

DELAWARE VALLEY VETERANS HOME
ADVISORY COUNCIL MEETING MINUTES – February 11, 2026, 10:00am

Advisory Council Members

In person

Benjamin Mastridge, Veterans of Foreign Wars, President Advisory Council
James Ritchie, Veterans of Foreign Wars, Vice President Advisory Council
Douglas Craig, Catholic War Veterans
Ed Horan, Marine Corps League
Richard Fine, AMVETS
Larry Holman, Jewish War Veterans
John Schwartz, American Legion
Leonard M. Johnson, Disabled American Veterans
Claudette Campbell, Military Officers Assoc. Of America
Jeff Gordon, DVVH Resident- Nominated Member
Barbara Taylor, DVVH Resident-Nominated Member
Patricia (Tricia) Udicious for Martina White, PA House of Representatives

Conference Call

Ashley Conaway, for Senator Frank A. Farry

Department of Military and Veterans Affairs and Delaware Valley Veterans Home

Maureen Weigl, Deputy Adjutant General-VA
John Noll, DAG Maureen Weigl Executive Assistant
Travis Davis, Executive Director, Long-Term Care
Margo Coleman, Commandant, DVVH
Rita Yeung, Deputy Commandant, DVVH
John E. Peacock, Medical Director, DVVH
Yahvae Jones, Admissions and Marketing Coordinator, DVVH
William McGoldrick, Volunteer Resource Coordinator, DVVH
Veronica Royster, Assistant to the Commandant

Absent

Barbara Raymond, Director of Veterans' Homes
Violetta Berdichevskaya, Chief Medical Officer, DMVA
Rinisha Thomas, Clinical Service Manager, DVVH
Samuel Huhn, Blinded Veterans Association
Erica Moore, Regional Program Outreach Coordinator
Regional Compliance Officer

Resident

Bobby Malone, Resident Representative

*B. W. Mastridge
5/13/26*



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

Guests

Jonni Hoover, previous DVVH resident family member

Jean Blackie, DVVH resident family member

- Moment of Silence
- Pledge of Allegiance
- Roll Call
- Swearing in of the appointed/reappointed Advisory Council Members- Richard Fine, Jeff Gordon, Claudette Campbell, John Schwartz, Benjamin Mastridge, James Ritchie, Barbara Taylor, Leonard Johnson, Ed Horan.
- Approval of Minutes of November 12, 2025.

Benjamin Mastridge, Veterans of Foreign Wars, President Advisory Council

- Before I start, I received a report from all the presidents around the state. I copied a letter from the General, it tells you what the make-up of the council is, I will pass the letter around the table.

Report from Dr. John Peacock, Medical Director

- I have been the medical doctor here since November, I am getting to know the facility. I am working closely with our Nurse Practitioner, and I think things are going well. We did have a pretty robust flu season up until recently, we are finally off quarantine pretty much. Benjamin Mastridge asked if the flu season is over. Dr. Peacock responded, it is still flu season, but right now we're doing alright. Ben added, I came here one time, and they sent us home, I appreciate it, I don't want to get it, and I don't want to give it to anyone.

Report from Yahvae Jones, Admissions/Marketing

- Since our last meeting we had 18 admissions, 14 people passed away and 3 discharged. Our current census is 164 and our max capacity is 171. We're working to increase the census to 169 by May and we're working to admit 3 people this week, and 2 people next week. We have currently 29 people on our skilled list, 6 on our secured list, 3 out of state veterans and 15 non-veterans or spouses.
- Marketing - Being a five-star facility, we really don't have to do it a lot, although marketing is important. I'm still marketing, it is a breeze for me but we're still connecting with a lot of social workers in the neighborhoods. I will be conducting a third tour next week with a VA social worker. I'll connect it with the PAC teams, or home-based primary care team, and the inpatient Hospice team, to work for more referrals to come straight from the VA to our facility and getting on our waiting list. I met with two fiduciaries from the VA for their guys in the community to eventually come here.

Employee Recognition (Margo Coleman)

- We did have 3 employees that were recognized for the "Caught you Caring" employee of the month. I think one of them is here the other 2 did not make it, so for our December Bill McGoldrick, our Volunteer Coordinator. He makes sure coffee is delivered every morning to our residents, and that they can get a good cup of Joe from the canteen. He is always making sure that we have a good military presence for any of the funerals we have for our residents here, or for any of the Memorial Day services, so he really cares by far. We wanted to make sure that he was recognized for that so



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

thank you for that Bill, very good. Benjamin Mastridge replied, I attended the funeral for the past president of the residents, it was done quite well, I must commend Bill, and whoever else was involved in that. Margo responded, I would like to share about that, one of our residents who was here for a long time, Mr. Knapp had passed away and he didn't have a lot of family, so his guardian and the community had reached out to our staff and asked if they could use our Chapel, and instead of saying no, our staff immediately said yes how do we make it work. It was a labor of love, and it is definitely going above and beyond, that is not in their job description. They are not funeral planners, but they should be, because they made it so beautiful and they made sure that he had a really nice goodbye, so his friends could see him here and a lot of people who loved him, thanks Bill for that, and thanks Ben for mentioning that.

- January, Carlos Gonzalez, he's one of our Nurse Aide Assistants. He does very well with our residents, the residents love him so much they ask for him by name, they trust him. He was also another well-deserving candidate.
- For the month of February was Babar Masih, he is in our maintenance department, and he always goes above and beyond as well. But particularly one day he was here picking up his wife who works here on the 2pm-10pm shift. He came to pick her up and go home at 10:00 at nighttime, and somebody said something was going wrong in the building and instead of saying oh I'm going home I'm off shift Babar, came in fixed it so that we can continue to go on with functioning equipment properly. I really thanked him for that and wanted to make sure he was recognized.

Report from Maureen Weigl, Deputy Adjutant General

- So nice to see so many people, welcome to everybody if this is your first time. Thank you so much for attending and for being a part of this, so we really hope that you pick up on what we do at the home and how we take care of these wonderful residents and our staff. If you have questions, advice and comments, this is the area where you can have those discussions with us, and say hey, are you doing this and ask questions, thank you all for attending.
- General Pippy could not make it, but he does really appreciate all of you being here, he wanted to say thank you, he will get on one of the meetings on a call. His schedule is crazy right now there's a lot of core structure changes going on with the National Guard, so he's been in a lot of top-secret meetings with the National Guard. We've been really busy, but he does stay involved in what we do, and he and I talk regularly so he is very active and looking forward to getting out.
- The federal VA has made a lot of changes to their leadership, so if you read in the news, they're changing their Veterans Integrated Service Networks (VISNs). Where they had so many (VISNs) across the country, they're going to consolidate them. What that's doing is changing all of the leadership, how we interact, and how the directors of all the hospitals interact. We haven't seen we've heard about the org chart. We haven't seen it being implemented, we do know that almost every one of the major VA hospitals in Pennsylvania has an Acting Director. There's a lot of key leadership positions that have not been filled yet. They haven't really impacted the clinical side. I don't see anything with patient care being impacted, but we watch that regularly. We watch the claims and benefits. The claims are being processed quicker, we are seeing more denials because they're using AI, and people are not getting in person appointments. We do go back and help with those appeals, so if you have folks that are in your organizations and they get denied don't stop there, make sure you do the appeal to get them the appointment. Your VSO should be able to help make those appointments. Those are just some of the things we see.



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

- Legislatively, they keep talking now that they're back in session about real estate tax exemption. There's been two different proposals so that still hasn't been solved but they are discussing it again, and the blind and paralyzed pension, they're trying to figure out a way to up those amounts but also how do we sustain the funding for that. Those topics have not come off they just haven't moved forward yet for anything.
- The PA VETConnect website, if you go on our website on DMVA we have a new Facebook for the DMVA PA VETConnect. Please go on there, we've made it easier for people to find their county directors, to find out how to do their claims, benefits, and how to do real estate tax exemption. We have Docusign paperwork now so it's a lot easier, have your organizations go in and check it out, if you have feedback, please feel free to reach out to us and let us know.
- The Lickdale outreach center that we opened last May has been getting a lot of foot traffic, so much to the point that we are using the American Legion, and VFW. All of the organizations are taking turns using our space, hoteling space, it's been really nice they've been getting more funds and benefits, but we've been getting more support. If you want to go visit or your organization is not doing that and wants to, just let us know we welcome people coming in there and using the building, it's for all veterans. It's supposed to be a one stop shop. We will get a DEERS/RAPIDS center there, so you don't have to come to Fort Indiantown Gap to get an ID card, that's the one nice thing about it. The Federal VA comes in and visits us a few days a week, so people can sign up for healthcare. Career links is there so we've kind of made sure that it is a one stop shop for veterans.
- Lastly, we have a really great Veteran Business Network in Central Pennsylvania, I stole that from the Philadelphia Veterans Business Network that does the Shark Tank, but we had a great opportunity to bring 50 small businesses together and all Veteran Homes at the American Legion. It was hosted by the Pennsylvania National Guard Association, the American Legion had 11 new members sign up in one night so it was a win for them, we immediately were asked by VFWs and American Legion out in Pittsburgh, Butler County, Potter County, and up in Scranton if we can do that, the Pennsylvania National Association is happy to help, and the DGS Secretary and the small business office showed up so they really want to support the veteran business owners to make sure veterans are doing really well. It was great, if you want more info on that please let me know afterwards and that's all I have for you today, except I am really happy and looking forward to our next meeting May 13th, because it's been really cold, I can't wait for that date to get here, to have nicer weather. Benjamin Mastridge said I received a letter from the DMVA for veterans to get in touch with the department, to bring them up to date on what they're qualified to get at the State level, for assistance like food stamps, I was surprised to get it. They explained that everyone who has a veteran's thing on their driver's license received this letter. I don't know if you guys received this, but there are a lot of things they offer to veterans. As far as claims are concerned, I went through a claim situation lately, and it was a slam dunk, it had to do with my heart. It was approved in two weeks, and they are really moving. Thank you to General Weigl I appreciate you being here.

Report from Travis Davis, Executive Director, Long-Term Care

- My name is Travis Davis, for those who I have not had a chance to meet. My job is to support all six of our State Veterans' Homes, making sure that our residents and our staff have what they need to keep our buildings running. I'm proud of the work we're doing, so today I'm going to share my report I'm also going to share our Director of Homes report, she was unable to join us today. It's been a really crazy busy week for us as you guys are all aware, we get surveyed routinely, it seems as though the storm hit us this week, so we have three VA annual surveys all going on this week. We have the Department of Health in one of our buildings today, we had them here this week, and we had department of Human Services up in Erie, so there's a lot of activity going on in our homes.
- Last week we had the opportunity to bring all of our Commandants down to Washington DC for our National Association of State Veterans Home (NASVH) conference. At that conference we receive our continuing education credits for our license, but also when we're down in DC, we go up on the hill, and we get to advocate to our congressmen and women and our U.S. Senators about the things that we need. So, this year we had over 9 visits, many of them were face to face with our congressmen and women which was great, we do enjoy meeting with the staffers as well. We really put a full court press on some of the priorities that we have on the federal side for our State Veterans Home, two of them just to mention. One is the high-cost medication situation, where veterans in the community are picked up 100% by the VA for the cost of their medications when they come into the State Veterans Home, the cost falls back on the state. We are advocating with all the other states in the country, to have the VA help us with that cost. The second priority that we talked about was the duplication of survey process. We have the VA coming in and surveying us, and we have the Pennsylvania Department of Health, they're basically doing the same survey, they don't talk to each other so sometimes they come in at the same exact time as well. We're just asking for some more efficiency with that process, it's not that we're looking to get away from oversight, it's just we feel as though it's a lot of redundancy and it takes away a lot of time from our staff.
- Delaware Valley remains a five star. All of our homes are doing really well, our last report came out in January. We had our Pennsylvania Soldiers and Sailors Home jump up a star in quality, our Southeast Veterans Center, our neighbor down the road, they bumped up a star from a four to five. If we look at all six of our homes, our average star rating is 4.5, the national average is 3.7 and the state average is 2.9 so we're really proud of the work that our teams are doing.
- Dr. Peacock mentioned flu season and COVID, right now we are doing really well we have no positive COVID with any residents across the state. We have one staff member positive currently, we have no flu, and no RSV amongst any residents or staff.
- Admissions- Yahvae and the admissions team are very busy. We have over 1,165 residents who are here today. In January we did 45 admissions and 41 discharges, so overall occupancy rate we're at 76%. That includes our personal care homes at three of our locations, for just the nursing home side we're at 83% and three of our homes, including Delaware Valley, are all over 90%. The homes continue to do their outreach events, and they're doing at least three a month. Our waiting list has come down a little bit we're at 188 veterans and spouses across the state. The Philadelphia regions are really always our highest wait times.



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

- From a personnel standpoint, we have our Chief Operating Officer Mike Cooper, our dear friend, he is retiring this year, and he's going to be a big loss to us. Mike has been instrumental helping our team, everyone knows Mike, when we can't get something done Mike is the person you call, he figures out how to get us there. Mike has been a mentor to so many people within the organization, we have some big shoes to fill with Mike leaving, we're going to be posting that position this month. Whoever we bring in they could spend some time with Mike, before he has his well-deserved retirement.
- We rely a lot on staffing agencies, we've talked about that in order to fill our beds we don't have enough Commonwealth employed direct care workers. The state signed a new statewide contract for our agency, they're called Century 22, it caused a little bit of a hiccup and just some concerns with us. Because we have agency staff in our buildings that have been with us for two to three years. Now, they are worried about their employer losing the contract. It's been seamless so far, some of these agencies have gone over to Century 22, we're trying to get some of them to come work for us as a full-time employee, but that's been a change that going through it has been successful so far.
- We hired recently a construction project manager for the east side, they are going to be overseeing our Philadelphia homes and Scranton, they're really going to help us keep our construction projects on task with the Department of General Services. We've run into several delays here and in other buildings, so this person comes from PennDOT, they have a lot of experience in construction management, they know the Department of General Services really well from working with them. We have been focusing on capital projects, other projects or emergency repairs. We're involved with DGS, they're here and they're working with the vendors, we're making sure that we're hitting our timelines and holding others accountable.
- From an operation standpoint, if you hear anything about food or menu concerns, we changed our menu, we worked together with all of our homes. We try to get better at purchasing power and more variation with our menus, but it was a change for a lot of our residents. We took a lot of feedback, and we've changed some things right away that we could fix. We are going to be rolling out our spring menu and we are listening. We know that food and television, and a lot of things that mean a lot to our residents. We want to make sure that what we are providing is meeting their needs. Just to let you know if you hear anything we are aware of it and that the adjustments are being made.
- MatrixCare, that is our electronic medical record, that's why we're not in our normal conference room today they are here on-site doing training for all the staff who use our electronic medical record. They've been to several of our homes, and Delaware Valley training is happening this week.
- Our FPA, from our compliance department, they do our mock surveys for our facilities. They were up at Gino Merli at the end of January and there in Hollidaysburg this week. Their focus this week in Hollidaysburg is about getting ready for our new building. We were going through a lot of different inspections, life safety just the most recent and then we are going to be getting inspected by the VA. We have to take 25 residents from the two buildings that currently house our nursing home residents, put them in the new building, then the VA comes in does a full inspection of us and we have to pass without any deficiencies for us to move the remaining residents into the new building. There are 200 beds, the new building is absolutely beautiful. We are shooting for a ribbon cutting around May time frame. Anyone is invited, we would love for you to come out to Hollidaysburg, it is a gorgeous facility. It is long overdue for that campus, so our residents are really excited to move in there.
- State budget, I wanted to mention that there was a decrease in state funding for the veterans' homes. It was around \$15 million. It raised a lot of concerns from a lot of folks, we're grateful for the support and the questions being asked to us. However, the reason for that is we have seen a large increase in



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

federal reimbursement due to the PACT Act and due to us working with our VSOs in the homes to get our residents up over that 70% so because the state funding went down, our federal went way up. We are not in a position of losing money right now. If we look at it from June 20th, 2023, to June 2025, we grew our 70% service-connected disability 85%. When that happens, they pick up the full cost of care for those residents, it's a higher reimbursement rate for us, so it's great work done by our revenue team. General Weigl, letting us know we have a lot of people in our own homes that are eligible for more, so they did a really good job with that. Benjamin Mastridge asked, "Do you use VSOs from different organizations? General Weigl responded, "Our revenue team is trained.

- The last thing I have is the advisory report that Ben mentioned. That bill through Act 20 that was passed last year, we had to kind of race to the end of the year to get that report done. That report was submitted to the General Assembly and to the Veep committee and it was distributed to all of the Advisory Council presidents. It is now a public document, so we can share it with everyone. Ben brought copies. Ben responded, "I have copies of the cover letter and the makeup of the council. The report is a letter from General Weigl, it's the Advisory Council structure, it's our schedule, and then it gets into the meat and potatoes and what we're required to do. That's really four areas they want us to talk about resident care, management assessments, their recommendations, and compliance. This year we took minutes from all of our meetings, and we put together what we could for our first report. This year there's going to be a lot more from the Advisory Council, so we can really form those recommendations and assessments of how we're doing in those different domains. Last year we gathered all the presidents for a meeting to kind of talk about this. We're probably going to do that at least twice this year. Our agenda for these meetings may change a little bit just so we're sure that we're hitting on each one of those domains so that Advisory Council members can provide any input or questions, it'll help us compile that report at the end of the year. Benjamin added, I took part in that zoom meeting, and it was really done well. It was an excellent opportunity to put face to other people throughout the state who are doing the same thing. My question is when you talk about construction, has the construction finished here, the outside construction? When spring come it's going to be moving along? Margo Coleman responded, it's like I'm just a smidge away. We have pretty much all the concrete laid down I know, Rita might be giving an update. I think they're just waiting to put down the astro turf outback, and then we're going to put the shades over top. Benjamin responded, "I've been at some of the events out back and it's brutal in the summertime. Claudette Campbell asked, is the Advisory Council annual report on the website? Travis responded, "I am not sure if it is up now, it is going to be where our minutes are and our agendas.
- John Schwartz asked a question, the wait time for Delaware Valley, how long is that? Yahvae responded, it can vary between three to nine months on skilled and maybe six to nine months for a secure bed, in state. Out of state we have to exhaust the primary list first before we can move on to an out of state bed. John Schwartz added, I am dropping off an application today to one of our members, I wanted to give him a time frame.
- Benjamin Mastridge added, this meeting is not just here for them to talk. You should get involved, if you have a question, ask the question. That is why they are here for us, and of course for us to give our feedback to them.

- Travis added, if you have a member or you are helping someone with an application, it is always good to add a secondary home of choice. Just because the wait list is longer in the Philadelphia region. The veteran or spouse may be ok today, if they have a fall or if something happens in the next month or two, and they call you back to say I need to get in there, it is always best to add another home. We tend to tell people to look towards Hollidaysburg, just because Hollidaysburg has the shortest waitlist. It is no commitment to them, at least they have that second option. Hollidaysburg has around 250 beds for their nursing home, but when we move to the new home, when we move to the new home, we will be taking 50 beds offline. A year from now Hollidaysburg might have a longer waitlist. John Schwartz added, I know people consider Spring City, because that is the closest to here.

Report from Compliance Department

- Benjamin Mastridge asked who gives a compliance report? Travis Davis responded, there was nothing submitted by our compliance team.

Report from Margo Coleman, Commandant

- Thank you so much everybody for coming here and supporting our veterans and our residents. Just having everyone around the table, really being able to see how much effort is put into caring for our veterans, really means the world. Some of the things that I get to see that aren't always brought up at this meeting are all the thank you letters that we send out to everyone for the donations from the in-kind donations to monetary donations, it is absolutely overwhelming. A lot of those donations come from the people who are sitting around this table. We could not do half of the things that we do here without that, so thank you so much for your continued support.
- I want to give two updates about what's going on at Delaware Valley Veterans Home. One of the things that I would like to talk about today is some of the non-glamorous stuff. Travis had alluded to the fact about all the different surveys that we get for Delaware Valley Veterans Home. I want you to really hear those numbers, because that's not the things that you get to see. You get to see the horse races, the dance parties, which are all wonderful. The heavy lift that is happening behind the scenes, the staff who are here every day, making sure that we're giving the best care and making sure that we remain five stars.
- Let me start off with the fun stuff, our employee recognition committee has adopted a new policy to have a theme of the year every year. They're going to have recommendations from our department directors about the feeling of the building. This year, the theme of the year is teamwork. Through some of our performance improvement programs we hear the staff say we really think there needs to be more teamwork. The employee recognition committee said let's adopt the theme of the year to be teamwork. It's not just going to be something we say or just a policy we enact. We're going to be honoring that through nominating people through "Caught you Caring" or the DMVA awards, to really show who is going above and beyond to have that teamwork happens. We also continue to give out the starfish award, recognizing somebody right on the spot for the good work that they do, so that it will also be given to somebody who's doing that teamwork. We are applying through AHCA/NCAL for the bronze award. That is the American Healthcare Association, they support programs for all nursing homes where you can apply to show what type of home you are. This actually goes through different stages there's the bronze, silver, and the gold award. Delaware Valley Veterans Home has recently

applied for the bronze award the first phase is basically filling out the application, answering a slew of questions about what you do to honor your mission and your values, what do we do to set ourselves aside, how do we really care for our veterans, what kind of good work, good care, extracurricular activities do we have here at del Val. I think it came out to be like I think we had like 32,000 words and you could only have 17,000 so we were really struggling with taking that down. It really gave us good insight as a team showed all this stuff we do every single day, so we are waiting for our approval of if we are going to receive that award. Then phase two would be trying to apply for the silver level which would be basically putting your money where your mouth is and proving everything you said. I'll keep you posted as we go through our steps.

- In January, last month we had many awards given to our staff at our biannual All Hands meeting. We recognized 19 members with customer service awards for going above and beyond, 14 staff members were presented with a safety award for keeping our home safe, and our workplace hazard free. We gave away 22 longevity awards, we had employees who reached 20,10,15 and 5 years of service with the Commonwealth. That's a lot of experience and a lot of dedication to this building, so I'm just really honored to be able to recognize those individuals.
- I'm going to have to read this part, I don't usually like to read, I have to keep all the numbers straight. This is basically going to reflect all the Department of Health surveys and all of the VA surveys that we've had over the last three years, that include abbreviated and complaint surveys that families, residents, or staff members might call into the Department of Health. It's also going to include numbers that we are required to self-report. Not only do we get surveyed by the Department of Health and the Veterans Administration, but we're also required to self-report on any incident that happened in the building that the Department of Health needs to know about. Over the last three years from 2023 to 2025, Delaware Valley has had a total of 34 external agency visits that includes 31 Department of Health visits where they come into the building, and 3 visits from the Federal VA. In the last 3 years Delaware Valley has had 13 complaint visits, those are extra visits outside of those 34 with 4 of them occurring in the last 12 months.
- In addition to the regular survey, facilities are also required to self-report incidents that occur. Some of those are for residents who had a fall in the home and had to be transferred to the hospital because they had an injury, a resident-to-resident altercation, or even an allegation of abuse. All of those have to be reported by us to the Department of Health. We have to tell them what happened, and what we're doing to try to prevent it from happening again. In the past three years Delaware Valley Veterans Home has had 438 reportable events, because that's what we're required to do. That includes reportable diseases and out of those 438 events only 3 citations were issued. That means that every time it was reported, we were not in any type of deficient practice, they showed that we corrected the issue right away. Looking back over the last 12 months of 2025, we received 11 deficiencies, 8 from the Department of Health, and 3 from our Veterans Affairs survey. The average for the same time frame is 9.7 deficiencies. The PA average is 10 deficiencies. We are still coming in under the state and national averages. This data is always available to anybody who wants to look that up. It's on the nursing home compare website, if you just go into google and google nursing home compare, you can look at all of the different numbers, it is public information. That is a lot of work that takes staff time to make sure that they're getting ahead of it by doing the best practice, making sure



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

that everything is in place before we get a citation. Also making sure that we're proving that to anybody who's coming in here. We are giving them copies of medical records and they are being interviewed by them. I'm really proud to report on this, because this is a very heavy lift and it really shows the good work that the staff is doing every day.

- Barbara Taylor asked, "is it a pattern with some of the reports that come in, to what you're getting in complaints? Margo responded, as of right now, we're not really seeing any trends or patterns on what's happening, our most recent complaint that happened on Monday was that the food was undercooked and that the floors were dirty and sticky. That's not something that we've had complaints about before, that was unsubstantiated. Some of the other complaints that are coming in usually do go under care, but nothing repetitive from that care report, great question.
- Benjamin asked, are there any other questions for the Commandant? Benjamin added, I was happy to see they fixed the driveway because of my tires from the last time. Margo responded, yes, I have to thank Tricia, she helped with that, they were putting a band-aid on it before, now they did heavy work to get it done.

Report from Rita Yeung, Deputy Commandant

- I'm happy to report that the patio project at the back of our Bravo Blvd. and Charlie Circle is almost complete. The major concrete work is done, now we just have to add the turf, as our Commandant mentioned earlier, which is like artificial grass, and a shade over the patio. We have to wait for the weather to get warmer to do that, the temperatures must be beyond 50 degrees continuously. We anticipate the project will be completed early spring, which is around the corner now.
- We have another project, the concrete work project in front of our building. When you come in you can see this project is complete except for some grading and seeding. The project includes an 8-foot-wide walkway, it's right across from the main entrance, then down to the flagpole. They are 12 feet by 12 feet, with a bench on each. The new walkways and sitting areas will provide a great outdoor relaxation space, and safe environment for our residents, families, and staff to enjoy when the weather gets warmer. Also, included in this project is a walkway between the employee parking area and the Administration Core parking, so that we can go between these two parking lots without walking on the grass, it will be a benefit to anyone. We're going to build a pavilion with a kitchen in it on the back of Bravo Blvd. and Charlie Circle. This project is going through minor engineering changes, so we hope to start this project in early spring.

Benjamin Mastridge, Veterans of Foreign Wars

- I was informed that the people who already have given their report do not need to give another report. When you give your report, don't get into what your post did. Report on what is going on here and your concerns.

James Ritchie, Veterans of Foreign Wars

- Welcome Dr. Peacock, this is a great place, I've been a volunteer here since it opened. I get more when I come here than the residents, I hope it works that way for you. Benjamin responded, "Jim runs the board.

Douglas Craig, Catholic War Veterans

- I have nothing to report. I am here to observe and take it back.

John Schwartz, American Legion

- Nothing to report, as you know we're active as possible up here. I try to get all the different Legion Post in Philadelphia, Northeast, Montgomery County and Bucks County to be more active in here. From the reports everything sounds great. I'm up here 3 or 4 times, so I'm interacting with the Commandant, and Mr. McGoldrick the Master Chief and all the other staff. Everything looks good so far, I have no complaints.

Richard Fine, AMVETS

- I do not have a report, I do appreciate being updated.

Claudette Campbell, Military Officers Assoc. Of America

- I want to commend you for many things that you're doing, the theme for the year teamwork is great. All the awards that you give really helps you set morale, and that's how you get good quality. Your recognition and awards programs are just outstanding.
- I would encourage our Advisory Council to go on Nursing Home Compare. You could see exactly how the nursing care, quality of care it gives and how they do their inspections, it is a lot. Sometimes, I believe you would say it's overwhelming.
- I was reappointed to serve another three years, I'm glad. We have some problems with so many people not coming to our meetings anymore, we have vacancies in our officership, so I said I would serve another three years. Hopefully, I'll get through the next three years.
- When I first came I went on a tour, see the service delivery, to say hi to some of the residents, I was wondering if maybe the next time because I'm usually here for a good hour, because I have to wait for my ride, if any of the other advisor council members want to join me I'd like to have a tour of the facility like I did when I first came on board as a member, like I did 3 years ago. That would be in May. Margo responded, absolutely that would be a great idea and Yahvae is our expert tour guide. Yahvae responded yes, hopefully the patio is ready, and I will take you outback too. Claudette added, it is good to see the patients, and the service here. You were under construction 3 years ago.
- Where do you keep your statements for residents and families to see your compliance? Margo responded, they are usually in each neighborhood, on the wall next to the nurse's station. If there is anything specific you would like to see, I could always have our quality assurance give it to you as well. Ben said to Claudette, "I am glad you are going to have another 3 years, your professionalism and knowledge help this unit, I appreciate it. Claudette responded, "I just happen to come from more of a health background.

Ed Horan, Marine Corps League

- I don't have a lot to say, but I would like to commend the facility on getting the minutes out. I wasn't here last time due to some health issues. I was able to catch up because of reading the minutes and the agenda also was able to see what was going on by reading the newsletters. I still have my feet in the water. We have gotten involved with bingo once a month. We are starting to get our feet wet on that, more and more of our members are coming to volunteer, they get enjoyment out of it. Slowly moving into what is going on here, I am learning, I appreciate it, and thank you very much.



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

Leonard M. Johnson, Disabled American Veterans

- Our American Legion Post and our Disabled American Veterans Chapter continue to do entertainment activities here. I am always amazed at how the staff knows everybody's names, it's just amazing and I think that's a fantastic thing, because it makes you feel important. When you can call somebody by their first name, it's just a wonderful thing, also it shows that you care about what you're doing, and you care about everyone. My chapter and my post last year gave the staff an award from us, every year they deserve to get one. We recognized them last year for the excellent work that they do, and that was just from us. The other thing is, I know they don't get credit for the work they do, but Veronica does an excellent job, thank you for getting out information, I'm very forgetful. Also, Yahvae does a wonderful job with the admissions, she goes above and beyond, she has brought applications to my post, to make sure I have applications. I just want to mention that, because you know a lot of things go unnoticed by their bosses here, I want them to know. Margo responded, "I will make sure that they are recognized for that. Leonard replied, "We are going to continue to support Delaware Valley Veterans Home. I'm getting more of my chapter members wanting to come out, so that is a good thing. Thank you very much for everybody's work and attendance.

Barbara Taylor, DVVH Resident-Nominated Member

- This is my first time, I did not get any minutes from you for this meeting, if it's through e-mail or whatever. I'm not particularly prepared to say anything, my husband has been almost 2 1/2 years. This is an incredible place. I brag about it to all the people that I know, well I can't say to everyone I know, but I do brag about it with some consistency, I have seen the staff be very involved.
- My husband is not the easiest person to work with. I really see that the staff really goes out of the way to try to work with my husband. I come here frequently, so from now on I will see if there's any information that I can report on, and I will certainly ask questions. Benjamin responded, thank you for showing up. I think it's a great idea to have representatives from the resident family.

Jeff Gordon, DVVH Resident- Nominated Member

- I am a new member of this committee. I would like to thank everyone for their assistance. I know some of the residents here can be a problem, I think it is because of the way people handle them. He has turned around and become a more productive member of the residents here and has caused less difficulties for the staff. I want to thank everyone for their assistance and help turning that around.
- I've also had conversations with people who have left and for them all of them that I have had conversations with, they have all expressed an unhappiness of leaving. They all appreciated the services and the way everything is handled, and they realize they are going to miss that. They had to do it for various reasons of their own personal situation. They all expressed the desire that they would wish they could continue having the environment that they had here with the residents. They just hope they be able to filter it into their new position, which is very well, that says a lot about the way this place is operated.



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

Bobby Malone, Resident Representative

- I'm very pleased to be sitting beside Mr. Gordon, because he is a regular at the community and there are very few times that you don't see him. He will see me, wave or speak to me regarding the care that we are receiving from the Commandant and staff members that we have. Some areas might be short with some of the staff in our opinion, but unfortunately, we don't have that authority. The Commander has done a wonderful job and being able to meet some of those shortages that we have.
- The other thing I'd like to do is show my appreciation for being able to represent the residents at Mr. Knapp funeral. He was an outstanding young fellow, and he was the one who encouraged me to run for president two years ago, I do appreciate that as well.
- Lastly, I received a phone call from the area code 717 about a month ago from someone here. I'm not sure exactly who it was, I apologize for not getting back to that individual. Because my phone rings and there are times when it's been a dummy call or bogus call or whatever, so I didn't respond to it. Whoever made the effort to contact me I do appreciate that, I'm sorry I wasn't able to get back to you.

Jean Blackie, Resident family member

- I am honored to be a resident representative, I guess that is what you call it. My brother Steve is a resident here, and he has been for 18 years now. He is one of the earliest residents. He has secondary progressive MS, every stage of that progression, the medical, social, and the spiritual, every aspect of care has just been phenomenal, we are really grateful.

William McGoldrick, Volunteer Resource Coordinator, DVVH

- I have a couple of things to report, we just finished the year, this is obviously February now. I'm happy to report that we've had over 5000 hours of volunteer hours dedicated to our home here at Delaware Valley Veterans Home. Our largest group hours are the American Legion with over 1100 of them hours. American Legion Post 810 is our annual sponsor of our Memorial Day service which will be here this May, hopefully we'll have it outback. Everyone is cordially invited personally to come to the memorial service, so we can say goodbye to all our residents that we've lost over the past year.
- Finally, volunteer appreciation month is April this year, Margo will be sending out an invitation to recognize the volunteers in each one of your organizations that make this home what it is today. I have volunteers here right now, every day, almost seven days a week there's volunteers here. I want to thank each representative here. Marine Corps League as well, kicking it back in, Ed, I appreciate it. Everybody, initially after receiving a tour, they're happy to come back. Any new member that comes here, and I will happily, DAV members, Marine Corps League, Officers Association, if they want to come here, I will be happy to give them the volunteer tour and introduce them to the staff that they'll work with. Benjamin Mastridge responded, "I appreciate all that you do Bill, again the ceremony for the funeral was outstanding.

Tricia Udicious, PA House of Representatives (Representative Martina White office)

- I just want to reiterate about the service that was held here for Jeffrey Knapp, it was emotional. It was so well done, and I am so glad you gave him such purpose, a nice service.
- Yahvae added, State Representative Martina White is having a Veterans breakfast in March. Patricia added, the breakfast for veterans in March unfortunately it is for 170th district, which includes 20 residents from here coming, along with Yahvae to speak to the rest of the veterans, along with the



pennsylvania

DEPARTMENT OF MILITARY
AND VETERANS AFFAIRS

DELAWARE VALLEY
VETERANS' HOME

County Director in Philadelphia, and Gregory Wright will be there. Senator McCormick was going to come. It is to honor them along with getting them information.

Jonni Hoover, previous DVVH resident family member

- Thank you for inviting me to come and observe. My husband was here for about 2 1/2 years. The care that he got I cannot put into words. When you leave the person that you love the most, and they're in a vulnerable state and you leave them with strangers, I cannot tell you initially how I felt. How at peace I was once I came to the facility and got to see the culture of care that is within these walls, that culture I feel comes from the top down. You can feel it and I got to see it.
- I would drive from Lancaster pretty frequently, I think everybody would say. As a couple of people expressed, sometimes my husband was not the easiest person, like some vets with issues can be. Yet the way that he was handled and treated, I couldn't even begin to tell you, and I'll give you maybe a couple of examples. When he first came here, we came from Hershey Medical Center which everybody knows, Hershey is best of the best. I was driving the van, it took four of their staff members, two were there with his belongings and such, but it took probably 15 or 20 minutes to get him into the van. These are people that this is what they do, but because of his physical change, and mental change, it was an ordeal. We made the trip here, pulled up my daughter got out and came in. First there were two cones outside, we parked in front of the cones, two gentlemen from over here in activities came out. The one gentleman opened the door, Mr. Hoover thank you for your service, which immediately engaged him and then he said what branch were you in? Just the way that he handled another vet, I think we were inside in like three minutes, and wheeled him on in. That's the difference, that's what's happening here, we had no idea. We had put his name in different places. When we got the phone call, Yahvae came in on a Sunday afternoon to give us a tour, her children were in her office, I think they were coloring. To give us a tour and show us around, so that we had the comfort that we needed to bring my husband.
- I'm here to say thank you and to see how I can give back. Because I think that's very important, just how I can advocate for not only Delaware Valley, but other homes.
- Benjamin responded, "I am sure the staff appreciate that wonderful testimony, I think we all do. That says a lot about the staff and what they do for the veterans. Margo responded, and I will have the honors of being able to take that back and let the staff know what was said about them, thank you for that.
- Benjamin said I would like to speak again and thank Veronica she does a wonderful job. I want to thank the new members for their participation. As I said, it is just not me talking, the participation today was good, so let's keep it up. Make sure you read the minutes when they are online. You will be more prepared to come in and ask questions, than off hand if you are trying to write something down. It is a great process, they make sure we are totally informed about what is going on, that is a terrific thing. I cannot tell you how much I appreciate that, and it helps.

Old Business: None

New Business: None

Good of the Counsel: Benjamin Mastridge replied we already did that.

Adjourned: 11:06 AM

Next Meeting: May 13, 2026