

Legislative Program Review and

Investigations Committee hearing Nov. 12th

2pm.

I. Klaus Guttman, World War 2 Army

Veteran, came to this Veterans Home, my

home for the rest of my remaining days, on

January 2012. I am very comfortable here.

There were a few problems though. Not only

for me, but also for other Veterans. At that

time, Maggie Concannon was our

administrator and she would listen to our

issues. To keep things orderly and make sure everyone is heard, she suggested that we form a Veterans Council. I saw her point and immediately nominated Jack Johnson, Chair of the Council. He, in turn, nominated me as Vice Chair. The Council was off and running.

Many residents attended and voiced their complaints, which were resolved whenever possible. Than June 1st. Maggie retired. I asked Maggie," will Peggy Raftery, your

assistant, take over?” Her answer was; “I have a licence”. That is all she said. Things started to go down hill. In frustration, I tried to contact the at that time, DVA Commissioner by mail and e-mail. Receiving no response, I contacted both the speaker of the State House and the Governor. The only response I got was a telephone call from the speakers office saying “ Did you call this office”. That was all. Then, I heard, a rumor that a new administrator had been hired. At

that point things have gotten out of line. To mention a few, Food service, not the quality of meals, but the serving of meals has become sloppy. Meals were late and when the food carts finally came, some resident's trays were missing. Some the CNA's were doing an excellent job, Others were using their

Cellphones

and were shouting to each other and

bringing in foods, for their consumption,

which residents could not obtain. Everybody

likes Pizzas, don't we? Then there were the Housekeeping crews. You could find them in the hallways talking and hugging each other. They would also, during their break, sit in the residents lounge and watch television. A staff lounge with a Microwave oven which was taken away from us was established for that purpose. The dispensing of medicines, I brought up at the recent October 2nd RPI hearing, with an archaic method needs no further elaborating. I must say, however, that

**a couple of times, after coming from
breakfast, suffering from allergies and
coughing profusely, I went to the nurse's
station to obtain some cough syrup. There
are usually two nurses assigned to these
stations. One of them was on a break, so I
asked the other one for my cough syrup. She
said" I don't have a key, for the cabinet".**

**The nurse who has the key is entitled to her
break, but does the key need a break too?**

Couldn't it have been left with the nurse on

station?

Now, I was thinking of our new administrator, How can I help her? Having been a member of Steamfitters local 218, for many years, I believe in the necessity of Unions. So, I sent off a letter to George Gerschon, the president of Local 1199, the largest union in the world, pleading for him to entice his members to show us Veterans some respect. Nothing has changed so far. I can only hope.

There is still one other thing which only affects me emotionally. I have never smoked a cigaret in my life, but having been an infantry rifleman, came to realize that in the front lines, a cigarette is just as important as a 30 caliber round. The last DVA commissioner issued a decree that as of June 1st 2013, there will be no smoking on the property of the Veterans Home. I fought this successfully and won. There are some restrictions however. One problem is, the

smokers are restricted to smoke in an outdoor Gazebo. What will happen on a cold snowy day in January? Will they hide somewhere or even smoke under the blanket?

I hope not and have come up with a solution.

I am not an architect but have been spending most of my life in Instrumentation and

Control of buildings and industrial processes.

I came up with a design of a “Smokers

Lounge” which I will submit when requested.

The DVA can then submit it to an architect to make it acceptable to all building and fire codes.

One last thing though. I keep hearing announcements over the PA system.

” There will be a generator load test at 10 am. All computers must be shut down”

Don't the nurses have enough problems with their antiquated medical dispensing system.

Before it is being up graded, I should hope that Uninterruptible Power Supply UPS will

be included. One for each of the five nurses stations would suffice and can be had for less than \$50.00 each. It will make the nurse's job easier.

Thank you for listening to mine and other Veterans concerns.