

Soldiers' Home in Holyoke Board of Trustees Meeting

A meeting of the Board of Trustees of the Soldiers' Home Holyoke (HLY) was held telephonically on Tuesday, April 13, 2021. The meeting began at 5:01 PM.

Members Present:

Keefe, Chairman; Mark Bigda; Sean Collins; Kevin Jourdain, Cindy Lacoste, Isaac Mass and Carmen Ostrander

Also Present:

Michael Lazo, Chief Operating Officer; Aimee Desmarais, Chief Nursing Officer; Glen Hevy, Deputy Superintendent; Debra Foley, Communications; Cheryl Poppe, Secretary, Department of Veterans Services (DVS); Michael Lynch, Chief Financial Officer, Stephen Giordano, Interim Chief Financial Officer; Mark Yankopoulos, Legal Counsel; Alda Rego, Assistant Secretary for Administration and Finance, EOHHS; Matt Deacon, Legal Counsel, DVS; Catherine Starr, Secretariat Human Resources Director; John Cronin, Chief Financial Officer, DVS; Senator John Velis, Jamie Gaitan, Tech Support; and Kathleen Denner, Recording Secretary.

Roll Call: Chairman Keefe conducted a Roll Call as follows: Mark Bigda (Yes), Sean Collins (Yes), Cindy Lacoste (Yes), Isaac Mass (Yes), Carmen Ostrander (Yes), Gary Keefe (Yes). Kevin Jourdain joined late.

Pledge of Allegiance - All present recited the Pledge of Allegiance.

Public Comment:

None requested to make public comment.

Bond Bill – Senator Velis

Senator Velis expressed his gratitude to the Board of Trustees and staff for a great job. He described how the Bond Bill is moving along and that the House will take up a vote on Thursday. While the Senate is going back and forth on date, they should be able to vote next week or following week. Senator Velis then explained further that the importance of the April 15th date to get the initial application into the VA and how it is not a hard deadline, but any delays will make it challenging for DCAMM to meet their hard deadline of August 1. He feels strong that bond will be on the Governor's desk in the next week or two. Chairman Keefe asked if he had any advice to keep moving forward? Senator Velis said to stay the course, the advocacy from coalition, the veteran's groups and throughout the Commonwealth has been remarkable.

Communication from Congressman Rich Neal regarding federal funding match for Soldiers Home Bond construction:

Chairman Keefe read the letter from Congressman Rich Neal describing his support for the bond bill to construct the new Holyoke Soldier's Home. It will be attached to the minutes.

Approval of Minutes:

Upon motion by Trustee Lacoste and seconded by Trustee Collins, it was unanimously VOTED to accept the minutes of the Regular Meeting held on March 9, 2021 and the Special Meetings held on: 3/16/2021, 3/18/2021, 3/30/2021 and 4/1/2021.

Trustee Lacoste made a motion to approve the minutes and it was seconded by Trustee Collins.

Trustee Collins has edits he will email to Ms. Denner. Trustee Mass asked if the Board of Trustees could receive the minutes after corrections are made.

Chairman Keefe conducted a Roll Call vote on the approval of the minutes of the Board of Trustees meetings on 03/09/21, 03/16/2021, 03/18/2021, 03/30/2021 and 04/01/2021. The Roll Call vote is as follows: Mark Bigda (Yes), Sean Collins (Yes), Cindy Lacoste (Yes), Isaac Mass (Yes), Carmen Ostrander (Yes), Gary Keefe (Yes). It was unanimously VOTED to approve the minutes, including the edits from Trustee Collins, to the Board of Trustees meeting minutes held on 3/09/21 and Special Meetings minutes held on 03/16/2021, 03/18/2021, 03/30/2021 and 04/01/2021.

Trustee Lacoste made a motion to allow the secretary to edit the minutes grammatically without changing intent and then the Board of Trustees will review and send edits regarding their own words. Trustee Collins seconded.

CFO/Treasurer Report:

Mr. Lynch reported (report attached) on the summary of receipts and disbursements, pertaining to the trustee fund, through March 31st. He shared that we have received donations that represents the third highest donation month so far, this fiscal year and continue to see increases with our investment accounts. Mr. Lynch shared the three statements for bank accounts are included in the report. Trustee Collins asked about deposit from Chicopee Elks Lodge and if there was a specific reason for donation of \$4000. Mr. Lynch replied there is no specific reason from Elks Chicopee Lodge. Mr. Lynch went on to explain the fiscal year expenditures report including the antenna, pharmacy, television and license plate revenue accounts through March 31st. He verified the television was not generating any revenue due to suspension during COVID. We will receive our last allocation at the end of this month which make us fully funded for FY21 year. He gave a reminder that we are getting ready to close FY 2021.

DVS Staff Report:

Secretary Poppe does not have anything to report at this point will yield to Mr. Lazo to give his reports.

Holyoke Soldiers Home Administrator/Staff Report:

Mr. Lazo reported the Veteran residents remain negative or recovered. He shared with the group, per DPH guidelines, starting March 12 the testing procedure has changed. The Veterans will only be tested if there is a positive staff member. Non-vaccinated staff members will be tested once a week, the fully vaccinated staff will be tested every other week and staff who have recovered from COVID-19 more than 6 months ago are being screened. Infection control the Hampden County

under 5% but the State is getting close to 5%. Mr. Lazo informed the Board on April 5 there were two positive cases, one direct care and one non direct care. The staff is being tested per DPH guidelines. Onsite family visitation was paused pending test results, the results came back negative, so family visit were open to unaffected units. The positive direct care employee visitation to 1N and 2E has been are not open to visits.

Mr. Lazo gave an update that an offer has been made to the CMO candidate, who has not accepted at this time. This will be presented to board at the May meeting. Dr. Higgins will continue to consult one day a week. Mr. Lazo stated the CMO is certified in internal medicine and palliative care.

Mr. Lazo discussed the quality and compliance the home had a virtual VA survey. Outreach survey showed areas to be addressed, the official report was received April 8th and is currently under review. We have 20 days to submit a correction plan with a due date of May 6. He reported we are currently conducting a safety fair that is mandatory for all employees, so far 248 have attended. As we have discussed the Facilities and Operations teams are in the process of submitting the construction grant. The initial application was submitted on Monday and we are waiting on the VA to accept.

Mr. Lazo shared starting Tuesday April 6 the Home has had 708 visitations since visitation reopened. The home had 26 visitors for Easter Sunday. The visitors are asked to take a rapid test. The Home base enrichment program continues with concerts and other activities for the Veterans. He explained the family virtual visits, the quarterly meetings with the families giving excellent feedback. On Monday March 5th we held four open forums where the staff could ask leadership questions and introduced Mike Lynch as new CFO.

Mr. Lazo reported a candlelight vigil was held March 30 the anniversary of the COVID crises. The Home flag was raised to full staff on March 31. Trustee Collins asked is 2S receiving unit where residents will quarantine on return from the hospital? Mr. Lazo replied if the resident is vaccinated, they do not have to quarantine, if they are not vaccinated, they will have to quarantine. Trustee Collins requested the March VA survey report be sent to the board when received. Mr. Lazo said yes, he will send. Trustee Collins is very happy to hear that the canteen may be opening soon. Trustee Lacoste asked when the canteen opens, will volunteers like American Legion be coming in? Mr. Lazo will work with DVS to create a plan.

Trustee Mass asked if there will be a CMO candidate in May? Mr. Lazo replied yes. Trustee Mass stated if we approved to the superintendent at the last meeting, can you tell me what are we doing with superintendent regarding keeping him informed about major decisions like a CMO being put in place? Mr. Lazo said he does not have confirmation that the new superintendent has passed the background checks, so he is not ready to share information with him. Chairman Keefe told the group that an update regarding the new superintendent would be given later in the meeting by Ms. Starr. Trustee Mass concerned decisions being make that new superintendent have some awareness that these items are happening if he has any comments.

Trustee Mass shared that it has been over a year since Val Liptak gave the board a tour of the facility and described what needed to be done for the refresh project, is there an opportunity for BOT to tour and visit with Veterans. Mr. Lazo said he could find some dates and times that work for everyone.

Trustee Jourdain has there been any comment with the budget, I wanted to know if there were any questions on the FY2022 budget from the interim superintendent's point of view. Mr. Lazo looked at allocations and presented it to the Ways and Means Committee the full 27.1 million is allocated to us at this time. Mr. Lynch added that the budget has been presented to House Ways and Means Committee and there should be an update in the next week as to where our house two budget might stand. Trustee Jourdain is concerned Mr. Lazo and Mr. Lynch what perspective is on the house one budget 271,000 increase which is one percent. He was informed by a citizen that Chelsea was receiving a 20% increase, so will a 1% increase be enough. Mr. Lynch explained Chelsea compare to Holyoke in their process of their new building they are factoring in hiring new staff. Trustee Jourdain asked if 1% is sufficient for our needs?

Trustee Jourdain asked if the information for the compliance statics, that he was looking for, is available? Mr. Lazo reached out to OIG and attorney general and they do not provide numbers on calls made or results of the calls. He asked if you are looking for employee issues they go to their unions and are address thru the union. Trustee Jourdain asked if there is a copy of the posters? Mr. Lazo showed him the poster with compliance information. Trustee Jourdain stated he is not looking for minimum wage. He asked if we have a poster with an 800 number so employees can report it and to make sure our employees know where they can report issues of concern. Mr. Lazo told him we have had posters up before refresh with those numbers and he will look to see where they were placed. Trustee Jourdain asked what statistics management is collecting from the call-in centers are they getting call details from the last year, were calls screened out, want to make sure people have access to people who can help them. Trustee Jourdain said this is one of the recommendations for the Home and wants to make sure we are headed in that direction. Mr. Lazo shared that at this time the only one he can refer to is the HHS Ombudsmen Program where family's and others have reached out to Marylouise Gamache. Mr. Lazo will reach out to her and she if she has a record of how many calls or issues she has addressed. Trustee Jourdain asked if this is someone who replaced Mr. Delaney? Mr. Lazo replied no she is an HHS asset. Mr. Lazo said he has reached out to the OIG and the information is confidential. Trustee Jourdain suggested we ask EOHHS to give you support services on this regard. They have phone numbers for unethical issues, and they will independently investigate. Chairman Keefe asked Mr. Lazo if there is a hotline? Mr. Lazo said no. Chairman Keefe asked if an employee does not comfortable bringing something to the leadership would the first step be to call the HHS hotline? Mr. Lazo said they would usually go to Holyoke Soldier's Home Human Resources who is Jessica Powers and she would elevate. Chairman Keefe asked if the employee is not comfortable with the response would they then call the HHS hotline, and then if still not satisfied from that the next step would be to go to the Attorney General? Mr. Lazo responded that he was not sure of the exact next step, but he was not sure but possibly the OIG. Chairman Keefe asked Secretary Poppe to help clarify. Secretary Poppe replied that there are several hotlines (OIG, Elders, Ombudsman). She thought the posters Mr. Lazo had, had those numbers on there but with the refresh occurring they will put new posters. She explained that there are a couple of different layers and she will research those. Chairman Keefe wants to make sure it is clear that employees have whistle blower protection. Trustee Jourdain wants to learn more on how these items are communicated to staff and patients. He would also like to know about staff/management trainings on compliance. Trustee Jourdain want to make sure the staff sees something inappropriate that there are specific procedures to follow and that they are being reported

and followed up on. Chairman Keefe asked Trustee Collins to tie these issues into operations committee meeting.

Holyoke Soldiers' Home General Counsel Report:

Mr. Yankopoulos no significant legal issues for the Board. Trustee Jourdain asked if there were any new record request? Mr. Yankopoulos replied we are clear on those as of Friday. Trustee Mass stated he hope we are keeping the lines of communications open with the OIG office and the Attorney General. He also added, they are all doing investigations and it is on us to get them the results of those investigations. He also stated that if items are uncovered in the Pearlstein report that require action he would like to be informed if any issues come up before the final report so they can be addressed. Trustee Mass would like us to be proactive and by putting that information out there will put them on notice that we are trying to be cooperative.

Trustees' Finance Committee Report:

Trustee Jourdain one item coming out of finance meeting and that the adoption of the of finance policy. He informed the Board that the next finance committee meeting is April 21. Chairman Keefe asked if need motion or not but, he would like to have head of finance committee or member to approve expenditures if he is unavailable. Chairman Keefe made a motion that the chairman of finance committee or a designated member can approve expenditures if he is not available. Trustee Jourdain seconded. Trustee Lacoste asked if the acting superintendent has the authority to approve amounts under \$2000? Trustee Jourdain said it has nothing to do with the superintendent, the two signatures would be Mr. Lynch and himself. He reminded everyone that if the amount is over \$2000 then it comes back to the board for a vote.

Chairman Keefe made a motion to delegate the authority to approve expenditures in amounts less than \$2000 to the Chairman of the Finance Committee or the Chairman of the Board of Trustees, in coordination with the CFO/Treasurer. Vote to chairman of board or chairman finance committee.

Chairman Keefe conducted a Roll Call vote on this motion. The Roll Call vote is as follows: Mark Bigda (Yes), Sean Collins (Yes), Kevin Jourdain (Yes), Cindy Lacoste (Yes), Isaac Mass (Yes), Carmen Ostrander (Yes), Gary Keefe (Yes). The vote was unanimous to approve this motion.

Trustees' Operations Committee Report:

Trustee Collins reported to the group that the Operations Committee has not had a first official meeting yet; have been working on interviewing the Superintendent. He is working with Trustee Bigda and Trustee Ostrander to find a date to meet monthly. Trustee Collins would like to come up with a schedule for all of the committee meetings. He asked when the Finance or the Bylaws Committees would be meeting so we do not conflict. Trustee Collins asked Trustee Jourdain if the Finance Committee would be meeting monthly? Trustee Jourdain responded that the next few meetings monthly and then quarterly. Trustee Lacoste asked Trustee Collins and Trustee Jourdain if they would be meeting the week before Board meeting or after board meeting? Trustee Lacoste stated that after the Bylaws Committee gets through the bylaws they will meet as policies come up. Trustee Collins will reach out to Trustee Jourdain and Trustee Lacoste to set the schedule. Chairman Keefe asked Mr. Deacon to remind the group on the need to publish the agenda and how committees should work. Mr. Deacon shared that Mr. Yankopoulos has researched and found a couple of

attorney general opinions that talked about committees and committee work. Mr. Yankopoulos was able to determine that when committees meet it should be public meetings. Mr. Deacon asked if the committees could please make sure we are posting enough in advance so public can listen in.

Trustees' Bylaws Committee Report:

Trustee Lacoste reported that the Bylaws committee has not met yet, the first meeting will be April 27th at 5:30 pm. She is working with the committee to create an agenda and it will be posted as an opening meeting.

Approval of Medical Staff Appointment:

More Chingor, CNP - New

Laura Tasse, AuD, Audiologist – New

Barry Izenstein, MD – Renewal

Chairman Keefe asked Mr. Lazo to discuss the appointments. Mr. Lazo reported the two new positions are not employees of the Home, they are part of Health Drive. He shared one is a psychiatric nurse practitioner and the other an audiologist, both services very needed in the Home. Trustee Collins has a few clarification questions. The first question regarding More Chingor and that she will not be prescribing medications but only making recommendations to the medical staff? Mr. Lazo replied yes. The other question was in the Medical Staff minutes there was not a vote to accept these appointments? Mr. Lazo will forward the April minutes with those approvals.

Trustee Collins made a motion to accept the appointment of More Chingor, CNP; Laura Tasse, AuD, Audiologist; and renewal of Barry Izenstein, MD., pending receiving the medical staff minutes with approval of the new staff appointments. The vote was second Trustee Lacoste.

Chairman Keefe conducted a Roll Call vote on this motion. The Roll Call vote is as follows: Mark Bigda (Yes), Sean Collins (Yes), Kevin Jourdain (Yes), Cindy Lacoste (Yes), Isaac Mass (Yes), Carmen Ostrander (Yes), Gary Keefe (Yes). The VOTE was unanimous to approve appointments.

Status of Holyoke Soldiers' Home Ombudsman Program:

Mr. Deacon reported the Home has entered into contract for the ombudsman services and was signed March 4, 2021. He stated we had to have two separate agreements, so Holyoke contracted with the executive office of elder affairs and then the executive office of elder affairs, on March 9, entered into a contract with western mass elder care. The Western Mass Elder Care will be running the ombudsman program. This is the requirement that the statutes make so there is separation.

Mr. Deacon shared that some of the ombudsman statutes were not applicable to the Holyoke Soldiers' Home. They took the statutes and incorporated them into the contract, and now federal rules are applicable to Holyoke Soldier's Home, by contract not necessarily by statute. Started implementation task force meetings. Trustee Collins can share the great kick off meeting. Trustee Mass asked timeline of implementation, Deacon replied milestones in contract hoping to be fully functioning in August. Trustee Mass asked the interim superintendent to consider if the candidate they choose is not the current ombudsman that they recognize the individual who has been going above and beyond. Mr. Deacon has had a several conversations with Mr. Delaney and believes Mr. Delaney

does not think we are going behind his back. Mr. Deacon has been very respectful of him in this process.

Status of Hospitalization Treatment/Discharge Regulation:

Mr. Yankopoulos reported some of the trustees have been working with Mr. Deacon to create discharge regulation and the first draft will be reviewed at the first bylaws committee meeting. Mr. Yankopoulos stated if the discharge regulations are approved it will then be sent up with recommendations to DVS for final approval. Mr. Deacon added that he has been in contact with Trustee Lacoste regarding the upcoming meeting and it was the intent that the Board have stamp on next draft before it goes up for approval.

Status of Funds Use Policy:

Mr. Deacon said Trustee Jourdain may have more up to date information. Mr. Deacon sent a draft to the Finance Committee. Trustee Jourdain told the group this has been a subject of discussion for the Finance Committee and as we are trying to button this up please send us any comments. He also stated that it is being referred to Morris and Mahoney to review under our engagement agreement. Trustee Lacoste asked Trustee Jourdain if we are getting a copy before 21st to review? Trustee Jourdain replied yes and hopefully committee members gave their suggestions and he will follow up with Bagley to get that out before the 21st.

Joint Board Meeting of Chelsea and Holyoke Soldiers' Homes Board of Trustees:

Secretary Poppe has reached out to Chairman Lyons with a tentative date of June 29 at 5:30 pm. She spoke with Janet Hale from Chelsea Board of Trustees who works at UMass Medical Center in Worcester and she has offered us space there if the meeting can be an in-person meeting. Secretary Poppe thought it is equal distance between both Homes. Chairman Keefe asked who would be available. Trustee Ostrander replied she will be on vacation. Trustee Mass may be traveling, could be available remote. Secretary Poppe reported that she is waiting to get confirmation if it can be in person. Trustee Jourdain shared that a once a year meeting with the Chelsea Soldiers home is a requirement. Trustee Collins asked if this will this be an open meeting? Chairman Keefe replied yes, and he will be working on the agenda with Secretary Poppe.

Status of Regulation Feedback/Report from CMS and DPH to Trustees:

Secretary Poppe reached out to DPH to receive follow up plan on the corrections and when they would be doing a subsequent inspection. She is awaiting a response from the team. She reported CMS has not been doing focus infection control survey but are starting to get back on a yearly schedule and we are hoping DPH will do that for us again. Chairman Keefe asked what the distribution process for the report is? Secretary Poppe recalled it went directly to Mr. Lazo and then back to DPH. Chairman Keefe asked when the Operations Committee will be made aware of issues. Mr. Lazo once corrected action plan was shared with the board and he will share with the Operations Committee.

Status of Superintendent Mr. Holloway Hire Process:

Ms. Starr shared that they are expecting Mr. Holloway will be coming to Boston next week to meet with Secretary Sudders and Governor Baker. She also shared that after that he will meet with

Secretary Poppe and then head to Holyoke to meet with the leadership team on the 21st in the afternoon. Chairman Keefe asked Ms. Starr when the schedule is firmed up could she send to Trustees so they can be part of the tour. Ms. Starr replied yes. Trustee Mass asked if this could be part of the tour request form earlier? Chairman Keefe asked if Mr. Holloway had any questions after interview? Ms. Starr replied no further questions. Chairman Keefe asked if Mr. Lazo could share information on some of the prospective hires. Ms. Starr stated we have to wait to formally accept position meet leadership team and then follow up with him to firm up his start date and once we have that commitment then we can share information as appropriate. Trustee Collins asked if the new CMO is being considered as a courtesy since this is an open meeting and it has been announced he should receive a heads up. Ms. Starr replied she will connect with Mr. Holloway. Trustee Jourdain asked if we can make an affirmative action to give him public information, i.e. minutes of meetings, agendas he should have minimal have access to the same as public. Chairman Keefe asked Ms. Starr if Ms. Denner could send information? Ms. Starr will work with Mr. Lazo and Ms. Denner to start foundation of information.

Clarification of Outpatient Services during COVID 19:

Chairman Keefe asked for clarification on how outpatient is working during COVID? Mr. Lazo reported that outpatient was shut down during COVID and will remain closed for the foreseeable future. He stated that we are offering teleservice because the risk to come into the building is too high. He listed some of the services that teleservices are providing i.e. general healthcare wellness, prescription medication management, nutritional counseling, mental health counseling and any referrals for additional services. Chairman Keefe asked if the outpatient population do not have a primary care physician? Mr. Lazo answered that a good amount do not have primary care physician and some got to the VA. Secretary Poppe added we do need to continue teleservices for the foreseeable future due to COVID but when a vet needs to be seen, the team is prepared to set that up with someone in the community. She added we are working on communication with the community veterans on this topic.

Trustee Collins identified that while reading the Medical Staff minutes they are very concerned about this issue. He would like them to know that the Board will work with the Superintendent and Secretary Poppe to address the outpatients that do not have care. Trustee Collins wanted it noted in the minutes that we are aware, and we support all the efforts to get the patients care. Trustee Lacoste asked Secretary Poppe do we see in the restrictions are lifted would outpatient reopen till new building is open? Secretary Poppe replied at this time we are continuing teleservice. Trustee Mass asked if anyone knew what the participation rate for teleservice versus how many patients were coming into outpatient prior to COVID. Mr. Lazo replied that he does not have those numbers, but he will get. Secretary Poppe asked for clarification. Trustee Mass replied he wants to see current scope if we are having a decline in treatment because of telemedicine or are we adequately servicing the patients. Secretary Poppe responded that she will work with Mr. Lazo to have the details for next meeting. Chairman Keefe stated that dental is an issue also and will continue to monitor.

Status of CMO Hire:

Discussed above

Status of Data on Anonymous Complaint System used by HHS for Soldiers Homes:

Discussed above

Update on Applications and new Admissions to Soldiers' Home:

Mr. Lazo reported the waitlist pre-COVID was 42 and an additional 44 have been added since March bringing the total to 86 applications. He feels the biggest hold up on opening new admissions is the refresh project; once the refresh complete there will be approximately 10 beds available and they will start reviewing the applications. He stated we have an Admission Discharge Committee starting to reform the processes and are working on a draft policy for admission. Mr. Lazo has asked Chelsea for their policy so ours will be in sync.

Mr. Lazo reported that we have a full admissions department we brought an Admission Nurse who will be helping with the admission process and pre-admission checks with the clinical team. He stated the Admission Discharge and Transfer Committee includes Deputy Superintendent, admissions, the quality team, finance and social workers they are reviewing applications while considering medical need, VA disability and VA service connection. Chairman Keefe asked when the refresh will be complete? Mr. Lazo replied they would like to repopulate approximately the second week in June. Chairman Keefe asked what the next steps are? Mr. Lazo stated 2North would be the next refresh which is one of the dementia floors and at the same time the refresh for 1North will take place, it will be approximately three months to complete, which takes us to August.

Investment Policy Vote:

Trustee Jourdain reported the Finance Committee has unanimously recommended the adoption of the new Investment Policy it comes to us by recommendation from financial advisor UBS who oversees our institutional funds. Mr. Ravosa instrumental in drafting it based on industry standards. (Document is attached.) Trustee Jourdain gave a review of the policy. Trustee Deacon asked from the State side we read over the policy and when it mentions institutional funds are, we talking about trustee funds or appropriated funds? Trustee Jourdain replied trustee funds only we have no say over the appropriated funds at all.

Trustee Jourdain made a motion to adopt the Investment Policy. Trustee Bigda seconded.

Chairman Keefe conducted a Roll Call vote on this motion. The Roll Call vote is as follows: Mark Bigda (Yes), Sean Collins (Yes), Kevin Jourdain (Yes), Cindy Lacoste (Yes), Isaac Mass (Yes), Carmen Ostrander (Yes), Gary Keefe (Yes). The vote was unanimous to approve this motion.

Holyoke Soldiers Home Ombudsmen Program, Implementation Task Force:

Trustee Collins reported he had the privilege of attending the kickoff of program. He thanked Mr. Deacon and Mr. Yankopoulos for attending and commented how dynamic the group is. He felt it was a highly professional Carol Malone ran a great meeting. Trustee Collins shared there will be weekly visit to each unit by certified nonprofits and veteran's specialist to be implemented by August 2021. He also shared that the volunteer implementation program by December 2021 and the second

meeting is tomorrow. He thanked, in advance, the Holyoke Soldier's Home staff for bringing this together. Trustee Collins is very proud to see this program come together. Chairman Keefe asked if Trustee Collins on behalf of the Operations Committee will be updating us, he replied yes.

Executive Session: No Executive Session scheduled at this meeting.

Adjourn:

Trustee Jourdain made a motion to adjourn and it was seconded by Trustee Collins to conclude the meeting.

Roll Call Vote is as follows: Mark Bigda (Yes); Sean Collins (Yes); Kevin Jourdain (Yes), Cindy Lacoste (Yes), Isaac Mass (Yes), Carmen Ostrander (Yes), Gary Keefe (Yes). It was unanimously VOTED to conclude the meeting at 6:50 pm.

Respectfully submitted,

Kathleen Denner
Acting Secretary for the Board of Trustees