

# Kitchen Upgrade and Construction



V E R M O N T   V E T E R A N S '   H O M E

*Fulfilling the Promise*

An Agency of the State of Vermont

# Who we serve- Our Mission



*The Vermont Veterans' Home provides best of class healthcare services to Veterans, their spouses and Gold Star Parents while honoring their choices and respecting their right of self-determination.*



*We are a community for all Veterans of military service, not just those who have served during wartime.*



# What Families think of us

## Pinnacle Customer Experience Award™

The Customer Experience Award™ is awarded to care providers who have achieved best-in-class customer satisfaction standards within their peer group.

**Nursing Care**

**Quality of Food**

**Cleanliness**

**Individual Needs**

**Response to Problems**

**Dignity and Respect**

**Recommend to Others**

**Safety and Security**

**Combined Average**

**Quality of Food**

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# Project Phases

Country Kitchen  
In Patriot Hall  
operational while main  
kitchen construction  
continues

Transition Phases:

1. Country kitchens in operation
2. Temp kitchen/trailers in operation
3. Main kitchen upgrade



# Temp Kitchen Trailers being installed



Center work space  
constructed



# Working in the Temporary Kitchens



Tight space  
Our team did an  
Incredible job!



# Demolition of the kitchen



# The upgrade begins

We toured important visitors





# New Line Equipment

New Line Equipment installation

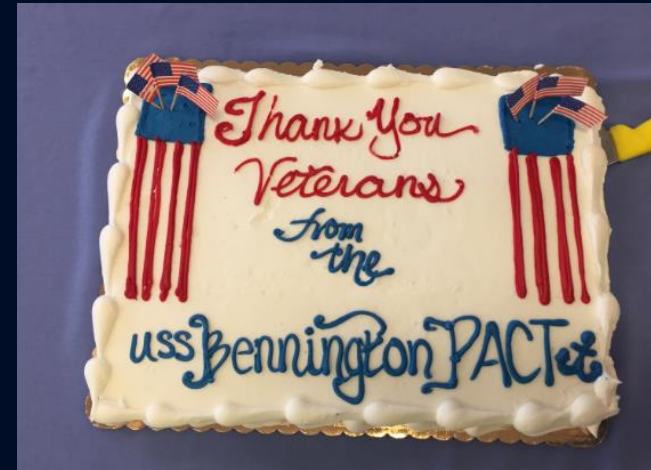
New Hood-sensors  
Multipurpose oven  
No deep fryer!



old line equipment



# New Line Equipment



New Flat-Top in operation  
During USS Bennington luncheon

# Dish Washing and Pot Washing Room



Vendor training on new Dish Washer



Dish & Pot wash now in same Room....was 50 ft apart!

# Storage now adjacent to kitchen



Was down a flight of stairs 100 ft away

# Other angles



# Patriot Hall Country Kitchen

VVH Main Dining Room  
Patriot Hall in operation

Do you know this server?



Food is delivered Hot to our  
Veterans & members....



# Patriot Hall Country Kitchen

Patriot Hall main dining room used for visitors & events



# American Way Country Kitchen





# Cardinal/Dirkes Room Country Kitchen



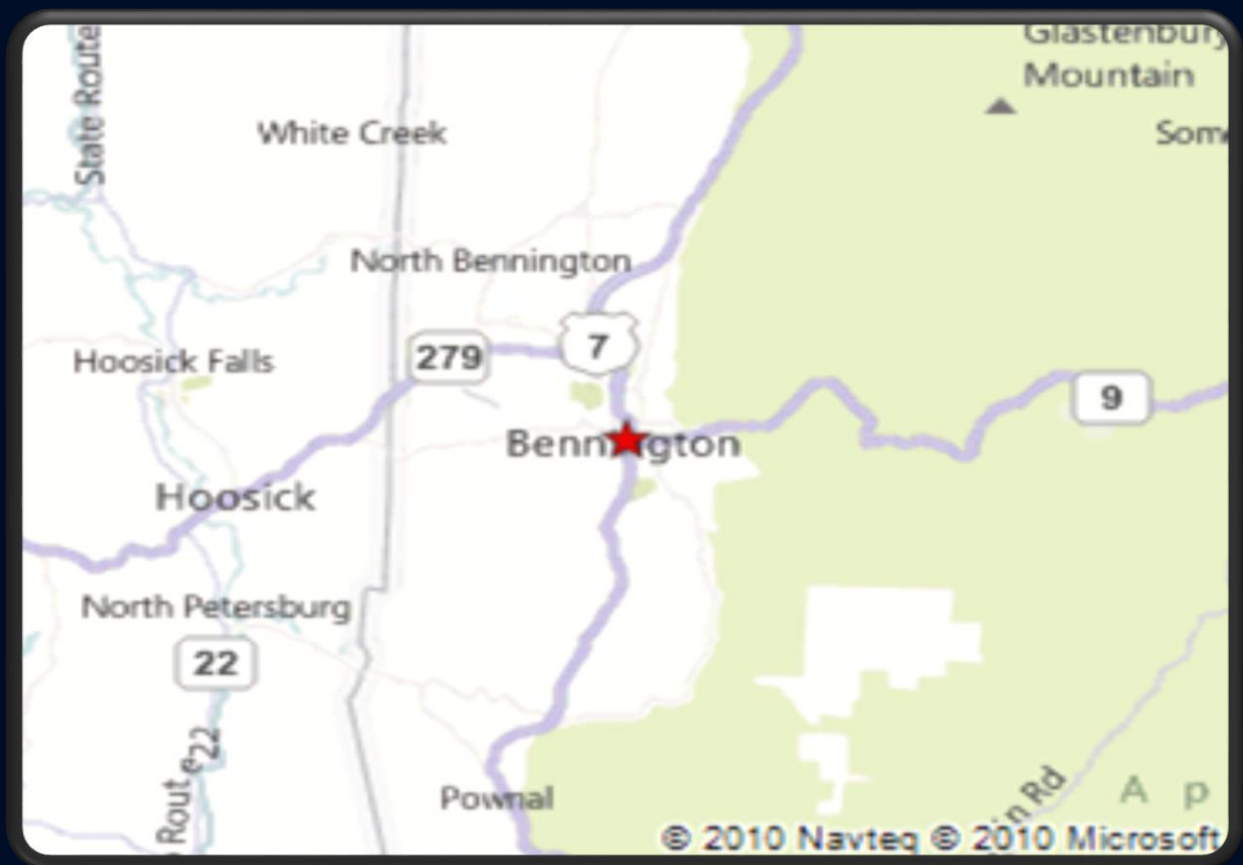
# North Country Kitchens-“Sports Bar”



Thank you for your support!



# Questions?





VERMONT  
VETERANS'  
HOME

**Melissa Jackson: CEO/Administrator**

**Colonel Al Faxon: COO/Deputy Administrator**



**Director of Nursing Services-Pat Crossman**

**Activities Supervisor- Michele Burgess**

**Financial Director -Steven McClafferty**

**Environmental Services Director –Jon Endres**

**Food Services Supervisor- Cindy Rankin**

**Social Services Chief-Christina Cosgrove**

**Director of Marketing & Admissions – Gary Yelle**

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