



COMMONWEALTH OF MASSACHUSETTS
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May 22, 2023

Dennis Renaud
Director, Determination of Need Program
Massachusetts Department of Public Health
67 Forest Street
Marlborough, MA 01752

Subject: Determination of Need
Veterans' Home at Chelsea
Veterans' Home at Holyoke

Dear Mr. Renaud:

Thank you and the MA DPH Determination of Need (DoN) program for the letter of May 11, 2023 requesting a narrative Project Description for each Veterans' Home. The Executive Office of Veterans' Services is acting pursuant to Chapter 144 of the Acts of 2022 in pursuing initial licensure as a long-term care facility by the Department of Public Health.

We understand that as a part of the licensure process that each of our two homes requires a DoN because of the newly added licensed beds.

Project Description Veterans' Home at Chelsea

The Veterans' Home at Chelsea was designed to serve 189 residents in a facility constructed in 1949. We will be moving into a new \$200 million facility on the same campus in the summer of 2023. The facility is organized into 11 units with 14 private resident rooms for a total of 154 beds. The resident rooms on each unit are arranged around and supported by common space which includes a living room, dining room, kitchen and den following the Veterans Administration small-home design to maximize the concepts of autonomy and dignity for our resident veterans. Services being provided to veterans will include physician services, nursing, other professional services and diagnostic services, pharmaceutical

services and medications, dietary services, rehabilitation services, social services and activities and recreation.

In addition, the community space on each unit, the facility also has a large common community room, a chapel, and a bistro, which are centrally located to serve the entire community. Additional support spaces serve the residents and the facility including basement level physical and occupational therapy spaces, food service, materials management, facilities management, loading dock, and mechanical / electrical spaces and first floor level administrative offices. Outdoor space for residents and their families is also provided along with an accessible park space located off the physical therapy unit.

Project Description Veterans' Home at Holyoke

The Veterans' Home at Holyoke was designed to serve 249 residents in a facility constructed in 1952 the Holyoke facility is operating with a capacity of 128 beds. The reduction in beds reflects part of our operational response to the Covid-19 public health emergency with a goal of improving the infection control and protection and quality of life for our resident veterans. Holyoke currently operates a total of 10 resident units with 23 double rooms and 78 single rooms. In addition, the facility will be opening a recently renovated isolation unit with negative air flow with a capacity of 4 single rooms to further enhance our ability to respond to airborne infectious diseases.

The current facility includes a dining area and canteen, a chapel, library, green house and outside garden, patio area, picnic area and in support of congregate activities

The Veterans' Home at Holyoke will be moving into a new \$400 million facility on the same campus in 2026 after the completion of a replacement facility. The new facility is organized into 20 units with 212 private resident rooms and 22 beds in double rooms total of 234 beds. Like Chelsea, the resident rooms on each unit are arranged around and supported by common space which includes a living room, dining room, kitchen and den following the Veterans Administration small-home design to maximize the concepts of autonomy and dignity for our resident veterans. Services being provided to veterans include physician services, nursing, other professional services and diagnostic services, pharmaceutical services and medications, dietary services, rehabilitation services, social services and activities and recreation.

In addition, the new facility will include community space on each unit, the facility also has a large common community room, a chapel, and a bistro, which are centrally located to serve the entire community. Additional support spaces serve the residents and the facility including ground level physical and occupational therapy spaces, adult day health programming and administration offices. The pharmacy, food service, materials management, facilities management, loading dock, and mechanical / electrical spaces are located in the basement level. Outdoor space for residents and their families is also provided along with an accessible park space located off the physical therapy unit.

Benefits of each of the new facility are well articulated in the Veterans Administration mission statement for the community living center (small home design) which is to "restore each of our resident veterans to their highest practicable level of well-being, maximum function and independence, prevent decline in health, and provide comfort at the end of life; and treats resident veterans' human responses to health and illness in a compassionate manner" through a resident-centered care. The elements of the design concepts described earlier facilitate the accomplishment of this mission.

If you have any questions, please feel free to contact me or Mr. Robert Engell, Executive Director of Homes and Housing at Robert.Engell@mass.gov.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jon Santiago". The signature is fluid and cursive, with the first name "Jon" and last name "Santiago" clearly distinguishable.

Jon Santiago, MD, MPH
Secretary