

Coös County Commissioners  
Regular Meeting  
Coös County Nursing Hospital - W. Stewartstown, NH  
October 10, 2018

Present: Commissioners Tom Brady, Paul Grenier and Rick Samson; County Administrator Jennifer Fish; Superintendent Ben Champagne; Director of Finance Carrie Klebe; Nursing Home Administrator Louise Belanger; Nursing Hospital Administrator Laura Mills.

1. Commissioner Brady opened the Commissioners' meeting at 9:02 a.m. and welcomed everyone to the meeting. Louise Belanger led the Pledge of Allegiance.
2. Approval of the Agenda: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to amend the agenda as follows: Item 14c. Special Appropriations should be moved to Hearing of the Public 6a. and Item 14b. Coös County Complex Water System Project Contract Signing to Item 6b. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the agenda, as presented, as amended. All approved 3-0.

3. Approval of the Minutes of the September 12, 2018, regular meeting and the September 26, 2018, special meeting, as presented: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the minutes of the September 12, 2018, regular meeting and the September 26, 2018, special meeting, as presented. All approved 3-0.
4. Approval of Payrolls and Disbursements: A motion was made by Commissioner Grenier, seconded by Commissioner Samson to approve the Payrolls and Disbursements for the month of September and to authorize the Treasurer, during the month of October, to meet all payroll obligations and pay all other obligations due during the month. All approved 3-0.
5. Correspondence: County Administrator Jennifer Fish reported that there was no correspondence to report.
6. Hearing of the Public:
  - a. Several individuals expressed concerns relating to ATVs on town roads:
    - Monique Petrofsky, Stewartstown, expressed concern about safety and the possible health effects of the residents in regards to ATVs on town roads.
    - Vince Roscillo, Colebrook, reiterated about noise from ATVs, creating dust, neighbors are leaving their homes on weekends because of the ATVs.
    - Mark Hunt, Colebrook, complained about ATVs, wants to be heard. He questioned how the process was handled.
    - Kevin McKinnon, Colebrook, stated that ATVs belong on trails not on roads. The idea behind Ride the Wilds was to use the roads temporarily until the trails were open. The roads are not safe. Children are riding on the road. He asked if the Board would verify on the status of a study by the North Country Council on ATVs in the North Country.
    - Marcia Clifford, Pittsburg, stated that the Commissioners work with the Sheriff's Department who provide law enforcement. Several homes have sold because everyone's lives is affected; lives are disrupted; roads are not safe; kids are driving on roads against

traffic.

- Phil Lambert, Colebrook, people who were placed on the existing committee to decide on what roads could be used do not live on roads that are open to ATVs.
- Peter Wiener, Colebrook, he agreed with all comments previously mentioned. ATVs are causing noise pollution and a lot of dust. Nobody is listening.

Commissioner Brady explained to the group that he did not want to dismiss their claims however, these local issues do not fall under the duties as Board of Commissioners. As County Commissioners there are certain statutes that they need to abide by but town government is not allowed. Commissioner Samson asked if anyone had reached out to the Sheriff's Department regarding and of the issues especially enforcement. The Sheriff's Department assigned former Fish & Game Lt. Wayne Saunders as the person in charge of enforcement relating to ATVs. He offered suggestions and recommended to continue talking to town officials. Commissioner Brady also suggested contacting the Fish & Game Department in regards to enforcement.

b. Special Appropriations Requests:

- *Child Advocacy Center of Coös County (CAC)*: Kim Preston, presented a request of \$15,000. She presented a breakdown of cases by town.
- *Coös Economic Development Corporation (CEDC)*: Mike Scala presented its annual request of \$50,000.
- *Homeless Outreach Intervention & Prevention Program*: Dawn Ferringo and Carolyn Towne presented a request of \$10,000.
- *Tri-County Transit*: Brenda Gagne presented a request of \$36,000. The funds received from the county are used for matching funds.
- *RESPONSE to Sexual and Domestic Violence*: Deborah Haynes-Kenney presented a request of \$6,000.
- *Retired Service Volunteer Program (RSVP)*: Andrea Brochu presented a request of \$17,000.
- *Senior Meals*: Andrea Brochu presented a request of \$18,200.
- *ServiceLink Resource Center*: Andrea Brochu presented a request of \$5,800.
- *Energy Assistant Services Program (also none as fuel assistance)*: Andrea Brochu presented a request of \$5,000.

Regan Pride, Chief Operations Officer, spoke on supporting the funding requests made by the directors of the Tri-County CAP programs.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to enter into non-public session per RSA 91-A:3 II (a) at 10:30 a.m. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to come out of non-public session at 11:12 a.m. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to seal the minutes permanently. All approved 3-0.

- c. Coös County Complex Water System Project: County Administrator Jennifer Fish introduced Lynette Carney, from Underwood Engineers. Ms. Carney explained that there were two parts to

the proposal: (1) Amendment of Design & Construction and (2) Construction Phase Contract which were submitted as an amendment to the original contract. She explained that Underwood was contracted up to sending the project out to bid which has been completed. Now a construction contract must be signed. The construction phase contract is for onsite services, administration services, startup services, operation & maintenance manual (O&M), record drawings and administration of SRF. Commissioner Grenier questioned the O&M manual charge of \$7,600 that was part of the contract since Coös County was hooking up to Stewartstown. Ms. Carney explained that manual would be submitted for the meter and backflow device. Underwood will verify for completeness. Commissioner Grenier stated that he felt that this was an unreasonable charge. Commissioner Samson questioned if the manual was a necessity. Commissioner Grenier replied that he was willing to approve the amendment as presented but the Commission should reserve the right to amend the \$7,600 charge for the O&M manual. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to amend the engineering contract with Underwood Engineers to include the \$165,775 in addition to the existing budget subject to the O&M manual discussion held. All approved 3-0. The Board signed the contracts.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to award the construction contract to J.P. Sicard, Inc. of Barton, VT. All approved 3-0.

7. Report of the County Administrator Jennifer Fish. A written report was not submitted to the Board in advance of the meeting. At the meeting, Ms. Fish reported the following:
  - a. She has been working on the water system.
  - b. Several union negotiations meetings have been scheduled over the next few weeks.
  - c. The Budget Work Session scheduled for Wednesday, October 17 was moved to Monday, October 22, 2018 at 9:00 a.m. in Berlin.
  - d. The Planning Board meeting scheduled for Wednesday, October 17, 2018 has been cancelled.
8. Report of the Superintendent of Corrections Ben Champagne. The written report that was submitted to the Board in advance of the meeting was as follows:

<b>TOTAL IN FACILITY</b>	<b>12</b>
HOUSE OF CORRECTIONS	6
PRETRIAL	6
NH STATE PRISON INMATES	0
OTHER COUNTY INMATES	1
ELECTRONIC MONITORING PROGRAM	0
WORK RELEASE PROGRAM	0
FURLOUGH	0
HELD AT OTHER FACILITIES HOC= HOUSE OF CORRECTIONS PT= PRETRIAL	GRAFTON DOC: 1 PT MALE, 4 PT FEMALE, 1 HOC FEMALE NHSP: 1 HOC MALE, 1 PT MALE
AVERAGE DAILY POPULATION SEPTEMBER	15
MALE DAYS SERVED IN FACILITY SEPTEMBER	448
FEMALE DAYS SERVED SEPTEMBER	111 (9 females)
FEDERAL INMATE DAYS SERVED SEPTEMBER	0
TOTAL INMATES BOOKED SEPTEMBER	11
TOTAL INMATES RELEASED SEPTEMBER	15

- a. The case pending from a January 25, 2017 incident involving an inmate assaulting two corrections officers has been resolved in the Coös County Superior Court. Austin C. Pilotte entered into a guilty plea agreement for two Felony counts of Assault by prisoner RSA 642:9 on September 17, 2018. Mr. Pilotte received a suspended prison sentence and will not be receiving any incarceration. The Superintendent, on behalf of himself and for the corrections officers that were the victims in this incident, stated that the outcome of this case was displeasing and in no way did they feel that justice had been served. He commended the officers for their perseverance through this incident, and to their dedication to the department.

Commissioner Grenier asked if the result was a plea deal with the County Attorney. Superintendent Champagne replied in the affirmative.

- b. Superintendent Champagne and Officer Jason Rella attended the NHAC Conference and Trade show September 16 - September 18. Superintendent Champagne attended educational sessions on *Effective Strategies on Union Negotiations*, hosted by Attorney Mark Broth and an overview of the New Hampshire Retirement System. Sullivan County did a fantastic job in hosting the conference.
  - c. The Superintendents' Affiliate will be assigning a superintendent to a study commission of SB 556 which is the Criminal Justice Reform and Economic Fairness Act 2018. The affiliate will voice several issues that are affecting jail operations relating to public safety issues created by this bill.
  - d. Superintendent Champagne stated that he is considering implementing a system of working pretrial inmates inside the building pursuant to *RSA 30-B: 18 Prisoners Awaiting Trial*. This would allow pretrial inmates of certain classifications to work on a volunteer basis, whereas sentenced inmates are required to work by statute. This is an effort to maximize the work force on campus with the low census. He was hopeful that by working pretrial inmates in various jobs inside the building, the department will be able to better serve the nursing hospital, recycling program and outside crews.
  - e. Update on the vacant corrections officer position: The Superintendent is not actively pursuing filling the position due to low numbers. He is being very selective while reviewing applicants.
  - f. The pharmacy transition to Pharmerica has seen a drop in cost by half as compared to the previous pharmacy.
  - g. Superintendent Champagne questioned necessity of the nursing hours reported by the Nursing Hospital Administrator for time spent at the Department of Corrections. Commissioner Grenier stated that the Commissioners use the nursing hours reported for informational purposes. Director of Finance Carrie Klebe explained that the information is required for the Medicaid Cost Report.
9. Report of the West Stewartstown Nursing Hospital Administrator Laura Mills. The written report that was submitted to the Board in advance of the meeting was as follows:
- a. Census: The census was 79. The occupancy for the month of September was 88.9% based on a bed count of 84. In September, there were five (5) admissions and no (0) deaths. There has been one (1) admission in October with another planned for October 5.

Staff is working on three (3) more potential admissions, but the facility is very close to full at this time without using the waived beds and are looking at a waiting list for the first time in many years.

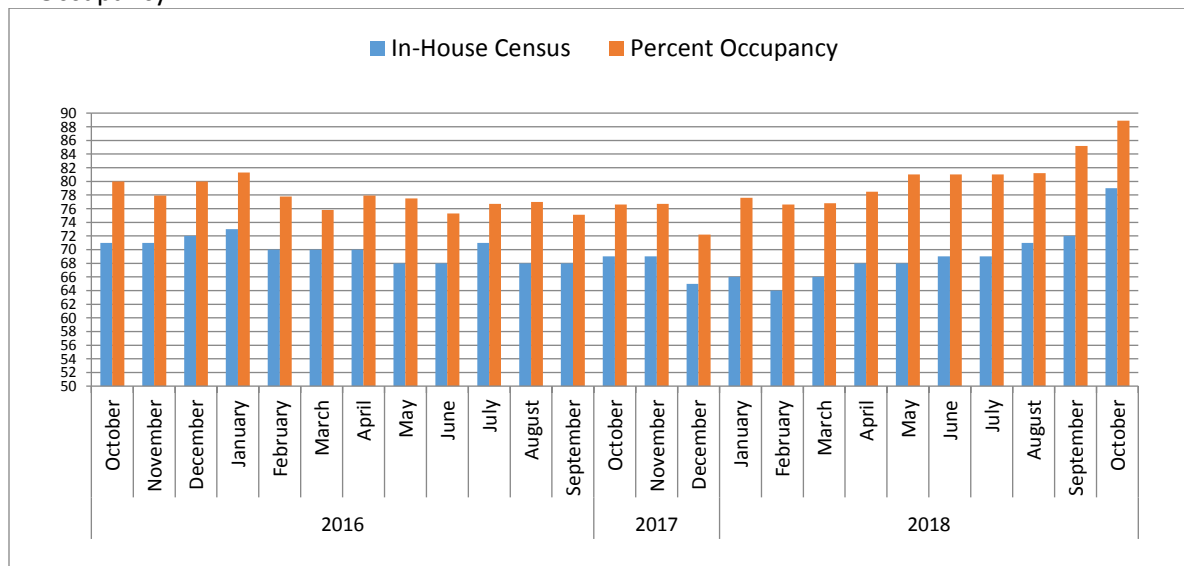
Of the 79 residents, eleven (11) were private pay, ten (10) residents were Vermont Medicaid, thirteen (13) residents were Medicaid Pending, twelve (12) for NH and one (1) for VT.

*Totals for 2018: Thirty-seven (37) admissions, fifteen (15) deaths, nine (9) discharges and ten (10) applicants that passed away before admission or went elsewhere.*

Total residents who have received services or assistance from CCNH in 2018: One hundred-twenty-seven (127).

Ms. Mills noted that the census was now at 80. The facility has not been at this capacity in several years. Nursing staff is not happy as there are 20 more residents to care for. Commissioner Brady noted that staffing has never been reduced due to the low census. Ms. Mills stated that was correct. No one was ever laid off. However, staff has gotten used to working at slower pace and now that has changed. Ms. Mills has concerns as staff has urged residents to complain that employees are busy. The waived beds will not be used and no more than 84 beds will be used. She wanted to Board to be aware as staff is complaining that they are short staff; however, the department is not short staffed. They have been working with more staff than needed for quite some time. There is a possibility of a waiting list as there are no male beds available.

b. Occupancy:



- c. Staffing: The Nursing Department had 48 hours open for RN/LPN. A 36 hour 11-7 LPN was out on workers comp and the 36 hour Restorative Nurse/Charge Nurse was out on FMLA. Two (2) contract nurses continue to cover open positions, medical leaves and workers comp. The night positions are filled with three (3) LPNs and one (1) RN so the Administrative Nursing Staff (DON, ADON, QA Director, Staff Development Director and Administrator) continue to rotate call four (4) nights per week.

The Nursing Department had 252 open LNA hours (6.3 FTE). Two (2) 40 hour LNAs were out on FMLA and one (1) 32 hour LNA was out on maternity leave. Two (2) contract LNAs have been covering some of the hours with another starting soon. As the census increases, staffing will need to be increased.

The Plant Manager continued to be out on Medical Leave.

- d. Telephone System: There were continued issues with the voicemail system.
- e. Maintenance: Two circulator pumps had to be replaced in the reservoir after a severe storm caused issues. Maintenance cleaned the reservoir while it was drained.

Ms. Mills has working with the two Maintenance Workers to put together the 2019 Budget. The budget was due to by October 12 in order to have it to the Finance Director in time for the budget work session on October 24.

- f. QAPI: Staff continues to make progress on the QAPI Plan for the new regulations. The next PIP will be on Pain Management.
- g. Disaster Policies: A multi-agency table top drill was held on September 28. The drill was well attended by staff, the Corrections Superintendent, NH State Police, 45<sup>th</sup> Parallel EMS, the Fire Department and UCVH.

Jason Climer from Homeland Security has completed the Vulnerability Assessment. Ms. Mills will be meeting with he and Heidi Lawton, Field Representative for Emergency Management, on the October 15 to go over the results.

- h. Family/Resident/Staff Concerns: No Ombudsman reports were filed in September. A resident/family meeting to discuss special care options for one resident is being planned in the near future.
- i. Ms. Mills had one staff issue to discuss in non-public.
- j. NHAC CONFERENCE: Ms. Mills attended the NHAC Conference from September 16-19. The workshops offered were on the Medicaid Cost Report and Medicare Billing.

Chantal Rioux, Dietary Director, was named Coös County Nursing Hospital's County Nursing Home Employee of the Year.

- k. Uniform Store: Uniformly Yours will be holding a uniform and shoe sale at the nursing hospital on October 18. Staff enjoy the chance to shop for uniforms and try things on right here at work.
- l. Committee Reports:
  - NHAC Executive Committee: Ms. Mills attended the meeting on September 7 and a meeting held on the last day of the conference. The next meeting was scheduled for October 5.
  - NHAC Nursing Home Affiliate: Ms. Mills attended the meeting on June 14 in Berlin. The next meeting has been scheduled for October 18.

- North Country Workforce Group: The meeting was September 18. Ms. Mills was not able to attend as she attended the NH Association of Counties Conference.
- Both Nursing Home Administrators were on a subcommittee to plan an educational event/recognition day for North Country LNAs. This was held on October 3 at the Mountain View Grand. It was very well attended. The Nursing Hospital sent five (5) LNAs and a nurse.

m. Nursing Hours at the Department of Corrections:

	2017		2018	
	Minutes	Hours	Minutes	Hours
January		.25		0
February		.50		0
March		.25		0
April		.50		0
May		.10		0
June		1		0
July		0		0
August			54	0
September				

10. Report of the Berlin Nursing Home Administrator Louise Belanger. The written report that was submitted to the Board in advance of the meeting was as follows:

- a. Census: The current census was 95. Nine (9) residents were private pay; three (3) residents were Medicaid pending. The average daily census for September was 95.8; there were four (4) admissions, two (2) deaths and two (2) discharged. SNF: Part A: 6 residents; Part B: 20 residents.

Year to Date: the average daily census was 94.5, admissions 49, deaths 26 and discharged home 23. Total residents who have received services at CCNH in 2018: 144

- b. Nursing Department currently had 300 hours of open nursing (RN/LPN) positions (7.50 FTE's). Four agency LPNs, two agency RNs have been helping with open positions/hours. There was 664 hours of LNA open positions (16.60 FTE's). Seven agency LNAs have been helping with open positions/hours. These figures did not reflect employees out on an FMLA or workers Comp.
- c. NHAC Annual Conference: Mrs. Belanger attended the conference with several other employees. The educational sessions were informational and the evenings were set up to allow for networking. It was a well-received conference.
- d. Resident issues with television service provider: Recently all resident TV's had a digital receiver box added to their TVs. Each room had 2 receivers that utilized 2 outlets, which decreased the amount of outlets for the residents use, causing issues. The digital receiver boxes need to be rebooted whenever these boxes are unplugged and other causes have been noted. This has caused an Environmental Services manager to be on the units daily to correct issues. Mrs. Belanger has been reviewing information with Retirement Home TV (Direct TV).
- e. Primex<sup>3</sup>: Nick Manolis presented a session on September 12 on "What Ever Happened to Civility, Courtesy, and Respect?" 40 employees attended. Nick informed Mrs. Belanger that the

employees were attentive and engaged throughout the presentation. Nick felt that the topic was clearly of interest to the audience.

- f. Harmony Healthcare International scheduled a Revenue Opportunity & Risk Analysis audit to start on November 30.
- g. Meetings/Committee Reports:
  - NHAC Nursing Home Affiliate: The next meeting has been scheduled for October 18 at the Merrimack County Nursing Home.
  - North Country Health Care Workforce Group: Both Nursing Home Administrators were on the subcommittee to plan a day of recognition and education for North Country LNAs. The event was held on October 3 at the Mountain View Grand.
  - NHAC Executive Meeting: Mrs. Belanger attended the September 7 meeting and was unable to attend the October 5 meeting.
  - AVH Board of Directors: The monthly meeting was September 27. Mrs. Belanger also attended the Cooperate Compliance Committee meeting on September 25.
- h. Mrs. Belanger informed the Board that she would not be attending the November meeting as she will be on vacation. The snow bids will be forwarded to the Director of Finance.

11. Report of the Director of Finance Carrie Klebe. The written report that was submitted to the Board in advance of the meeting was as follows:

- a. Ms. Klebe received preliminary financials from Melanson Heath. The final results should be received before the end of October.
- b. Ms. Klebe attended the NH Association of Counties meeting on Monday, September 17 and attended the presentation by Baker Newman Noyes on the Medicaid Cost Report.
- c. Ms. Klebe attended the NH Municipal Association 2018 Budget and Finance Workshop in Lincoln NH on September 20. There was abundant information that pertained to Town, city and school government, which is different than County Government. There were some items that she would like to pursue in the future in regards to some budget items, encumbrances, etc.
- d. The County has drawn \$5,300,000 from the Tax Anticipation Note line of credit as of 10/3/2018. As of 9/26/2017, a total of \$5,500,000 had been transferred from the Tax Anticipation Note to the General Fund. As of 10/7/2016, \$3,900,000 had been transferred; 10/7/2015, \$4,500,000 had been transferred; and 10/9/2014, \$4,500,000 had been transferred.
- e. The budget process has begun.

12. Report of the HR Coordinator Julie Brunault. No report was submitted as the HR Coordinator was on vacation.

13. Commissioners' Committee Reports: The Commissioners had no committee reports.



14. Other Business:

- a. Budget Transfers: The following line item budget transfers were approved by the Board:

*Coös County Nursing Home:*

To:	02-05640-2300 Contract Nurses	190,000.00	
From:	02-05640-1200 Health Insurance		190,000.00
To:	02-05693-1200 Health Insurance	4,000.00	
From:	02-05693-0200 Restorative Nurse Salary		4,000.00
To:	02-05650-3900 Plant Supplies & Expenses	2,500.00	
From:	02-05650-6600 Propane		2,500.00

15. Unincorporated Places: There was nothing to report.

16. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to enter into non-public session per RSA 91-A:3 II (a) at 12:25 p.m. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to come out non-public session at 12:25 p.m. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to seal the minutes of the non-public session permanently. All approved 3-0.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson that it was with sadness to recommend to end the employment of Garry Parkhurst due to the inability to perform his duties. All approved 3-0.

Commissioner Grenier stated that his experiences with the HR Coordinator have been very professional. Commissioner Brady cautioned everyone that the meeting was now in public session. He suggested that Commissioner Samson contact the County Administrator to set up a meeting and voice his concerns. Ms. Fish was in agreement. Commissioner Grenier stated that he was tired of the Management Team being under minded.

Commissioner Brady stated that if someone has a complaint there is a process to follow prior to the Commissioners being notified. When he has received a complaint, he has told individuals to follow the chain of command. Don't come to him at the beginning of the complaint as the Board needs an open mind in case the complaint comes to them in the end. If there are questions on how departments are run because of a staffing level, the Board is able to discuss it. Ms. Mills noted that the complaint should go to her first. Commissioner Grenier noted that the County has three locations: Berlin, Lancaster and W. Stewartstown. The only facility that seems to have constant issues is West Stewartstown. The employees feel that they are able to speak to Commissioner Samson about issues instead of addressing the issue with the administrators. He suggested that if an employee complains to Commissioner Samson that the employee should be referred back to his/her superior. Then if the issue is not resolved, the employee may put the complaint in writing submit it to the Board. Commissioner Brady questioned if the reason that there are so many issues in West Stewartstown is that the County Administration is located in the same building. Ms. Mills agreed but also stated that in Berlin there is a union representative where employees can go to and voice their concerns; West Stewartstown does not have

a union. Commissioner Brady stated that he has thought for a long time that County Administration should be in Lancaster. That is where the County Seat is located and is more central for everybody. That is where the County Administrator, Human Resource Director, Unincorporated Places should be located. These offices do not belong in a nursing home. Commissioner Samson has been against moving the County offices; but now he agrees that a move to Lancaster would be a possibility. Commissioner Brady stated that it is too late for the move. The agreeable area would have been the old bank building. Commissioner Grenier stated that the Delegation does not want to sell the house. Why not turn the County House into offices. Commissioner Samson agreed to review a proposal. He continued that he did not want to insult anybody but the County cannot continue as it is going. Commissioner Grenier stated that if the move is in the best interest of the County it should be looked at. Commissioner Brady has been asked by some Delegation members for a proposal on the house. He asked Ms. Fish what her thoughts were about moving the county offices to the house. She replied that she has always been in favor of the move. Commissioner Brady asked who would be included in this move. She replied Julie, Linda, Carrie, Kara and herself. He asked if there would be room for public meetings. She replied in the affirmative. Commissioner Grenier stated that meetings could still be held at the Nursing Hospital. Commissioner Brady suggested placing a proposal in the budget for the Delegation. The proposal would allow the Department of Corrections to continue using the basement area of the house for training purposes. A motion was made by Commissioner Grenier, seconded by Commissioner Samson to direct the County Administrator to obtain a cost on updating the house for county offices. All approved 3-0.

Commissioner Grenier asked what an amount of unfunded liability in regards to unpaid sick and personal time for all employees. This information would be valuable to provide to the Delegation. Commissioner Brady stated that this information is not thought of when a Delegation member suggests closing down a building. Commissioner Samson stated that there has been some discussion about restricting the accrual of sick and personal time. The standard industry is around 300 hours and some employees have 600-700 of accrued time. Ms. Mills noted that some Department of Corrections employees have thousands of hours. Commissioner Grenier stated that new employees are restricted to 480 hours. Ms. Mills replied on the sick time there was no restriction personal time. Commissioner Samson stated that the issue needs to be addressed.

The Commissioners will be holding Budget Work Sessions on the following dates:

Monday, October 22, 2018	Coös County Nursing Home
Wednesday, October 24, 2018	Coös County Nursing Hospital
Wednesday, October 31, 2018	North Country Resource Center
Monday, November 5, 2018	If necessary, location to be determined.

The November meeting will be held on Wednesday, November 14, 2018 at the North Country Resource Center, Lancaster, NH.

A motion was made by Commissioner Grenier, seconded by Commissioner Samson to adjourn the meeting at 1:08 p.m. All approved 3-0.

Respectfully submitted,

Rick Samson, Clerk