

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



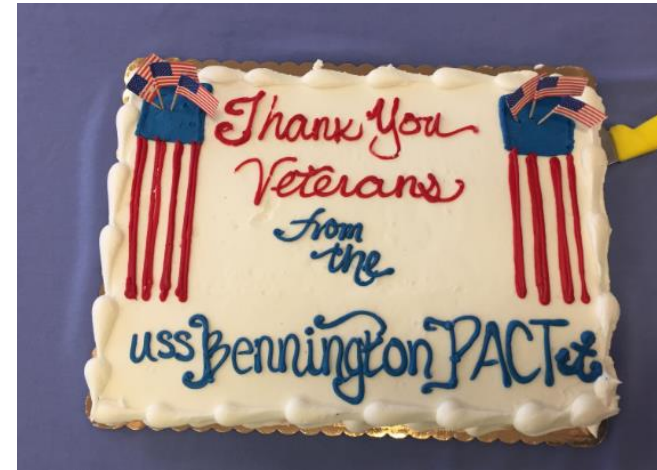
New Line Equipment

New Line Equipment installation

New Hood-sensors
Multipurpose oven
No deep fryer!



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



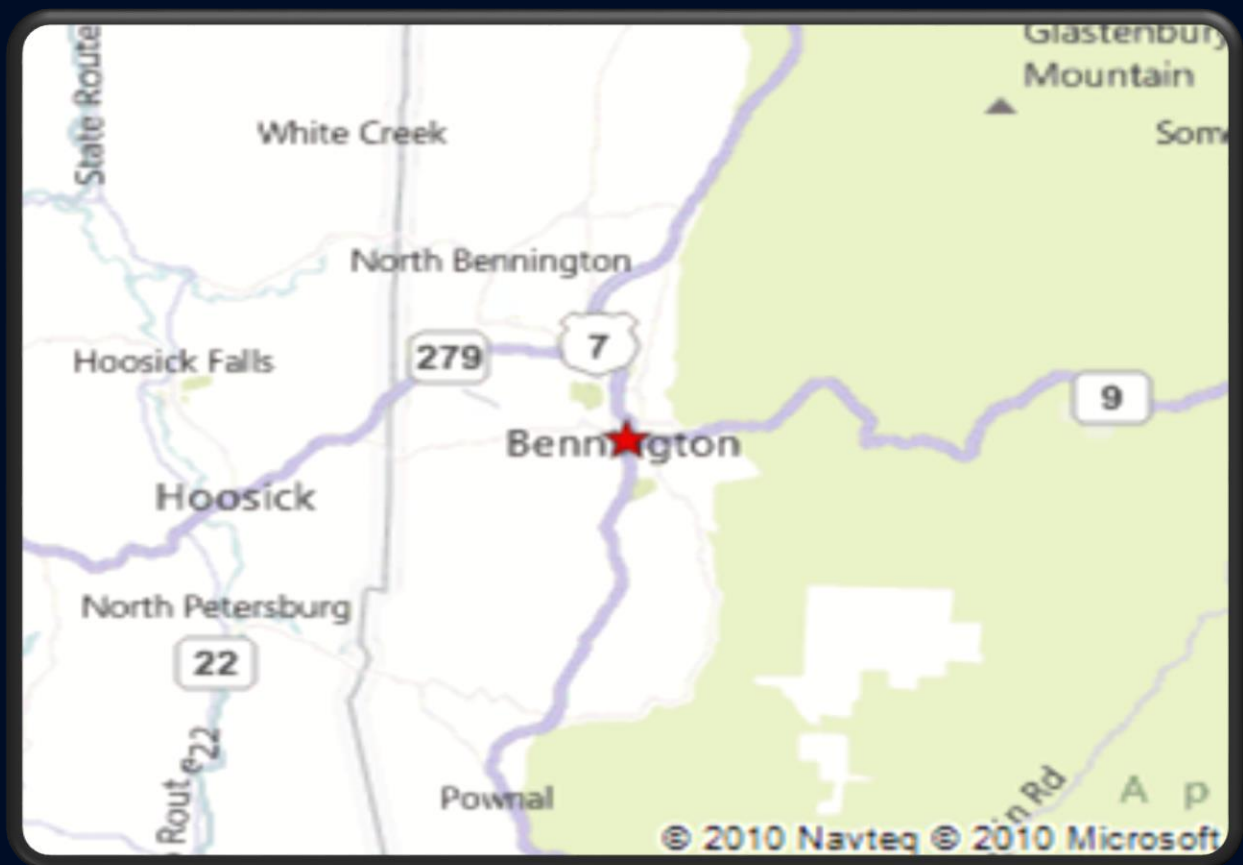
North Country Kitchens-“Sports Bar”



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

Gary.Yelle@state.vt.us (802) 447-6539