes.

HEIGHTENED SCRUTINY: We had our evaluation by the transition team, which included interviews with Residents and staff along with a review of the admission agreement, care plans, the ALF Resident Handbook, and other documents. As of today, there have been no formal findings, although they verbally voiced no concerns and that we would be grandfathered in unofficially.

RENOVATIONS: Upcoming; new refrigerators for the apartments, updated phone system, and smoke detectors to be replaced. Pending approval; blinds and desks for nurses' stations. Facilities for painting common areas next quarter.

Respectfully submitted,  
Christine Gowen, RN Admin

Commissioner Clark asked about the turnover time for residents on the waiting list. Gowen said she would tell the families they are looking at a two-year wait when she receives applications. There are 20 residents in 20 apartments.

Commissioner Englund asked about their medical care and if Dr. Walter cared for some or all the residents. Gowen said that it is the residents' choice. There are a few that are his patients currently. He asked about the pharmacy services and whether they are reviewed quarterly by Maplewood Quality Assurance. Gowen said that it is different from the nursing home, and she does a review with them annually.

### **III. County Administrator**

Weekly Operations Report - The County Administrator will update the Commissioners on activities that have taken place since the previous meeting.

Coates said that on Monday, he joined Dan Mitchell on the radio to discuss the EMS department. Chief Spain and Deputy Chief Butler were also on the line during the show. He was able to discuss the main talking points regarding Westmoreland services, as well as points regarding costs moving forward. Coates said he discussed their plan moving forward and knew he might have to adjust.

Coates said he could only bring up so much information because a Non-Disclosure Agreement (NDA) is in place. He also said that he discussed the contract with the hospital and the timing of said contract. He said they would only have partnered with the hospital if they had asked the County to be primary.

Coates said that the NDA is enforceable even if the company is a shell if they are registered with the state of New Hampshire.

Coates said Chief Spain gave precise numbers on the radio regarding the cumulative years of staff service.

Coates said they had their first call in Richmond over the weekend and were praised for their response time.

Coates said that on Thursday, May 11, they had been requested by Harrisville to present the County EMS Services program to the town. He is hopeful they will also hear from Stoddard by the end of the week.

Finance Director Trombly said there are different ways the towns pay; some towns pay annually, some pay quarterly, and some semi-annually.

Coates said that Primex Conference is next week, and all the Commissioners are attending.

Coates said they are putting together a grant for Medication-Assisted Treatment (MAT) costs as part of the Opiate Settlement.

Coates said that he met with the Serenity Center yesterday to give them their monies from the opiate settlement, and he is meeting with Reality Check next week to provide them with their share of the funds as well.

Coates said the Hundred Nights Shelter bus is still parked in the parking lot, as their new building is being held up due to inspection.

Coates asked Commissioner Clark if he wanted to provide an update on Community Power.

Commissioner Clark said they are hosting an energy forum on the 24th at 2:00 pm and inviting the towns to review the County plan. This will answer questions several of the cities have regarding the program. Coates said he would contact Dan Mitchell to see if he wanted to discuss the program.

**IV. Old Business**

**V. New Business**

**VI. Consent Agenda Items:**

Vote to accept the Weekly Manifests for May 10, 2023, and the meeting minutes of May 3, 2023.

**Commissioner Englund moved to accept the manifests for May 10, 2023, and the minutes of May 3, 2023, as presented. Commissioner Clark seconded the motion, and upon roll call vote, the motion passed unanimously.**

**VII. Calendar**

Action Expected: Accept the calendar as informational and make necessary changes/additions.

**VIII. General Discussion for Commissioners**

Master Agenda Item #673: Commissioners - State Cost Shifting Letter and Restorative Justice Program

**IX. Nonpublic Sessions: None**

**X. Adjournment**

**At 10:29 AM, Commissioner Englund moved to adjourn the meeting. The motion was seconded by Commissioner Clark, and upon roll call vote, the motion passed unanimously.**

Recorded and edited by:  
C. Gouger  
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Reviewed and submitted by:  
Terry Clark  
Clerk, Board of  
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