

**Congregate Living & Social Services Licensing Board**  
**Tuesday, January 24, 2022 6:00 PM**  
**City Hall, 2<sup>nd</sup> Floor Council Chambers**

**CORRECTED**

**AGENDA**

I. **Call to Order:** Roll Call

II. **Minutes of Previous Meeting:** December 27, 2022

III. **Unfinished Business:**

IV. **Applications:**

**LB 23-01:** Applicant, Hilary Seifer, Executive Director for American House, is requesting a Congregate Living & Social Services License for a Residential Care Facility, located at 197 Water St., and is in the Business Growth & Reuse District and as defined in Chapter 46, Article X of the Keene City Ordinances.

V. **New Business:**

VI. **Non Public Session:** (if required)

VII. **Adjournment:**

Page intentionally left blank

1 City of Keene  
2 New Hampshire

3  
4  
5 CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD  
6 MEETING MINUTES  
7

Tuesday, December 27, 2022

6:00 PM

Council Chambers,  
City Hall

Members Present:

Andrew Oram, Chair  
Medard Kopczynski, Vice Chair  
Alison Welsh  
Tom Savastano

Staff Present:

John Rogers, Building & Health  
Official/Zoning Administrator  
Corinne Marcou, Administrative Assistant

Members Not Present:

Jennifer Seher

8 **1) Call to Order – Roll Call**  
9

10 Chair Oram called the meeting to order at 6:00 PM and roll call ensued.  
11

12 **2) Minutes of Previous Meeting – November 22, 2022**  
13

14 A motion by Vice Chair Kopczynski to approve the November 22, 2022 minutes was duly seconded by  
15 Mr. Savastano and the motion carried unanimously.  
16

17 **3) Unfinished Business**  
18

19 No unfinished business was presented.  
20

21 **4) Applications**

- 22 A) **LB 22-08: Applicant, Trevor Grauer of Keene Cribs, is requesting a Congregate**  
23 **Living & Social Services License for a Lodging House, located at 85 Winchester St.,**  
24 **and is in the High Density District and as defined in Chapter 46, Article X of the**  
25 **Keene City Ordinances.**  
26

27 Chair Oram requested Staff comments. Mr. Rogers said that all three of the lodging houses before the  
28 Board had obtained lodging house licenses for many years from the City Council and Planning,  
29 Licenses, and Development Committee before this Board was developed. This application was for a  
30 lodging house in the High Density District, where lodging houses are an allowed use. Conversely, if a  
31 new lodging house were before this Board, they would have had to go through the Planning Board  
32 Conditional Use Permit process. Mr. Rogers continued that all required inspections—fire, police, health,

33 and housing—had been conducted, but that the Fire Chief was called away at the last minute and could  
34 not be present at this meeting. Mr. Rogers presented the Board with a housing standards inspections  
35 checklist for the three applications being heard at this meeting. The Staff, including the Fire Chief, had  
36 no issues with this property at 85 Winchester Street, which Mr. Rogers said is maintained in a nice  
37 manner.

38  
39 Chair Oram welcomed the applicant, Trevor Grauer, the owner of Keene Cribs, which rents to college  
40 students at properties in Keene. He was applying for renewal of the lodging house permit for 85  
41 Winchester Street. He said that Keene Cribs has maintained this lodging house permit for several years  
42 and he looked forward to renewal under the new protocol with this Board. Chair Oram said he got the  
43 sense that the application was quite complete, but he requested comments and questions from the Board.

44  
45 Ms. Welsh asked if there was a required number of bathrooms in a lodging house, noting that for this  
46 application there were five tenants with 1.5 bathrooms. Mr. Rogers said he would have to look into the  
47 Building Code to confirm but he believed it was highly unlikely that this lodging house would need  
48 more than 1.5 bathrooms.

49  
50 Mr. Savastano said he did not see reference to carbon monoxide detectors and asked if they were  
51 installed in the building. Mr. Grauer said there are carbon monoxide detectors on each floor per Code.  
52 Mr. Rogers mentioned that all three Applicants at this meeting were equipped fully with sprinklers, fire  
53 alarms, smoke detectors, and carbon monoxide detectors.

54  
55 Chair Oram asked Mr. Grauer what he thought about this application process. Mr. Grauer agreed that the  
56 application was clear and relatively efficient, noting that a preliminary meeting with Mr. Rogers and Ms.  
57 Marcou was helpful. Chair Oram asked if any relevant questions were missing from the application. Mr.  
58 Grauer said no. Mr. Grauer continued on the topic of bathrooms, stating that when Keene Cribs first  
59 applied for a lodging house license many years ago, there was a limitation on maximum occupancy  
60 based on parking and bathroom restrictions of the property. He said that those details were considered  
61 when a license was first granted to this lodging house.

62  
63 Ms. Welsh asked whether lodging houses typically have Staff. Mr. Rogers said that lodging houses  
64 standalone from the other types of uses before this Board in that lodging houses are strictly residential  
65 and do not provide additional services like other congregate care uses. He said that the later application  
66 for Winter Street was the exception and has a residential manager on site. Otherwise, lodging houses are  
67 where individuals rent a room with shared kitchen and bathroom spaces, without providing other  
68 services.

69  
70 Vice Chair Kopczynski said that this lodging house category was created to be attentive to the Zoning  
71 classification, with a lot of input from the public, attorneys, the Fire Department, Code Enforcement,  
72 and more to ensure everything synced as best as possible. Vice Chair Kopczynski said that some lodging  
73 houses provide services depending on the residents, but most do not.

74

75 Chair Oram said it was clear that tonight’s applications were for a different situation. He said it felt like  
76 the Board was trying to define its role, but most of these applications felt appropriate to him, despite  
77 having less details than the other uses because some details do not apply to lodging houses. Vice Chair  
78 Kopczynski thought that the Building, Fire, and Zoning codes manage risks. He said that a single-family  
79 house has less risks than an apartment building, lodging house, or confined use where people are locked  
80 in. In addition to meeting the Codes, for lodging houses there is also the factor of whether the use is  
81 disruptive to the surrounding neighborhood. Chair Oram said these lodging house applications were  
82 clearly different from anything this Board had reviewed yet. Vice Chair Kopczynski added that these  
83 were the only applications for which the use had been licensed by the Planning, License and  
84 Development Board for a long time.

85  
86 Ms. Welsh asked the expectations for lodging house neighborhood relations plans. She thought this  
87 application was great but wondered the differences versus more congregate living spaces this Board had  
88 dealt with. Vice Chair Kopczynski thought it was up to the Board, noting that Staff had done a good job  
89 screening these applications. He said that how the lodging houses relate to their neighbors probably  
90 varies based on the context and how they contact emergency and social services, whereas other uses  
91 might require a more detailed plan.

92  
93 With no public comments in favor or opposition, Chair Oram closed the public hearing.

94  
95 A motion by Ms. Welsh to approve application LB 22-08 was duly seconded by Mr. Savastano. The  
96 Board reviewed the criteria for approving the application.

97  
98 *The licensing board shall consider the following criteria when evaluating whether to approve, renew, or*  
99 *deny a congregate living and social services license application:*

100 Criteria 1: *The use is found to be in compliance with the submitted operations and management plan,*  
101 *including but not limited to compliance with all applicable building, fire, and life safety codes.*

102  
103 Vice Chair Kopczynski said there was no testimony to the contrary, though he said there might be for  
104 future applications. There was no objection to the application meeting this criterion.

105  
106 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that*  
107 *adversely affects the surrounding area.*

108  
109 Vice Chair Kopczynski said there was no testimony from Staff or the public related to the character of  
110 the operation or problems with noise, odors, glare, or vibration. There was no objection to the  
111 application meeting this criterion.

112  
113 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*  
114 *pedestrians, public infrastructure, and police or fire department actions.*

115  
116 Vice Chair Kopczynski said there was no testimony from Health, Police, or Fire related to health  
117 concerns or how the building is being operated. Ms. Welsh said she would defer to Mr. Rogers’ update

118 from the Fire Department that everything is fine. There was no objection to the application meeting this  
119 criterion.

120

121 On a vote for 4–0, the Congregate Living and Social Services Licensing Board approved application LB  
122 22-08.

123

124 Chair Oram and Vice Chair Kopczynski asked Mr. Grauer about this application process—whether he  
125 had any critiques or ideas—noting that the intention is to treat property owners and neighborhoods  
126 fairly. Mr. Grauer said the process was more defined and some parts of the application did not apply to  
127 the lodging house use because they do not provide services or conduct business. Overall, Mr. Grauer  
128 said the process was straightforward.

129

130 **B) LB 22-09: Applicant, Brianna Glasser of Keene Student Rentals, is requesting a**  
131 **Congregate Living & Social Services License for a Lodging House, located at 57**  
132 **Winchester St., and is in the High Density District and as defined in Chapter 46,**  
133 **Article X of the Keene City Ordinances.**

134

135 Chair Oram requested Staff comments. Mr. Rogers said the inspection sheet for housing and safety was  
136 before the Board members. Mr. Rogers said that a few minor things were noted, including some garbage  
137 and trash that the tenants were clearing during the inspection. He thought that the Housing Inspector,  
138 Ryan Lawliss, was in contact with the applicant about some of the repairs. He added that the Fire Chief  
139 had some minor things as well, on which they were working with the property owner. Still, the Fire  
140 Chief communicated to Mr. Rogers that he had no issues recommending that the Board grant this  
141 license.

142

143 For the record, Vice Chair Kopczynski noted that there was some garbage, etc., but that the building also  
144 has issues with the front porch railings, balusters, and posts in disrepair, as well as missing handrails on  
145 the back stairs. Mr. Kopczynski quoted the inspection indicating that handrails are needed on all stairs.  
146 While some issues were just with trash, other things that were more so about safety. He wanted the  
147 property owner to know those could be significant problems, although the Fire Chief clearly signed-off.  
148 Mr. Savastano was really concerned about the dryer vent falling out and flammable material being  
149 stored around it. Ms. Welsh concurred with both statements and wondered if the Board wanted to wait  
150 for the repairs to be completed before granting this license. Vice Chair Kopczynski said the Board could  
151 authorize a conditional approval, pending inspection within 30 days or another period. Mr. Rogers  
152 agreed about the handrails and some safety issues. He added that problems with storage were handled at  
153 the time of inspection. Mr. Rogers suggested asking the applicant what repairs had been completed  
154 before this hearing.

155

156 Chair Oram asked the upper limit on occupancy in lodging houses. Mr. Rogers said that lodging houses  
157 vary from five to 16 residents to remain in compliance with Zoning. Prior to the new Land Development  
158 Code, there was no upper limit, it was strictly controlled by the Building and Fire Codes. Staff felt it  
159 made sense to place a limit when developing the Land Development Code.

160

161 Chair Oram requested comments from the applicant, Brianna Glasser, representing Keene Student  
162 Rentals. Ms. Glasser said she had already addressed the majority of issues on the inspection list provided  
163 to her for this location at 57 Winchester Street, including the trash issues, hand railings, and dryer vent.  
164 The last issue remaining is the front porch. She continued that the company is waiting on Amer Electric  
165 for mutual aid for the double line into the fire panel. Ms. Glasser said everything possible had been  
166 completed to date.

167  
168 Ms. Welsh noted that on the application for the health and safety plan, Ms. Glasser referred to following  
169 Keene State College's plan. Ms. Welsh was unfamiliar with that plan and asked if it could be attached to  
170 the application. Ms. Glasser said she was referencing whatever the college recommends during Covid-  
171 19. She said Keene Student Rentals is in full compliance and agreement with what the school  
172 recommends but cannot send students home or demand mask use because they are renters. Chair Oram  
173 noted that the application also referred to the Centers for Disease Control's Covid-19 protocols and Ms.  
174 Glasser replied that Keene Student Rentals cannot mandate mask use inside the building.

175  
176 Ms. Welsh wondered what the Board thought should be included in the health and safety plan; should  
177 Covid-19 protocols be included? Other applications for different uses did not focus on Covid-19. Mr.  
178 Rogers looked to see if that was mentioned in the ordinances.

179  
180 Vice Chair Kopczynski recalled that this application did not include a life safety plan and he asked if  
181 that information was provided to Staff yet. Mr. Glasser said no, she had not been able to obtain the floor  
182 plan yet and where the exits are to post those. She is working with the most recent floor plan from a  
183 renovation in 2016. She would like for it to be reviewed by the Fire Department to ensure it is 100%  
184 accurate. Vice Chair Kopczynski said that is the intention.

185  
186 Mr. Rogers said that Chapter 46 of the City Code of Ordinances only states that there should be a life  
187 safety plan but includes no description of what that plan should entail. Therefore, Mr. Rogers said what  
188 should be included in said plan was up to Board deliberation for this lodging house use. Ms. Welsh was  
189 grateful for that information. Ms. Welsh asked if there was a word missing in the application  
190 description, and Ms. Glasser said it should read as, "emergency 24-hour service that is accessible". Mr.  
191 Kopczynski said the life safety plan demonstrates compliance with the Building and Fire Codes, so  
192 people can exit a building safely and each plan would be depend on the type of lodging house.

193  
194 Chair Oram asked Ms. Glasser whether the building has an alarm system with flashing lights and  
195 buzzers to alert residents when the smoke detectors are active; he also asked whether there are fire alarm  
196 pulls on each floor, a monitored fire system, and emergency lighting. Ms. Glasser responded in the  
197 affirmative to all three questions. Chair Oram noted that those were the factors listed in the life safety  
198 plans for earlier applications; he said Ms. Glasser provided those details verbally but not clearly in the  
199 application. The Chair said that perhaps the onus is on the Board because the application does not  
200 explicitly ask those things to make the process more efficient. Vice Chair Kopczynski said the Board  
201 needs a complete public record.

202

203 Chair Oram asked Ms. Glasser about the application process. Ms. Glasser replied that after meeting with  
204 Mr. Rogers and Ms. Marcou for guidance the application was clearer. Still, she said parts of the  
205 application were confusing. She said the Fire Department knows what is in the building but agreed that  
206 she should have been more explicit about fire alarms, sprinklers, carbon monoxide detectors, etc., for the  
207 Board's sake. She noted that if the smoke detectors are tampered with, the Fire Department is called  
208 automatically. Vice Chair Kopczynski said these questions help the Board to evolve this process. The  
209 Vice Chair noted that this property used to house a rowdy fraternity and he was glad that was no longer  
210 the use. Ms. Glasser said that Keene Student Rentals bought the property from one of those fraternity  
211 members. She said she is trying to change the building's reputation.

212

213 With no public comments in favor or opposition, Chair Oram closed the public hearing.

214

215 Mr. Savastano asked about the voluntary minimum housing safety standards checklist and wondered  
216 about the word "voluntary." Mr. Rogers said this list was created several years ago for an existing  
217 program with the College for property inspections. He said that the word "voluntary" would be stricken  
218 because the inspections are required for this Board's process. Mr. Savastano asked about number 14 in  
219 the application about holes, rips, and peeling in the surfaces of walls, ceilings or floors; he wondered  
220 how relevant that was to this application. Mr. Rogers said that nothing on the property under number 14  
221 that he thought would warrant denying this application at this time. He said that sometimes the  
222 mandatory inspections are good for landlords who might not have seen parts of the building since  
223 tenants moved in and this process alerts them to any maintenance issues. This property had a problem  
224 with a hole in the linoleum, but that would not warrant denial of the application.

225

226 A motion by Mr. Savastano to approve application LB 22-09 was duly seconded by Ms. Welsh. The  
227 Board proceeded reviewing the criteria for approving this application.

228

229 *The licensing board shall consider the following criteria when evaluating whether to approve, renew, or*  
230 *deny a congregate living and social services license application:*

231 Criteria 1: *The use is found to be in compliance with the submitted operations and management plan,*  
232 *including but not limited to compliance with all applicable building, fire, and life safety codes.*

233

234 Vice Chair Kopczynski asked whether there was anything in this criterion that required conditional  
235 approval and Mr. Rogers said no, nothing rose to that level. While there were some difficult questions,  
236 the Vice Chair there was no testimony in opposition. He agreed this criterion was important because it is  
237 about keeping people safe. There was no Board opposition to finding the application in compliance with  
238 this criterion.

239

240 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that*  
241 *adversely affects the surrounding area.*

242

243 The Vice Chair said this would have been difficult to approve for prior uses of the building. For the  
244 present use, Vice Chair Kopczynski said he heard no objections to this application from Staff. There was  
245 no Board opposition to finding the application in compliance with this criterion.



246  
247  
248  
249  
250  
251  
252  
253  
254  
255  
256  
257  
258  
259  
260  
261  
262  
263  
264  
265  
266  
267  
268  
269  
270  
271  
272  
273  
274  
275  
276  
277  
278  
279  
280  
281  
282  
283  
284  
285  
286  
287

Criteria 3: The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

Vice Chair Kopczynski said there was no contrary testimony about ongoing problems from the Police or Fire Departments. There was no Board opposition to finding the application in compliance with this criterion.

Regarding the lack of a life safety plan, Mr. Savastano asked if that should be a condition of approval. Mr. Rogers said he struggled with that for a lodging house, noting that he was unsure what a life safety plan would look like for a lodging house, other than floorplans so the property owner can indicate routes out of the building, for example. Mr. Rogers continued that if the Board desired a conditional approval, Staff would need clear direction on what the Board expects in a life safety plan. Mr. Savastano asked if it would be similar to what hotels post with routes out of the building. Mr. Rogers said yes, though hotels are a higher risk because of the transient nature of the tenants; lodging house tenants in this case tend to have an annual turnover. Vice Chair Kopczynski thought, it was more so about the guests and residents and agreed it is not hard to post floorplans indicating the ways out of a building.

On a vote of 4-0, the Congregate Living and Social Services Licensing Board approved application LB 22-09.

Vice Chair Kopczynski asked Ms. Glasser whether she experienced a similar process with the Planning, Licenses, and Development Committee. Ms. Glasser said this was her first time appearing before any Committee. She thought the process was thorough but wished she had provided some better answers based on this discussion. She agreed that this is a big house with a lot of tenants and so everything regarding life and safety should be assured.

**C) LB 22-10: Applicant, Rhoda Jurkowski of Keene Housing, is requesting a Congregate Living & Social Services License for a Lodging House, located at 85 Winter St., and is in the Downtown Transition District and as defined in Chapter 46, Article X of the Keene City Ordinances.**

Chair Oram requested Staff comments. Mr. Rogers said all relevant inspections occurred for this property. There were a few housing items to be addressed, including GFIs needed for the washer/dryer area. Mr. Rogers continued that this was another lodging house that had operated for decades. He noted that there are more than the allowed 16 residents at this property because it was a preexisting use prior to the Code requirement. Thus, this is a legal nonconforming use. He said the Fire Department also had a few minor issues they are working on with the property owner. Still, Mr. Rogers said the Fire Chief was in full support of issuing this license.

Ms. Welsh noticed a “pass” on the housing inspections and asked more about that. Mr. Rogers said there is not a final score but more so whether a building meets certain criteria. In this case, the Inspector did

288 not have a specific category for the GFI, but washers/dryers per Codes should be protected by a GFI.  
289 There are GFI in that area but they were not protecting where the washer/dryer were plugged in.

290

291 Mr. Savastano asked Mr. Rogers whether the Police Department had any comments about this property.  
292 Mr. Rogers said no, but that an Officer on site shared a story about a past visit to the building. Mr.  
293 Rogers said this is probably the truest lodging house in Keene, with all rooms rented to individual  
294 strangers, as opposed to some lodging houses where a group that knows each other moves in.

295

296 Chair Oram welcomed comments from the applicant, Rhoda Jurkowski of Keene Housing, which has an  
297 office on Court Street and in Swanzey. Keene Housing manages many properties and the one for this  
298 application is the Hampshire House at 86 Winter Street, which Keene Hosing has owned since  
299 September 2021. She said the property had undergone annual inspections through NH Housing and  
300 Urban Development and anyone who lives in the building who receives assistance must have their own  
301 inspections as well. Ms. Jurkowski said that in some cases, the landlords are not on site for many  
302 months, which is not the case in this instance; Keene Housing has inspections multiple times annually  
303 and issues are immediately brought to their attention. Mr. Rogers noted that this is a unique lodging  
304 house, with a residential manager on site. Mr. Rogers said it was clear the building was in excellent  
305 shape when he walked through it.

306

307 Vice Chair Kopczynski said he was familiar with this building and wondered whether more could be  
308 done with the neighborhood relations plan other than just listing a phone number; could there be more  
309 outreach to neighbors? He noted that at times there have been unruly activities in this building and said  
310 that perhaps more open communication with neighbors would help. Ms. Jurkowski said that was a  
311 wonderful idea and asked if the Vice Chair was referring to the plan presented to the Board. Vice Chair  
312 Kopczynski quoted the plan inaudibly off microphone. Ms. Jurkowski said she had managed this  
313 property for nearly 20 years as a representative of the Cheshire Housing Trust before working for Keene  
314 Housing. When working for the Cheshire Housing Trust, she met with area businesses like the dentist  
315 and library, though she had not done such outreach since working for Keene Housing. She was open to  
316 doing so if the businesses were interested. She thought the on-site Manager added benefits because they  
317 get reports from tenants or neighbors and pass them on to her. She said all the surrounding businesses  
318 know how to get in touch with her. Vice Chair Kopczynski suggested proactivity as a better path  
319 forward. Ms. Jurkowski thought she had already done so in meeting with the neighbors in the past as a  
320 Cheshire Housing Trust employee. Vice Chair Kopczynski noted that this application was for Keene  
321 Housing and not the Cheshire Housing Trust, so outreach to neighbors by Keene Housing would be  
322 prudent.

323

324 Chair Oram mentioned the on-site residential manager—who Ms. Jurkowski calls a superintendent—and  
325 asked the manager’s primary function. Ms. Jurkowski replied that the residential manager reports  
326 maintenance issues to Ms. Jurkowski so the issues can be addressed by the maintenance department. If  
327 there are interpersonal issues in the house, the residential manager reports them and intervenes if  
328 necessary. For example, one house rule is no alcohol in common areas, which the residential manager  
329 ensures. The residential manager also intervenes if someone is acting inappropriately. Ms. Jurkowski  
330 said that all tenants are expected to help maintain the house and are assigned chores, which the

331 residential manager oversees. The manager also conducts room checks for housekeeping issues with  
332 individual residents. Chair Oram said the residential manager’s primary focus is behavior and human  
333 relations. Ms. Jurkowski said it is more like babysitting sometimes.

334

335 Mr. Savastano said it was nice to meet Ms. Jurkowski in person after speaking on the phone with her  
336 multiple times. Mr. Savastano discussed a recurring issue at the 86 Winter Street location that involved  
337 many calls to the Police Department, which was why he was surprised the Police had no comment on  
338 this application. Mr. Savastano noted that he wrote a letter to the City Manager and Police Chief in May  
339 2022 about problems at this location, which all revolved around the behavior of one individual visiting  
340 residents—sometimes in the building and other times on public property in front of this location. Mr.  
341 Savastano noted that he was pleased over the past three or four weeks that things had really seemed to  
342 change for the better, and he wondered what Ms. Jurkowski did differently to accomplish this and how  
343 she would keep it going. Ms. Jurkowski was also pleased to meet Mr. Savastano. She continued that the  
344 Police Department does not regard all of those reports about one individual as related to the property;  
345 she had made at least 10 reports herself. She said the issue was with one person in the neighborhood  
346 who was causing a lot of noise, vulgarity, and physical disturbances. She said that perhaps the Police did  
347 not indicate this issue because most of the calls were about the individual visiting residents on the public  
348 sidewalk in front of this lodging house. She said that recently, the problematic tenant who spent a lot of  
349 time on the sidewalk smoking moved out. She said as much as she attempted, when they were still a  
350 tenant, she could not stop them and others from gathering on City property. Ms. Jurkowski said she went  
351 as far as asking the City to disallow smoking there. She added that there were some frightening moments  
352 with the problematic individual who frequently visited the property. Since the challenging tenant moved  
353 out, she had moved all chairs to the back of the building and told tenants that is the only designated  
354 smoking area now. She said that she and the residential manager would be checking on this issue more  
355 regularly. Mr. Savastano agreed that at times, an individual was vulgar, loud, and yelling in the  
356 neighborhood; someone also attempted to camp in the public spaces between the sidewalk and the street.  
357 Ms. Jurkowski said she was regularly removing those camping items stored in the shrubs on her  
358 property to discourage this activity.

359

360 Mr. Savastano wondered if Ms. Jurkowski and the residential manager would move forward with more  
361 specific policies (e.g., backyard only for smoking). He knew that the odors bothered an employee at an  
362 adjacent business. Ms. Jurkowski said they continue doing what they can to keep tenants from bothering  
363 neighbors. Mr. Savastano said this was not like lodging house applications in the High Density District,  
364 as this one borders a neighborhood, and he wondered what more could be done for the neighborhood  
365 relations plan. He cited another lodging house application, which promised quarterly neighborhood  
366 meetings that sounded like a good idea for this property. He suggested that Keene Housing could have  
367 an open house or summer bar-b-que for the residents to meet their neighbors. Ms. Jurkowski said she  
368 liked that idea. Mr. Savastano also did not get the sense that there was a 24-hour phone number to report  
369 issues. He thought Ms. Jurkowski’s mission was good in providing affordable housing near downtown,  
370 but he wanted to see the property function best for the tenants and neighbors. Ms. Jurkowski agreed.

371

372 Ms. Welsh said she had the utmost respect for Keene Housing, calling it a great agency. She thought this  
373 testimony was very helpful but still believed the application was lacking a sufficient neighborhood

374 relations plan. She was hearing a lot more about things that are in place but not in writing. She wondered  
375 if the meeting minutes could be included with the application. Ms. Marcou noted that all applications are  
376 filed with their associated minutes for context. Ms. Welsh said this is a much needed housing facility in  
377 Keene, but said that there were clearly neighborhood concerns. Ms. Welsh did not want to delay the  
378 application, but she had concerns about its completeness. Chair Oram agreed that the application seemed  
379 to lack some details but said the discussion with Ms. Jurkowski helped to ease some of his concerns; he  
380 said she knows her stuff and is grappling with some tough issues. Still, the Chair did not think Keene  
381 Housing was presented as its best in the application materials. Ms. Jurkowski was grateful for this  
382 feedback on what to include. The Chair recalled that this is a new process for everyone.

383

384 Hearing no public comments in favor or opposition, Chair Oram closed the public hearing.

385

386 Mr. Savastano felt that a conditional approval would be acceptable to request more details in the  
387 application, and especially the neighborhood relations plan. Mr. Rogers said a conditional approval was  
388 within the Board's purview, but asked for it to be a specific condition, so expectations are clear for the  
389 applicant and Staff. Discussion ensued about the appropriate motion language.

390

391 Chair Oram said it seemed to him that there were not particular questions about the security plan or life  
392 safety plan, but that perhaps more staff training was needed at Keene Housing regarding communication  
393 with neighbors, which should be described in the neighborhood relations plan. Mr. Savastano mentioned  
394 that there are security cameras on site and wondered if those cameras face the outside entrances. Ms.  
395 Jurkowski said no, only the driveway. Mr. Savastano thought more outdoor cameras facing other  
396 directions could deter some of the unwanted behaviors and Ms. Jurkowski agreed.

397

398 Ms. Welsh said she was stuck on the health and safety plan, which states that no services are provided,  
399 and she was still unsure what a health and safety plan should include for a lodging house. Chair Oram  
400 said he did not disagree that it was ill defined, but he also wondered what it should include besides  
401 stating there are safe conditions for fires other emergencies, and how to get in contact with those  
402 services. He said it was hard to place a condition upon this application, when the Board did not for the  
403 previous two applications. Vice Chair Kopczynski thought this was slightly different from the previous  
404 two applications because this lodging house has a Residential Manager on site who is involved with  
405 ensuring things are orderly inside and that there is no rowdiness on the exterior. In that case, the Vice  
406 Chair said the life safety plan, in addition to exit plans in the rooms, should note that the Residential  
407 Manager is there to ensure the health and safety of tenants. The Vice Chair said what was missing for  
408 him more so was a proactive neighborhood relations plan, which could be a condition for approval. Ms.  
409 Welsh said she was fine with that. Mr. Savastano agreed that would be beneficial for the organization  
410 and neighborhood. Mr. Savastano mentioned security cameras again and suggested reviewing the  
411 possibility for next year. The Vice Chair said he heard testimony of progress from Ms. Jurkowski, which  
412 he said was a good thing.

413

414 A motion by Ms. Welsh was duly seconded by Mr. Savastano to approve application LB 22-10 with the  
415 following condition: 1) the submission of an expanded neighborhood relations plan to City Staff.

416

417 The Board proceeded reviewing the criteria for approval.  
418 *The licensing board shall consider the following criteria when evaluating whether to approve, renew, or*  
419 *deny a congregate living and social services license application:*

420 Criteria 1: *The use is found to be in compliance with the submitted operations and management plan,*  
421 *including but not limited to compliance with all applicable building, fire, and life safety codes.*

422  
423 Chair Oram said there was substantial confirmation of this criterion and the Vice Chair agreed. There  
424 was no opposition to the application conforming to this criterion.

425  
426 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration that*  
427 *adversely affects the surrounding area.*

428  
429 Chair Oram thought there was testimony on this and that the stated condition for approval would  
430 mitigate noise and other neighborhood relations issues. There was no opposition to the application  
431 conforming to this criterion.

432  
433 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*  
434 *pedestrians, public infrastructure, and police or fire department actions.*

435  
436 Chair Oram thought the Board's discussion and the condition for approval addressed this criterion well.  
437

438 The following amended motion was made by Vice Chair Kopczynski and duly seconded by Mr.  
439 Savastano. On a vote of 4-0, the Congregate Living and Social Services Licensing Board approved LB  
440 22-10 with the following condition: 1) the submission of an expanded neighborhood relations plan to  
441 City Staff no later than February 1, 2023.

442  
443 **5) New Business**  
444 **A) Adoption of the 2023 Meeting Schedule**  
445

446 The application deadlines, targeted inspection dates, and meeting dates were listed in the agenda packet.  
447 Ms. Welsh said she was satisfied with the housing inspection report provided at this meeting, but would  
448 like to see the Fire inspection reports ahead of time, especially if the Fire Chief cannot be present. Mr.  
449 Rogers said that was the intent, but something came up at the last minute for the Fire Chief. That would  
450 be the goal moving forward.

451  
452 A motion by Vice Chair Kopczynski to accept the 2023 meeting schedule was duly seconded by Mr.  
453 Savastano and the motion carried unanimously.

454  
455 **B) Other New Business**  
456

457 Chair Oram said that in looking at the three applications at this meeting, there were clear good, better,  
458 and best applications in terms of completeness. He thought it made sense to ensure the best applications  
459 are made available to new applicants as an example of what the Board seeks for completeness. Mr.

460 Rogers said Staff had worked with each applicant individually, providing them a package with various  
461 examples of thorough applications. Mr. Rogers said there was little more Staff could do beyond writing  
462 the applications themselves, which is not Staff's responsibility. He thinks the Board will find these  
463 lodging houses most different because they have never had to apply for such a license before. He hopes  
464 that moving into the second year of these hearings that the Board will see more complete applications.  
465 The Vice Chair agreed that as these hearings progress annually the Board will become more demanding.  
466 Knowing that the applicants are provided examples and templates, Ms. Welsh wondered if it was ever in  
467 the Board's purview to tell an applicant they must return with a more complete application. The Vice  
468 Chair said that would certainly be acceptable if the applicant does not provide enough information for  
469 the Board to make a reasonable motion. Ms. Welsh said there should have probably been a life safety  
470 plan and other things in place for [that] facility. The Vice Chair agreed, stating that sometimes more  
471 obtuse applications will be more variable, but once they have gone through this process once, the  
472 applicants should know what to look for. He said the applicants can also talk amongst themselves about  
473 proper applications. Ms. Welsh said Keene Housing does great detailed work, which was why she was  
474 surprised.

475  
476 Ms. Welsh wondered about the distinction between a life safety plan and a health and safety plan. Mr.  
477 Rogers agreed that can be confusing. He said Staff would need more direction from the Board on this  
478 issue because they are not clearly defined in the Ordinance. The Vice Chair said the Board should  
479 continue thinking about that. Given the previous application, Mr. Savastano said he hoped for more  
480 communication from the Police on these applications. Mr. Rogers said the difficulty is that Police  
481 reports cannot tie an incident to a specific address if the incident occurs on a public sidewalk; the report  
482 would only indicate the street of the incident. Thus, Mr. Rogers said it could be very difficult to get true  
483 numbers from the Police, but he would discuss the issue with the Police Chief. Ms. Welsh agreed, noting  
484 that if Mr. Savastano had not spoken on the issues with the last application, the Board would not have  
485 known about the activity disrupting the neighborhood. The Vice Chair said this was an important issue.  
486 He said the original licensing process was a policing licensing process, which somehow evolved to be  
487 for code enforcement, fire, etc. The Vice Chair said Chapter 46 is a licensing process that in theory is  
488 enforced by the Police. He thought that if the Police Department knew of problems with a specific  
489 property, that it is in their best interest to share that information, because the main reason for this  
490 licensing procedure is to determine whether problems exist at these properties. Mr. Rogers would  
491 follow-up with the Police Chief about having a Police representative at these meetings. Chair Oram  
492 noted the challenge with this issue, given that in the last application, the problem was with someone  
493 visiting a resident, not the resident themselves; it is hard to make enforcement for someone who does not  
494 live there. He said that no matter how much it affected someone and whether it was an important issue,  
495 it was not clearly pertinent. The Vice Chair said he heard that the resident and visitor in question were  
496 no longer on the premises. Vice Chair Kopczynski thought that there was a certain amount of  
497 information the Police could share with the Board, but that specific incidents might not be possible to  
498 report. Ms. Welsh suggested that the Board could ask applicants how many times the Police have been  
499 called to their property and the Vice Chair said that was possible. Vice Chair Kopczynski continued that  
500 this process was intended to be fair and allow uses in as many places as possible without creating  
501 disruptions; if a property is disruptive, the Board needs to know. Ms. Welsh noted the challenge because  
502 there is a huge housing shortage in Keene and the Board wants people to be housed. Mr. Savastano

503 agreed that they want people housed, but said the Board also needed to consider the other tenants and  
504 neighbors affected by disruptive behavior.

505

506 6) **Non-Public Session (if required):**

507 7) **Adjournment**

508

509 There being no further business, Chair Oram adjourned the meeting at 7:30 PM.

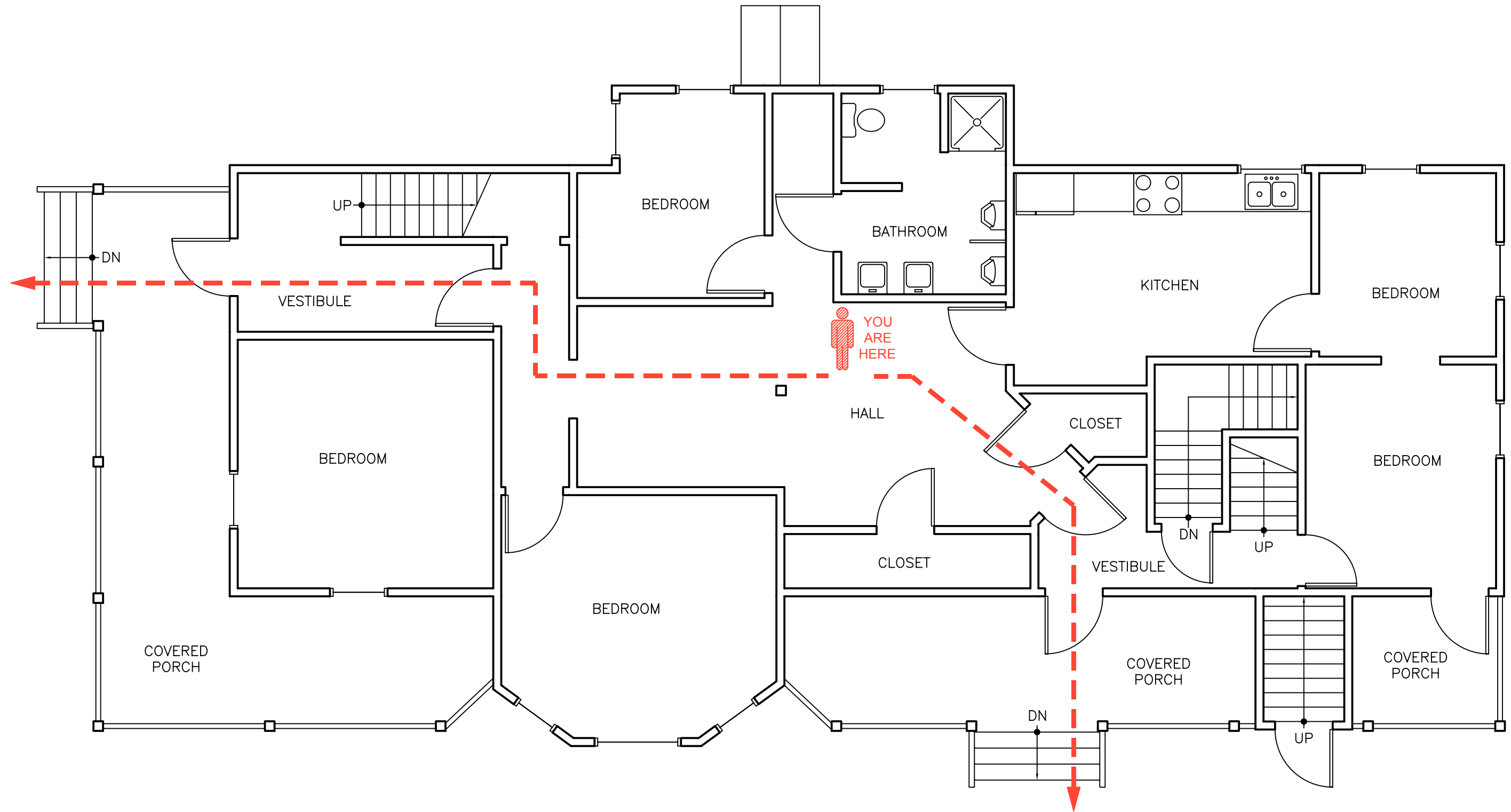
510

511 Respectfully submitted by,  
512 Katryna Kibler, Minute Taker  
513 January 4, 2023

514

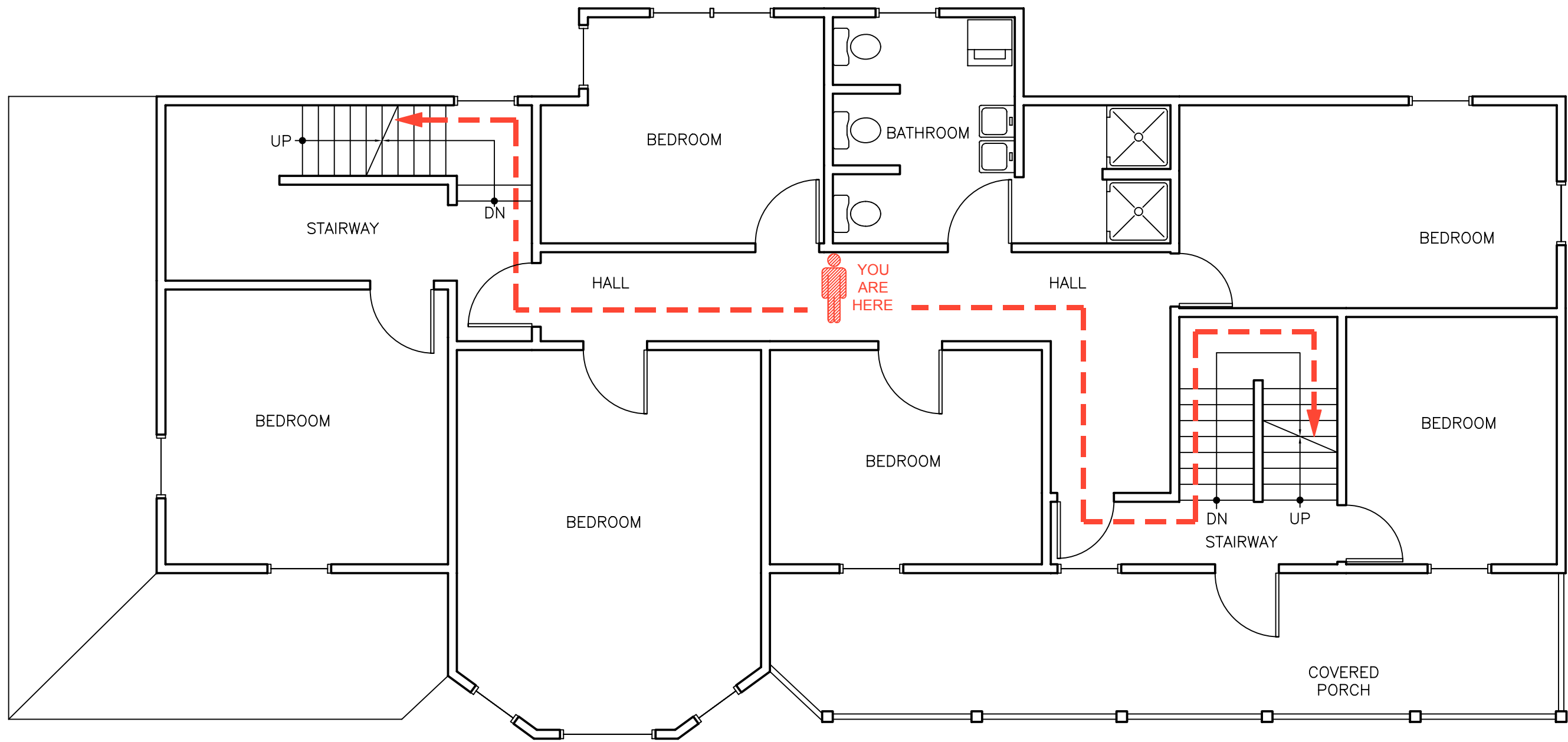
515 Reviewed and edited by,  
516 Corinne Marcou, Board Clerk

517

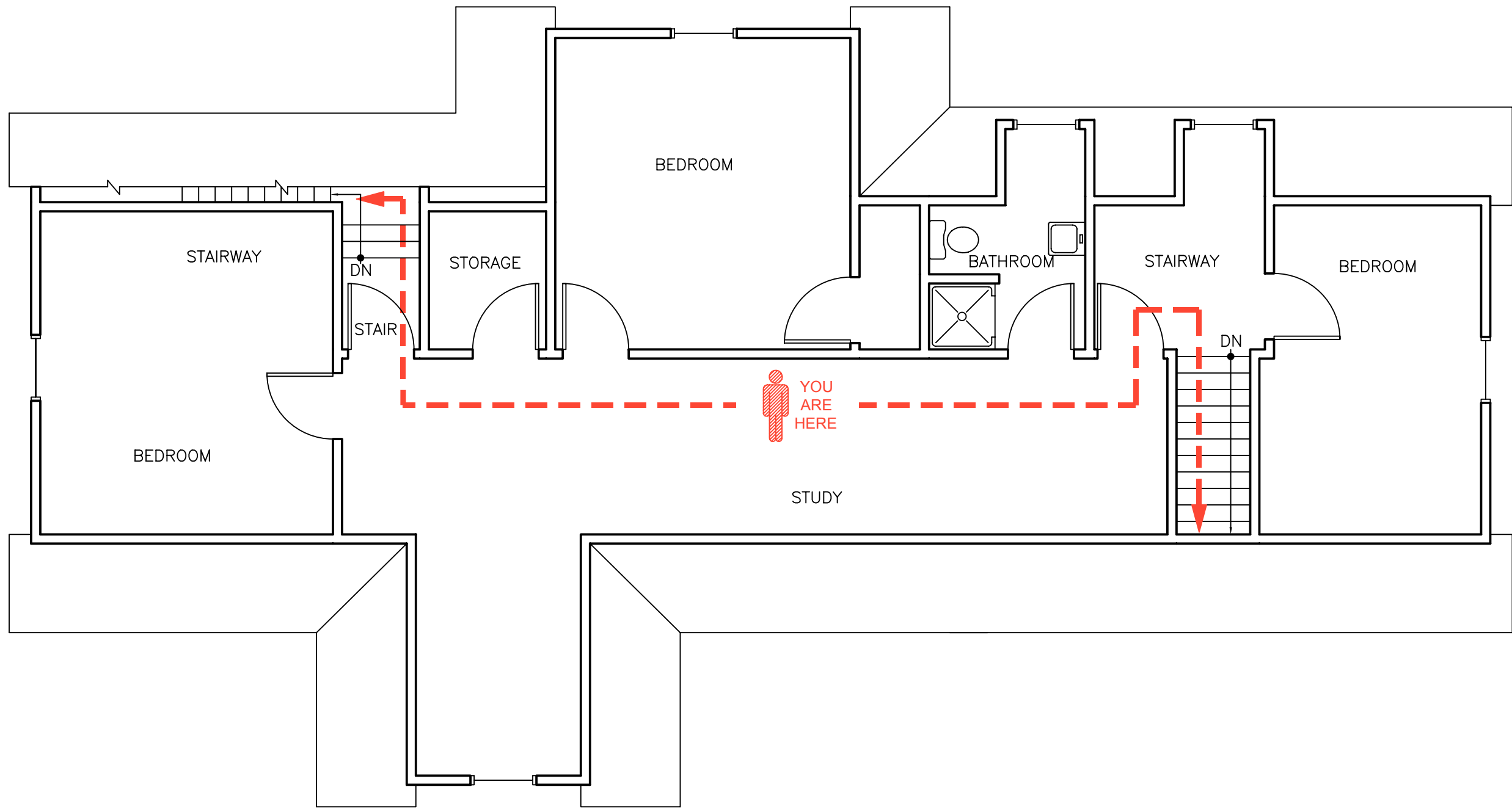


# FIRST FLOOR





# SECOND FLOOR



# THIRD FLOOR



City of Keene, NH

# Congregate Living & Social Services License Application

**For Office Use Only:**  
 Case No. LB 23-01  
 Date Filled 12/27/22  
 Rec'd By CM  
 Page 1 of 33

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keeneh.gov

## SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input type="checkbox"/> Group Resource Center	<input type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input checked="" type="checkbox"/> Residential Care Facility

## SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
<b>NAME/COMPANY:</b> AH Keene LLC	<b>NAME/COMPANY:</b> Hilary Seifer
<b>MAILING ADDRESS:</b> One Towne Square, Suite 1600, Southfield MI 48076	<b>MAILING ADDRESS:</b> 197 Water St
<b>PHONE:</b> 248-203-1800	<b>PHONE:</b> 603 352 1282
<b>EMAIL:</b> pstodulski@redico.com	<b>EMAIL:</b> keene@americanhouse.com
<b>SIGNATURE:</b> 	<b>SIGNATURE:</b> 
<b>PRINTED NAME:</b> Paul A. Stodulski	<b>PRINTED NAME:</b> Hilary Seifer
AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant) <input type="checkbox"/> Same as owner
<b>NAME/COMPANY:</b> AH Keene LLC	<b>NAME/COMPANY:</b> American House LLC
<b>MAILING ADDRESS:</b> One Towne Square, Suite 1600, Southfield MI 48076	<b>MAILING ADDRESS:</b> 197 Water St
<b>PHONE:</b> 248-203-1800	<b>PHONE:</b> 603 352 1282
<b>EMAIL:</b> pstodulski@redico.com	<b>EMAIL:</b> keene@americanhouse.com
<b>SIGNATURE:</b> 	<b>SIGNATURE:</b> 
<b>PRINTED NAME:</b> Paul A. Stodulski	<b>PRINTED NAME:</b> Hilary Seifer



# City of Keene

*New Hampshire*

April 15, 2022

American House  
Christy Thomas, Community Relations Director  
197 Water St.  
Keene, NH 03431

Dear Christy Thomas,

As you may know, the City of Keene has recently adopted the new Land Development Code. With this part of the regulatory update, the Congregate Living & Social Services organizations are now required to apply for an operational license. As one such organization, you are receiving this letter as an introduction to the Congregate Living & Social Services Licensing Board.

Please be aware, that under this newly adopted LDC, you will be required as an operating organization to apply for an annual license with the Congregate Living & Social Service Licensing Board. Your organization, American House, has been defined as a Residential Care Facility, and will renew your license annually for April 1. The goal of this licensing program is to support and protect agencies and their clients while ensuring harmony with the neighborhood and community. More information on the application process can be found online in the City of Keene's Ordinances, Chapter 46, Article X. Follow the link below to review details on the Licensing Board and by reviewing the attached application instructions.

As a department, we understand this is a new process may be surprising and unfamiliar to you. Please do not hesitate to contact the Community Development Department by calling, (603) 352-5440 and asking for either John Rogers, Staff Liaison for this Board or myself. Our intent is to help you navigate this new process and answer any questions or concerns you may have.

Corinne Marcou  
Licensing Board Clerk

[www.keenenh.gov/congregate-living-social-services-licensing-board](http://www.keenenh.gov/congregate-living-social-services-licensing-board)

City of Keene • 3 Washington Street • Keene, NH • 03431-3191 • [www.keenenh.gov](http://www.keenenh.gov)

---

Working Toward a Sustainable Community

**SECTION 3: PROPERTY INFORMATION**

**PROPERTY ADDRESS:**

197 Walnut St

**TAX MAP PARCEL NUMBER:**

586-049-0000

**ZONING DISTRICT:**

Commercial

**LOCATION MAP:**

Please attach

**SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS**

*Using additional sheets if needed, briefly describe your responses to each criteria:*

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Please see attached.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

See attached

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

N/A

## SUBMITAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keenenh.gov, with "CLSS License Application" in the subject line
  - **Mail / Hand Deliver:**  
Community Development  
(4th Floor) Keene City Hall,  
3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the [City of Keene Code of Ordinances](#).

*Note: Additional information may be requested to complete the review of the application.*

<input checked="" type="checkbox"/> <b>PROPERTY OWNER:</b> Name, phone number and address	<input checked="" type="checkbox"/> <b>POINT OF 24 HOUR CONTACT:</b> Name, phone number, and address of person acting as the operator, if not owner <p style="text-align: center;">Same as owner</p>
<input checked="" type="checkbox"/> <b>REQUIRED DOCUMENTATION:</b> Provide all required state or federal licenses, permits and certifications	<input checked="" type="checkbox"/> <b>WRITTEN NARRATIVE:</b> Provide necessary information to the submittal requirements
<input checked="" type="checkbox"/> <b>PROPERTY INFORMATION:</b> Description of the property location including street address and tax map parcel number	<input type="checkbox"/> <b>APPLICABLE FEES:</b> \$165.00 application (checks made payable to City of Keene)
<b>COMPLETED INSPECTION:</b> Inspection date: _____	<b>SCHEDULED INSPECTION:</b> Inspection date: _____

**OPERATIONS AND MANAGEMENT PLAN:**

Plan based on the industry standard "Best Management Practices" to include:

- ◇ Security Plan
- ◇ Life Safety Plan
- ◇ Staff Training and Procedures Plan
- ◇ Health and Safety Plan
- ◇ Emergency Response Plan
- ◇ Neighborhood Relations Plan
- ◇ Building and Site Maintenance Procedures

In addition, Homeless Shelters will need to provide:

- ◇ Rules of Conduct, Registration System and Screening Procedures
- ◇ Access Policies and Procedures

## Description of Services

American House Keene is an assisted and independent living facility. Composed of 109 apartments and 144 licensed beds. American House is a licensed 804 facility by the State of New Hampshire. American House is staffed 24/7 by nurses and LNA's.

American House Keene provides many services and amenities, including transportation, 3 meals per day, life enrichment activities, housekeeping and laundry services to all of our residents.

Assisted living residents are overseen by our nursing department. Medication management, daily assistance with ADL'S, coordination of medical appointments and treatment, long term care policy assistance, and regular reviews of plan of care, are provided by our nursing staff.





American House Keene is a 110,000 square foot building, licensed through the State of New Hampshire under the 804 regulations. American House is licensed for 144 beds, with 109 apartments. Average census is between 85-88%, with average number of residents being 102. American House employees 82 employees, known of who reside at the property. American House operates 24/7 with a minimum of 2 staff on site.



## Training

American House requires all new employees to have a TB screening, health physical, BEAS screening and criminal back group prior to hire. All new employees complete a 2 day orientation (see attached list), as well as an annual mandatory training (see attached list). American House uses Relias online training, as well as the orientation packet and videos for training.



## Employee Orientation Checklist

Employee Information

DOH: \_\_\_/\_\_\_/\_\_\_

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Position: \_\_\_\_\_

### Orientation List

#### Reading Material Provided

- American House Letter-Chief Cultural Officer
- Welcome To American House Letter-Benefits
- Chain of Command
- Dayforce Instructions
- Resident Bill of Rights
- Complaint Procedure (2 pages)
- Protective Services to Residents
- Protective Services to Minors
- HIPAA policy and Practices
- Medical Orientation
- Dos & Don'ts
- Alzheimer's Disease
- Hepatitis Vaccine
- Universal Precautions/Hand Washing
- Payroll Processing
- Employee Handbook

#### Green Folder

#### Pre-Hire Documents:

- Application/Resume
- Info Cubic Consent Form & Record
- BEAS Consent Form & Record
- Criminal Record Form & Record
- Affidavit
- 2 Reference Checks
- License Verification
- Youth Parental Permission Slip
- Youth Employment Certificate

**Green Folder, Continued**

**Post-Offer-Documents: Payroll**

- Paystub Review
- W-4 Form
- Employee Status Form
- Employee Information
- Personnel Form

**Post-Offer Documents: Signature**

- Job Description
- Complaint Is A Gift
- Handbook Acknowledgement
- Benefits Accept or Decline
- 401k Acknowledgement
- Advertisement Disclaimer
- Infection Control/Fire Safety Video & Test
- Emergency Preparedness Orientation
- Dementia & Alzheimer’s Test
- Abuse & Neglect Policy
- Abuse & Neglect Test
- Resident’s Rights Test
- Resident’s Rights/Responsibilities
- Restraint Policy
- Sexual Harassment/Unlawful Harrassment
- Notice of Nondiscrimination

- Confidentiality Agreement
- Food Protection
- Advance Notice
- \*Motor Vehicle Release Statement
- \*Driving Policy
- Voice Friend
- Phone Monitoring Policy
- Work-Related Email Communications
- Acknowledgement & Understanding
- Walkie-Talkie Code
- Relias Dementia Training Certificates

**Blue Folder**

- I-9 paperwork (2 forms of Valid ID’s)

**(\*Note: Copy both sides of documents)**

**Red Folder**

**Pre-Hire: Health Assessment Documents**

- Employee Health Screen
- TB QuantiFERON Testing Results

**Post-Offer: Orientation Documents**

- Influenza Vaccine Consent/Declination
- Hepatitis B Vaccine Consent/Declination
- Consent for Covid 19 Testing
- Covid Vaccine Consent/Declination

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_/\_\_\_/\_\_\_

**BOM Signature:** \_\_\_\_\_ **Date:** \_\_\_/\_\_\_/\_\_\_

**Executive Director Signature:** \_\_\_\_\_ **Date:** \_\_\_/\_\_\_/\_\_\_

**Double Checked Before Filing:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Print Name: \_\_\_\_\_



## Annual Review 8/24/2022

The list below includes ALL Items that must either be reviewed or submitted annually. PLEASE REVIEW EACH DOCUMENT OR AGREEMENT

Please initial next to each item as you complete them and then sign below.

	Initial
1.) I have signed the Affidavit.	
2.) I have completed and signed the "BEAS State Registry Consent Form".	
3.) I have reviewed the Chain Of Command.	
4.) I have reviewed and understand the "Patient Bill of Rights".	
5.) I have reviewed and understand the "Resident Complaints" policy.	
6.) I have reviewed the "Protective Services to Adults".	
7.) I have reviewed and understand the "Child Protection Services".	
8.) I have reviewed, understand and signed the "Confidentiality Agreement".	
9.) I have reviewed, understand and signed the "Restraint Policy".	
10.) I have reviewed and understand the "Employee Handbook" and signed the acknowledgement. <a href="#">Found in the employee break room.</a>	
11.) I have reviewed and understand the "Safety & Health Policy". <a href="#">Found in the employee break room.</a>	
12.) I have reviewed and understand the "Emergency Preparedness and Evacuation Plan". <a href="#">Found in the employee break room.</a>	
13.) I have reviewed and understand the "Infection Control Policy". <a href="#">Found in the employee break room.</a>	
14.) I have reviewed, understand and signed the "Fire Safety" Guidelines.	
15.) I have reviewed, understand and signed the "handwashing and Blood Borne Pathogens Guidelines".	
16.) I have reviewed, understand and signed the "Food Protection Policy".	



## Annual Review 8/24/2022

**The list below includes ALL Items that must either be reviewed or submitted annually. PLEASE REVIEW EACH DOCUMENT OR AGREEMENT**

Please initial next to each item as you complete them and then sign below.

	Initial
17.) I have reviewed and understand the "Complaint Procedure".	
18.) I have reviewed, understand and signed the "Complaint is a Gift" Policy.	
19.) I Have reviewed and understand the "Emergency Medical Orientation".	
20.) I have reviewed, understand and signed the "Medication Administration".	
21.) Are there any changes to your personal information? If so, have you filled out the change form? <span style="float: right; color: red;">YES / NO (PLEASE CIRCLE)</span>	
22.) Have you ever had the Pneumococcal Vaccine? <span style="float: right; color: red;">YES / NO (PLEASE CIRCLE)</span>	
23.) I have reviewed and signed the Influenza Vaccine Form.	
24.) I have reviewed and signed all of your job descriptions.	
25.) I have completed and signed the infection control quiz.	
26.) I have reviewed and signed the Hipaa Guidelines.	
27.) I have reviewed and signed the Abuse and Neglect Policy.	
28.) I have completed 4 hours of Dementia training.	

**Employee Signature:** \_\_\_\_\_ **Date:** 8 / 24 / 22

### Building and Site Maintenance Procedures

American House uses the Direct Supply TELS system for regulatory inspections. American House contracts with Vermont Life Safety for quarterly service for backflow, sprinkler, fire hydrant and fire extinguisher inspection. American House is contracted with Impact Fire for fire damper inspection. American House contracts with Powers generator for quarterly services and testing. American House contracts with Hood Pro for hood cleaning and dryer vent cleaning. American House contracts with Dead River for quarterly grease trap cleaning. American House contracts with K.E Bergeron for semiannual HVAC inspections.



Tasks

Work Orders

Unit Turns

Services

Assets

Reports

Resources



[Manage tasks for this facility.](#)

Showing completed tasks

Regulatory

Filter by recurrence

[Save Filters](#) × [Restore My Defaults](#) × [Clear Filters](#)

### Tasks due this week

Category	Title	Assigned To	
✓ Emergency Power Generators	Exercise generator (with no load), perform routine checks, create entry in logbook.	Chris Proudman	<a href="#">Logs</a>
✓ Oxygen Storage	Gas Equipment - Cylinder and Container Storage	Chris Proudman	

### Tasks due this month

Category	Title	Assigned To	
✓ Ansul Systems	Clean hood filters (use dishwasher if appropriate)	Chris Proudman	
✓ Ansul Systems	Owner's Inspection	Chris Proudman	
✓ Defibrillators (AED)	In-House Maintenance	Chris Proudman	
✓ Dryer Vent	Complete In-House System Cleaning	Chris Proudman	
✓ Emergency Lighting	Conduct a 30 second functional test.	Chris Proudman	
✓ Fire Doors	Inspection - Latch and Gap	Chris Proudman	
✓ Fire Sprinkler System	In-house inspection.	Chris Proudman	
✓ Water Systems	Inspect eye wash stations.	Chris Proudman	

Support





**COMMUNITY DEVELOPMENT DEPARTMENT**  
**CITY OF KEENE**  
LICENSE TO OPERATE  
A FOOD SERVICE ESTABLISHMENT

*For year ending September 30, 2023*

Class	I
License No	177
Establishment	American House Keene
Address	197 Water St.
Operator	Hilary Seifer
Title	Executive Director

---

John Roger  
Health Director

Date: 09/20/2022

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF LABOR  
P.O. BOX 2160  
CONCORD, N.H. 03302-2160  
(603) 271-2585

INVOICE: 000441524

Page: 1 of 1

Elevator, Boiler and Pressure Vessel Inspection Division  
Include address changes if applicable

AHSLC AMERICAN HOUSE KEENE  
PO BOX 7763  
MERRIFIELD VA 03431

CP  
Due Date: 10/20/2022  
Amount Due: 100.00

**Please detach and submit upper portion with your payment.**

**\*\* Certificates for units without violations have been issued and are available upon payment. \*\***

<u>N.H. Unit Number</u>	<u>Inspection Date</u>	<u>Location of Unit</u>	<u>Initial Charge</u>	<u>Balance Due</u>
Elevator NHE000005830	09/15/2022	AMERICAN HOUSE AT KEENE 197 WATER ST KEENE NH 03431 Inspected By: JEREMY ALAN LAWLER STANLEY ELEVATOR CO (800-258-1016) Inspection Certificate Fee	50.00	50.00
Elevator NHE000005829	09/15/2022	AMERICAN HOUSE AT KEENE 197 WATER ST #1 KEENE NH 03431 Inspected By: JEREMY ALAN LAWLER STANLEY ELEVATOR CO (800-258-1016) Inspection Certificate Fee	50.00	50.00

Invoice: 000441524      Due Date: 10/20/2022      Amount Due: 100.00

To make a credit card payment via MasterCard or Visa, go to [www.nh.gov/labor](http://www.nh.gov/labor). No refunds unless authorized by NH Dept of Labor. Make checks payable to Treasurer State of NH. Mail to NH Dept of Labor, PO Box 2160, Concord, NH 03302-2160. Checks returned due to insufficient funds or closed account may be charged an additional \$100.00 penalty fee. By RSA 7:15a, unpaid debt may be assigned to the Attorney General for collection. Any questions, please call (603) 271-2585.

PIN016P1A4.doc



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF LEGAL AND REGULATORY SERVICES  
HEALTH FACILITIES ADMINISTRATION  
129 PLEASANT STREET, CONCORD, NH 03301  
**ANNUAL LICENSE CERTIFICATE**

Under provisions of New Hampshire Revised Statutes Annotated Chapter RSA 151, this annual license certificate is issued to:

Name: AMERICAN HOUSE KEENE  
Located at: 197 WATER ST  
KEENE NH 03431

To Operate: Assist Living/Residential Care Facility

This annual license certificate is effective under the conditions and for the period stated below:

License#: 04305  
Effective Date: 09/01/2022  
Administrator: HILARY SEIFER

Expiration Date: 08/31/2023  
Waivers:

Comments:

1. CRIM WAIVER He-P 804.18 (e)(2)
2. TEMP WAIVER 804.15(a)(2)&(3)

Total Number of Beds: 144

A handwritten signature in black ink, appearing to read "Michael S. Kelly".

Chief Legal Officer

CENTERS FOR MEDICARE & MEDICAID SERVICES  
CLINICAL LABORATORY IMPROVEMENT AMENDMENTS  
*CERTIFICATE OF WAIVER*

LABORATORY NAME AND ADDRESS  
AMERICAN HOUSE KEENE  
197 WATER ST  
KEENE, NH 03431

CLIA ID NUMBER  
30D1103134

EFFECTIVE DATE  
08/04/2021

LABORATORY DIRECTOR  
HILARY C SEIFER

EXPIRATION DATE  
08/03/2023

Pursuant to Section 353 of the Public Health Services Act (42 U.S.C. 263a) as revised by the Clinical Laboratory Improvement Amendments (CLIA), the above named laboratory located at the address shown hereon (and other approved locations) may accept human specimens for the purposes of performing laboratory examinations or procedures.

This certificate shall be valid until the expiration date above, but is subject to revocation, suspension, limitation, or other sanctions for violation of the Act or the regulations promulgated thereunder.



*Monique Spruill*  
Monique Spruill, Director  
Division of Clinical Laboratory Improvement & Quality  
Quality & Safety Oversight Group  
Center for Clinical Standards and Quality

# American House Keene: Emergency Plan

## Statement of Purpose

American House Keene's emergency preparedness plan outlines a comprehensive integrated plan to provide information about emergency procedures. The purpose of this plan is to identify vulnerability to disasters, plan of action in emergency situations, and ensure the safety of all staff and residents. The plan includes appropriate delegation, modes of communication, alternative sites in case of evacuation, resources to ensure all basic needs are met during a disaster and until normal operations can be resumed.

## Section I- General Information

### **IN THE EVENT OF EMERGENCY:**

#### **Immediately notify:**

**Executive Director, Hilary Seifer** [REDACTED]

**Health Service Director, Patrice Aguda Brown** [REDACTED]

**Maintenance Director, Chris Proudman (603-903-7804)**

Executive Director will initiate phone tree as appropriate (**See Attachment A**)

**Direct all CLINICAL questions to: Health Service Director-Patrice Aguda-Brown**

**Direct all BUILDING questions to Maintenance Director- Chris Proudman**

**Direct all Media/Communication questions to Executive Director-Hilary Seifer**

**See attachment F for a list of emergency numbers and American House Vendors.**

A copy of the **EMERGENCY PLAN** is kept at the **FRONT DESK IN RED BINDER**. Copies of the plan in red binders can also be found in the Kitchen, Maintenance Office, Nursing Office, Executive Director Office and Business Office.

A current **Resident List** is kept at the front desk, nursing office and with every department head. The list is in order by apartment number and is updated with every new admission, room change, and discharge. In an emergency a copy will be provided to the fire department and any other emergency personnel requesting it.

The emergency plan will be reviewed and revised as necessary, at the very least annually, by American House Keene emergency committee. American House Keene will conduct a least two emergency drills a year, and one will include mass causality situation.

**American House Keene is an Assisted/Independent Residence located at 197 Water Street Keene NH 03431. Telephone number is 603-352-1282.**

American House Keene is a wood frame building, brick mortar and stucco exterior. 10 apartments are located above the front lobby and are referred to as the mill building apartments. The remaining apartments are in the main building first-fourth floor. American House has 9 studio apartments, 23 two bedroom apartments, and 77 one bedroom apartments.

**HAZARD VUNERABLITY ANALYSIS (See attachment G)**

American House Keene opened in 2008 and has experienced no disasters or damage.

Hazards identified in our 2018 analysis were likely to be natural hazards, weather related, ice storm, blizzard, severe thunderstorm, and flood.

Human Vulnerability would likely be an active shooter or civil disturbance.

Biological hazards are likely to be flu epidemic, or norovirus. American House does require any staff member who does not receive a flu shot to wear a mask for the duration of the flu season. We require any staff member to be out of work for 48 hours post illness symptoms, as determined by the Health Services Director. In the event of a norovirus outbreak we would clean with bleach, serve meals on paper, and require anyone with symptoms to stay in their apartments until they are 48 hours symptom free.

Technological Hazards would likely be a power outage, or gas leak. American House Keene has a generator on site that will provide emergency power to the building. American House Keene also has on-site water and food supply.

American House Keene is at low risk for a radiological or chemical hazard at this time.

## **Security**

American House Keene has 4 panic buttons that are directly linked to mutual aid. **The Four Panic Buttons are located in the Executive Director Office, The Business Office, The Front Desk, and The Nurses Station.**

American House Keene has security cameras on premises; they monitor the parking lots, elevator doors, main entrances, nurses station and med room.

American House Keene uses a call pendant system for all residents, there are also pendants located in the Dining Room, Theatre Room, Front Entrance and Elevator Entrance. All public and resident restrooms have emergency pull cords.

### **Exit Doors (1<sup>st</sup> floor) (See Attachment B- Floor Plan)**

- Main Lobby front door to staff parking lot - Main Lobby rear door to resident parking lot.
- Stairwell #1 located next to beauty salon
- Stairwell #2 located at the back of the dining room
- Resident Entrance in front of elevators
- Stairwell #3 located at the end of first floor hallway

### **Exit Doors (2<sup>nd</sup> floor) (See Attachment C-Floor Plan)**

- Stairwell #1 end of mill building hallway
- Stairwell #2 end of hallway high side second floor
- Stairwell #3 end of hallway low side second floor

### **Exit Doors (3<sup>rd</sup> floor) (See Attachment D-Floor Plan)**

- Stairwell #2 end of hallway high side third floor
- Stairwell #3 end of hallway low side third floor

- Stairwell #2 end hallway high side fourth floor
- Stairwell #3 end of hallway low side fourth floor

**Fire Alarm System:** (See list of **Emergency Vendors- Attachment F**)

Emergency fire and smoke alarms are in place and monitored and maintained. The fire alarm system is hard wired to the Keene Fire Department as well as Central Alarm.

**-Fire Alarm System- Central Alarm 1-800-639-2066**

**-Fire Alarm Maintenance Company RB Allen 603-964-8140**

**-Sprinklers Southern VT Sprinkler 802-254-2242**

**-Emergency call system SMD 1-800-899-7264**

**Fire Alarm signal** is received by Central Alarm- call monitoring and dispatched to the Keene Fire Dept. **The Front Desk Concierge or Nursing Supervisor must check the fire panel and call 911**, they would announce over the hand held radio system for all staff to switch to channel two, to ensure uninterrupted communication.

**Fire Extinguishers** are located in all the laundry rooms, behind every set of fire doors, in front of every elevator door, off every elevator to the right, in the kitchen, water heater room, and electrical room, outside of the oxygen closet, in the Bistro, in the theatre room, and the front desk. They are inspected every month in house by maintenance staff and quarterly by VT life safety.

**Fire Boxes** are located at all the exits, including stairwell, and at every elevator entrance.

**Section II- Emergency Plan**

**Emergency Control:**

In the event that American House Keene emergency plan is implemented, **Executive Director Office will serve as command center**. Location of emergency operations, direction and control will emanate from this office. If an alternate central site is needed the marketing office is to be used.

It is the decision of the Executive Director to declare an emergency situation, and/or his/her designee, who shall serve as Emergency Operations Coordinator. Duties would be relinquished to local law enforcement/emergency personnel as needed. Or his/her designee, in the Executive Directors absence.



The command center is to be staffed by the Executive Director.

An Emergency Log Book is located at the front desk, outside of the Executive Director office, in the Emergency Box. The executive director and/or his/her designee will appoint a staff member to be a scribe, all pertinent information regarding emergency will be logged, including time of each incident, and the name and position of persons involved. Any action taken during the emergency to regain control or prevent any further events will also be recorded.

**The Emergency box includes flashlights, yellow florescent vest, land line phone, first aid kit, paper, pen, batteries, battery-less radio, log book.**

In the event of a Fire Alarm, American House Keene residents should be advised to evacuate the building and proceed to designated staging areas; Emergency Coordinator and staff should begin evacuation. Any resident needing assistance out of the building during drills or alarm activations will come from American House Keene staff. Fire Department personnel should not be considered as being the primary agent responsible for this. Initial crews arriving to American House Keene will be assessing the situation and beginning tactics to respond to and mitigate the fire or emergency. Should an actual rescue need to be performed for a resident in imminent danger, fire department crews would then be reassigned to conduct the rescue. In the event of evacuation, staff and residents will remain in designated staging areas until given permission by authorities to return to the building or relocate.

Residents will proceed to the nearest staging area outside the building;

**Exit Door by room 101 (Meet in the middle of the lawn)**

**Stairwell exit door by kitchen (Meet in front of the dumpster)**

**Stairwell exit door by theatre room (Meet on the sidewalk to the right)**

**Back entrance by elevator (Meet on the sidewalk to the right)**

**Exit door through the patio (Meet in the middle of the lawn)**

**Exit door main entrance (Meet on the sidewalk to the right)**

During an evacuation staff may allow residents to remain inside the building should they note no presence of smoke and flames or any of the following apply:

Inclement weather: rain, sleet, snow, or electrical storm.

Excessive temperatures: over 90 degrees in the summer, or below 40 degrees in the winter, overnight into darkness.

Indoor staging areas are the 3 stairwells and the dining room for residents exiting through the patio doors.

### **Internal Functions**

Each Department within the facility is responsible for emergency functions in addition to normal duties. During a declared emergency, all Department Heads or designees will be responsible for coordinating their assigned duties with the Emergency Director.

### **Emergency Fire Drill/Training**

An Emergency disaster/fire drill will be conducted at least once per month. Each drill is to be documented and maintained by the maintenance director. Documentation will include names of participating personnel and residents, with signatures from each participating staff member. The date, and time the drill was conducted. The total time necessary to evacuate the facility, the exits utilized, any issues encountered during the drill, with action taken to rectify. At least 3 drills per year will be conducted between the hours of 10pm and 6am. These 3 drills will be conducted in different quarters of the year.

Each employee shall participate in at least one drill every calendar quarter and each drill shall include the transmission of a fire alarm signal, evacuation of the facility and simulation of emergency fire conditions.

All new employees shall receive an orientation to the building, including tour with maintenance director and viewing of fire safety video.

### **Fire/Disaster Evacuation**

**At the First sign of fire and/or smoke, staff member with a radio or the Concierge must dial 911 and pull the nearest fire box.**

### **Evacuation Policy**

The city of Keene Fire Department advises, that because American House Keene is a full-sprinkler multi story facility housing complex for elderly residents, and emergency evacuation can be difficult and traumatic, all staff will be trained and retrained in emergency evacuation techniques and protocols in the event of actual physical fire or other disaster requiring immediate evacuation.

## **Evacuation Procedure**

\*\*\*\*\*The following procedure is to be used in the event of a fire emergency:

**Always Call 911** for immediate emergency reporting; specify the area of smoke and fire evacuation plan, if in place and operational.

\*\*\*\*\*Notify all staff in the building via hand held radio **“Code Red” All staff switch to channel 2 on the hand held radio system.**

When evacuating, residents shall proceed to the nearest staging area.

Staff should begin immediate evacuation of residents in immediate danger from smoke or flames. Upon arrival and assessment of the situation, the Fire Dept. will assist as needed in the evacuation.

Shut all doors behind you when clearing a room, move red scrunchie to the outside of the door to indicate room has been cleared.

If able to turn off all fans.

Kitchen staff should shut down all fans, ovens, stoves and any other running machinery.

Keep residents away from building and Fire Dept. access areas, safe and secured.

Verify the presence of all residents and staff upon completion of evacuation.

Do not re-enter the building until Fire Dept. determines and issues an **“All Clear”**. Staff should ensure all phone lines and emergency call systems are in working order.

## **Potential Evacuation Sites**

1. **Genesis Applewood 8 Snow Rd, Winchester, NH 03470 603-239-6355**
2. **Best Western of Keene 401 Winchester, St Keene NH 03431 603-357-3038**
3. **Keene Recreation Center 312 Washington St, Keene NH 03431 603 357 9829**
4. **Genesis Westwood Center 298 Main St, Keene NH 03431 603 352-7311**
5. **Keene High school 43 Arch St, Keene NH 03431 603-352-0640**

In the event of evacuation, the marketing office would contact all families and determine if residents could stay with relatives for the duration of the evacuation.

All assisted living residents have a medical chart; these should be collected as time permits. All assisted living residents also have electronic medical records through Eldermark. This system can be accessed on-site or off-site and does not require internet to access.

## **Expansion of Residents**

In the event of a major or minor disaster, this Community and its staff may be utilized by local hospitals and other health care facilities to care for their patients as necessary, and as space permits.

In the event of unplanned admissions resulting from an external disaster, the Health Services Director will work in collaboration with the Executive Director and Marketing Director. The facility will only accept admissions within the scope of care unless directed by health authorities or regulatory agency. There would be an expectation that staff from the sending facility would stay with their residents.

Any new admission will be provided with a name tag.

## **Specific Emergency Procedures**

### **Power/Heat Outage**

In the event of sustained power outage/heat loss, the following procedure will be followed. In all situations, immediately contact the Executive Director or his/her designee.

**Immediately ensure any resident who is on oxygen, is switched over to an emergency outlet.**

Emergency outlets are located in all the hallways and are labeled with silver label tape.

Call to report outage to **Eversource 1-800-662-7764**, attempt to determine extent of problem and probable time frame for restoration of service. Emphasize that American House is an assisted living residence for elderly (85-100 y/o) and request immediate assistance.

Verify that emergency lighting system is working. Distribute available flashlights to staff and residents as needed.

Go room to room and check on residents, encourage them to come out to community areas.

For any prolonged periods of power outage, staff phone tree will be activated (**See Attachment A**). All available staff will be asked to come in, and round every half hour to ensure resident safety.

Monitor building temperature every 4 hours, if any resident areas reach 85 degrees for 4 or more consecutive hours, staff will monitor resident temperatures every 4 hours. Any resident with a temperature over 100 degrees will be relocated, physician contacted and treatment orders obtained and initiated.

Utilize cell phones and hand held radios for communication if phone line is affected.

Emergency food and water are kept on hand, to provide for staff and residents for 72 hours. Gordon's Foods will deliver to a relay point if roads are not accessible. The Food Service Director has emergency contact numbers for Gordon's Foods.

### **Gas Leak**

A gas leak can occur in one area of the building, such as the kitchen, or throughout the entire building. Due to the seriousness of this situation, quick response and professionalism are essential:

Contact **911** immediately to report a gas leak

Contact Liberty Utilities to report the gas leak, **603-352-1230**

Contact Maintenance Director and Executive Director or Designee.

**Shut off** main gas valve (if possible) Located outside of employee entrance to the right.  
**(See attachment G)**

If evacuation is necessary, activate emergency phone tree **(See attachment A)**

### **Water Failure:**

Notify the City of Keene **Public Works Department 603-352-6550**

Immediately contact Maintenance Director and Executive Director/designee.

Each water heater contains 48 gallons of potable water. There are 109 water heaters in the building.

There is emergency water supply in the dry storage closet in the alley way. This can be accessed from the electrical room out the door and to the left. Water is also kept behind the bar in the Bistro.

If it is determined that residents are to be evacuated staff is to assist with evacuation and in accordance with evacuation plan.

### **Hurricane or Blizzard Conditions**

Monitor weather reports and storm watches.

Notify the Executive Director and Maintenance Director.

In the event of the possible threat of heavy wind storm or hurricane, notify key staff and advise all residents and staff to stay indoors.

Secure all outdoor furnishings and lightweight items.

Cancel all recreational outings.

Ensure all residents requiring oxygen have access to emergency outlet if needed.

Keep battery operated radio tuned to local emergency station.

Maintain close communication with local emergency agencies. (MACE)

Keep flashlights/emergency lighting accessible.

Close all doors, drapes and blinds.

Move residents to interior areas away from window if necessary, in the event of high winds/hurricane conditions. These areas would include:

**-Resident Bathrooms**

**-Interior hallway**

**-Common Space near the fireplace in the dining room**

### **Flash Flood**

Notify Executive Director and Maintenance Director.

Keep battery operated radio tuned to local emergency station.

Maintain close communications with local emergency agencies.

Keep everything off of the floor, elevate/protect community records.

Maintain potable water, fill pots, pans, sinks and tubs with clean water.

If evacuation is necessary, follow the community evacuation plan.

### **Bomb Threat**

In the event of a bomb threat, the Executive Director/designee, and Maintenance Director are to be notified immediately.

\*If you are near one of the four panic buttons, press the button.

\*Keep the caller on the phone as long as possible.

\*Ask the caller the location and type of bomb.

\*Ask the caller for time of detonation.

\*Listen closely for background noises (i.e. music, voices etc) voice quality (male/female)

**Notify a supervisor as soon as possible.**

The Supervisor will call **911** and provide all the information obtained.

Follow instructions given by authorities.

Instruct staff not to touch or move any suspicious objects.

If it is determined that the building needs to be evacuated, staff is to follow the building evacuation plan.

### **Medical Emergency**

Notify nursing department

Call **911 for medical emergencies**

Instruct staff not to touch or move any suspicious objects.

## **Missing Resident**

\*Communicate internal notification (Code Yellow) for missing resident, via hand held radio.

\*Check the resident LOA logs

\*Begin a coordinated search throughout the building, search every room in the center.

\*Send two staff members outside, each should go in opposite directions and meet back at the front of the building. Check all cars in the parking lots.

If the resident is not found within a reasonable amount of time of initiating the search the nurse supervisor should:

1. Notify Executive Director and Health Services Director.
2. Call 911 and report the missing resident.
3. Notify responsible family member.
4. Notify resident's physician.
5. Upon arrival of a search team, transfer authority to team members.
6. Supply resident's phone number to search team members.

## **Terrorism**

Enemy attacks and terrorism can take on many forms that could result in situations that are outlined within this plan (disruption of utilities, structural damage to the building, etc....) and should be addressed as such. For incidents of chemical or bioterrorism the following precautions/actions should be implemented:

### **Mail Handling: Handling Suspicious Letters or Packages**

Be observant for suspicious envelopes or packages.

Look for:

-Envelopes/packages with discoloration, strange odors or oily stains, powders or powder- like residue.

-Protruding wires, aluminum foil, excessive tape or string.

-Unusual weights for size, lopsided or oddly shaped envelopes.



-Poorly typed or Written addresses, no return address, incorrect titles, misspelling of common words, a postmark that does not match the return address and restrictions such as personal or confidential.

**General Mail Handling Suggested Guideline:**

1. Open all mail with a letter opener or method that is least likely to disturb contents, do not rip letters open.
2. Open letters and packages with a minimum amount of movement.
3. Do not blow into envelopes
4. Do not shake or pour out contents.
5. Keep hands away from nose and mouth while opening mail.
6. Wash hands after handling mail.

**Handling Suspicious Mail:**

1. Stay calm and do not shake or empty contents of any suspicious package or letter.
2. Keep hands away from mouth, nose and eyes
3. Isolate package or letter (do not carry or show to others) and cover gently with clothing, paper, inverted trashcan.
4. Do not try and clean up any spills or walk through any spilled material.
5. Alert others in area and leave area closing all doors.
6. Wash hands with soap and water.
7. Notify supervisor/designated responder who will call 911, local FBI Field Office (<http://www.fbi.gov/contact/fo/info/htm>), Regional and Corporate leadership.
8. Do not allow anyone to enter the room until proper authorities arrive.
9. List all people who were in the room or area when the package or letter was recognized. Give the list to the health and law enforcement officials.

**Chemical and Biological Agents**

American House Keene maintains SDS sheets on all chemicals in the building.

Eye wash stations are located in the laundry room and the housekeeping closet on first floor.

Any employee who recognizes symptoms of exposure to any chemical or biological agent or notices any unusual patterns of illness is to immediately notify his/her supervisor.

Supervisor/ Administrator or designee contacts 911 or the local or State Health Department and Regional leadership.

Employees promptly evacuate the area, as directed by the Centers evacuation plan. Disturb the physical environment as little as possible; the area will be considered a “crime scene” by investigating agencies.

Employees cooperate with all first responding fire, EMS, and law enforcement.

Employees promptly evacuate the area, as directed by the Centers evacuation plan. Disturb the physical environment as little as possible; the area will be considered a “crime scene” by investigating agencies.

Employees remain on the premises until cleared by the appropriate authorities.

### **Release of Radioactive Material**

1. Notify Administrator or designee.
2. Tune radio to local emergency broadcast station.
3. Close all door, windows and drapes.
4. Move residents to the hallways and close the fire doors
5. If directed by local authorities, evacuate residents per Center Evacuation plan.

### **Radiation Syndrome**

Occurs when the entire body (or most of it) receives a high dose of radiation, usually over a short period of time.

People exposed to radiation will get ARS only if:

The radiation dose was high

The radiation was penetrating (that is, able to reach internal organs)

The person’s entire body, or most of it, received the doses, and

The radiation was received in a short time, usually within minutes.

### **Symptoms:**

Initial symptoms are typically nausea, vomiting and diarrhea which start within minutes to days after exposure and will last for minutes up to several days, and they may come and go.

A brief return to health, after which, he or she will become sick again with loss of appetite, fatigue, fever, nausea, vomiting, diarrhea, and possibly even seizures and coma.

People with ARS typically also have some skin damage that can start to show within a few hours of exposure and can include swelling, itching and redness of the skin (like a bad sunburn).

Complete healing of the skin may take from several weeks up to a few years depending on the radiation dose the person's skin received.

The chance of survival for people with ARS decreases with increasing radiation dose. Most people who do not recover from ARS will die within several months of exposure. The cause of death in most cases is the distribution of the person's bone marrow, which results in infections and internal bleeding. For the survivors, the recovery process may last from several weeks up to 2 years.

### **Hostage Situation**

Utilize panic button if possible.

Immediately call or have someone call 911 and explain the situation to the police. Be prepared to provide specifics with regard to:

\*Subject

\*Victim (s)

\*Exact Location

\*Weapon(s)

\*Injuries

\*\*\*Stay on the phone

\*Have someone call the Executive Director or designee as soon as possible and activate the emergency plan.

\*Evacuate the affected area per the Center's Evacuation plan, attempt to isolate the subject, and secure the perimeter.

\*Remain calm; follow the subject's directions.

\*If the subject is talking-listen do not argue.

\*Avoid heroics: no sudden movements; don't over crowd the subject.

Be prepared to brief responding law enforcement personnel regarding your observations, and any additional information you may have involving the subject or victim.

## **Pandemic**

Be aware and follow all guidelines issued by the CDC and the Department of Health.

Take Inventory of PPE, assess accessibility of PPE.

Close to all outside groups to protect residents.

Designate an entrance for all staff with access to hand washing.

Utilize phone tree to notify families of updates.

Clean all high touch areas 3x a day.

Close any room where social distancing is not obtainable.

Use consistent care assignments.

Screen all staff and visitors for fever.

Take resident temperatures daily.

Order back up emergency food supply.

Designate a wing for infected residents.

Quarantine as needed.

Maintain a space to store PPE that is fire compliant.

Open windows to improve ventilation.

## **Staffing Coverage & Assignments**

All essential personnel are expected to remain on site, until relieved. This may require sleeping on site overnight. Every effort will be made to provide safe and comfortable resident and staff accommodations.

\*All personnel will be called if there is an emergency situation at American House Keene that jeopardizes the resident safety and wellbeing.

Initiate:

Resident List for evacuation attendance

- Meals will be provided free of charge as able during emergency period.
- All staff members available on-site are to report to the designated emergency person (Executive Director or designee) for instructions.
- Residents are to be assisted in evacuation as needed.

**Night Shift (10p-6a)**

Lead Nurse on duty will implement the emergency plan and contact the Executive Director or designee. Executive Director or designee will activate emergency phone tree.  
**(See attachment A)**

**Day Shift (6a-2p)**

LNAS as scheduled	Executive Director
Concierge	Health Service Director
Activities Staff	Nurse as scheduled
Maintenance Director	Business Office Manager
Food Service Director/ Chef/Wait staff	Marketing Staff
Housekeeping	

**Evening Shift 2p-10p**

Concierge (until 8p)	Dishwasher (until 8)
Wait staff (until 8)	Activities Staff (until 6p)
Nurse as scheduled	Chef
LNA's as scheduled	

## **Structural Damage**

**Structural Damage can be caused by both internal causes (explosions, floods) or external causes (falling trees, car accidents). Should an event cause structural damage to the community, follow these guidelines:**

Notify the highest-ranking person on site. This person will call 911 and activate the disaster plan by notifying the Executive Director or designee.

Assist residents to an area of the building that has not suffered damage.

Provide first aid as appropriate.

If you smell gas contact 911 immediately, shut off gas valve (if possible)( **See attachment H**)

If damage to wiring is suspected, do not use any appliances and shut off electrical power, notify utility company.

Evacuate the Community as directed by authorities or if imminent danger exists.

If evacuated follow the community evacuation plan.

## **Active Shooter**

In the event there is an active shooter in the building, **press a panic button if able, utilize hand held radio and clearly state “active shooter, intruder in the building”**.

**Run-** Fast (hard to shoot a moving target) and early (given time the shooter will search you out)

Staying at the scene for any reason, good or bad, will increase your chances of being a victim.

**Hide-** If running is not an option. Temporarily hide until you get an opportunity to run. Play dead if it will increase your chances of survival.

**Fight-** Last resort. Do not freeze, make an attempt save yourself.

Look and Listen- be aware of what is happening around you, have a survivor mindset.

Save who you have the power to save. If you are able to escape do not reenter the scene for any reason.

### **Communications**

American House Keene uses a hand held radio system, all staff is able to communicate and the resident pendant system is directly linked to the hand held radios.

American House Keene has one cell phone 603-803-1263.

The generators maintain the pendant system in the event of an emergency. Emergency outlets can be utilized to charge cell phones and hand held radios.

In the event that the Media is involved, the Executive Director would be the spokesperson, and in their absence the Sales and Marketing Director would be appointed. The media should be directed to stay away from the main entrances, they can set up in the resident parking lot near the wrought iron fence.

### **Transportation**

American House Keene has a bus that can accommodate 14 people, plus the driver.

American House Keene also has a company car that can transport 3 people, plus the driver.

In the need for evacuation both vehicles could be used to assist with transport.

American House would work with local taxi services, City of Keene Shuttle, HHC Shuttle, staff members and family members to transport as needed.

### **Recovery and Restoration**

Immediately following the emergency situation, the Emergency Director (Executive Director or designee) will take the following provisions necessary to complete the following actions:

Coordinate recovery and restoration operations with the City of Keene Emergency Management team and all other agencies with jurisdiction to restore normal operations, perform search and rescue and re-establish essential services.

Provide local authorities with a master list of displaced, injured, or dead and notify next of kin/responsible party.

Provide information on sanitary precautions for contaminated food and water to staff, residents, families and appropriate personnel.

Work with contracted pharmacy to ensure minimal disruption of medications and supplies.

Contact all contracted vendors and communicate needs and time line of resuming operations.

Identify essential services needed on a daily basis, utilize staff from non-essential services to fill in any gaps in coverage.

Utilize City of Keene's national flood insurance as needed if affected by a flood.

Provide crisis counseling for residents, staff and families as needed.

### **Emergency Numbers and Contacts Attachment F**

**Fire, Police, Ambulance      Keene      911**

**Police Department (non-emergency) Keene      (603) 357-9815**

**Fire Department (non-emergency)      Keene      (603) 357-9861**

**Pharmacy      Health Direct (800)861-1903**

**Emergency Room      Cheshire Medical Center (603) 354-5400**

**Gas      Liberty Utilities      (603) 352-1230**

**Electric      Eversource (800-662-7764)**



**Sewer City of Keene Public Works (603) 352-6550 after hours (603)357-9813**

**Water City of Keene (603)352-6650 after hours (603)357-9813**

**Oxygen supplies Lincare (802)251-1003**

**Heating and Air Conditioning K.E. Bergeron (603)-563-8305 or (603) 358-0546**

**Fire Alarm Maintenance Company RB Allen (603)964-8140**

**Fire Alarm (Alarm Company) Central Alarm (800) 639-2066**

**Center Administrative Staff**

**Executive Director Hilary Seifer [REDACTED]**

**Director of Nursing Patrice Aguda-Brown [REDACTED]**

**Business Office Director Angie Michaud [REDACTED]**

**Maintenance Director Chris Proudman [REDACTED]**

**Food Service Director Trina Morin [REDACTED]**

**Activities Director Eric Walther [REDACTED]**

**Director of Community Relations Christy Thomas [REDACTED]**

**Additional Resources and Contacts**

State Emergency Management Agency (800)735-2964

Federal Emergency Management (FEMA) (800)621-3362

NH Ombudsman Office (603)271-4375

Elder Abuse (603)217-4680

Poison Control (800)562-8236

Alzheimer's Association (800)272-3900

Deaf Interpreting Services (603)224-1850 TTY (603)224-0691

American Red Cross	(603)225-6697
OSHA	(603)225-1629
Consumer Affairs/Fraud	(800)952-5210
Foreign Language Interpreter	(603)271-6692

National Weather Service Watches, Warnings, and Advisories [www.weather/alerts-beta/nh](http://www.weather/alerts-beta/nh)

**SAFETY AND HEALTH POLICY STATEMENT**

**January 2022**

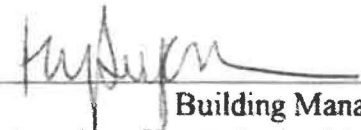
At American House Senior Living we believe that integrating safety and health into every operation at our company is of the utmost importance. The health and safety of our employees continues to be the first consideration in our operations.

To this extent, American House Senior Living strives to comply with all applicable laws and regulations that govern our operations. In so doing, we conduct our processes and operations in a manner that reduces or eliminates the conditions that are unhealthful or could cause injury to our employees. Employees are consistently urged to report unsafe conditions in their workplace, and work with American House Senior Living management to alleviate these conditions where they may exist.

Quality or production goals do not supercede the safety of our employees. With this in mind, American House Senior Living management and staff have implemented a Safety Management Program. This program provides for:

- The continual commitment of improving safety at our workplace
- Employee awareness and training with regard to safety issues
- A commitment to visitors, neighbors, and our community to lessen or eliminate any safety-related issues from our corporation that could impact them

Within the scope and applicability of our Safety Management Program, American House Senior Living has established a goal to have injury and illness incident rates below the industry average. To accomplish this goal, we ask each of our employees to commit not only to their own safety but to the safety of their co-workers and their community as well.



Building Manager  
American House Senior Living



Safety Officer  
American House Senior Living

### **General Safety Rules**

1. Personal protective equipment appropriate to your department duties is mandatory.
2. Drugs and alcohol are strictly forbidden. Smoking is permitted in designated areas only.
3. Incident reports are to be completed for all incidents, even if medical attention is not needed.
4. Lift properly, using good lifting techniques. Call for assistance as needed.
5. Equipment will be inspected in accordance with local, state, and federal regulations. Any unsafe equipment will be taken out of service.
6. All employees must review and complete required documents on an annual basis.

### **Communication**

1. Each Employee reviews the safety and health program on orientation, and on an annual basis. Copies of the Safety and Health program are available to all employees.
2. Our Emergency plan, exposure plan, MSDS binders are available in the staff lounge, nurses station, concierge's desk, and with all department heads.
3. Joint Loss/Safety Committee meeting minutes are posted on the employee notice board in the staff lounge.

### **Hazard Identification**

- **Kitchen:** Burns, Fires, back and muscle strain, cuts, falls, lifting and chemicals used for cleaning.
- **Housekeeping and Laundry:** Chemicals used in cleaning, lifting, muscle strain, cuts, falls, contamination, burns, electrical hazards.
- **Maintenance:** Lifting, chemicals, outdoor equipment, falls, cuts, burns, electrical hazards, muscle strain, motor vehicle operation.
- **RN, LPN, LNA, RA:** Lifting, muscle strain, contamination, falls, cuts, buns, and motor vehicle operation.
- **Office:** Muscle and eye strain, lifting, cuts, falls, chemical and electrical hazards.

### **Personal Protective Equipment**

Hazards exist in every working environment; PPE is the first line of defense against physical hazards of various sorts. PPE is the equipment worn to minimize exposure to a variety of hazards. If you do not know where to find PPE, please ask your supervisor.

It is important to recognize when PPE is needed, the importance of PPE and know how to correctly put on and take off PPE.

Types of PPE commonly used are gowns, gloves, masks, eye protection, and aprons.

If medical attention is required, ensure your supervisor is aware and provide documentation of any medical treatment.

### **Medical Emergency**

In the event of an emergency, 911 should be called. Employees should use the in house walkie talkie system to communicate who is completing what task, including who will meet emergency personnel at the entrance.

All employees receive medical emergency training during orientation and then on an annual basis.

All employees are trained to notify the Executive Director and Wellness Director in the event of an emergency.

American House does not mandate that staff are trained in CPR, an AED is available and located on far right wall in the dining room.

### **Department Safety Rules**

#### **Kitchen:**

- Be alert for spills, place wet floor sign as needed, clean up and mop immediately.
- Keep walking areas free of boxes, crates, broken down boxes ect.
- Follow all directions and warning labels on all chemicals being used.
- Follow knife safety rules.
- Clean and sanitize preparation surfaces regularly.
- Wash hands frequently, wear gloves when handling food, change gloves when handling different foods.
- Use proper lifting techniques

### **Housekeeping and Laundry**

- Wear gloves when handling contaminated items. Bag any soiled contaminated items and place in marked containers.
- Be aware of placement of cords and cleaning supplies while working.
- Follow directions and warning labels when using chemicals
- Use proper lifting techniques.
- Lock housekeeping cart at all times.
- Return all items to housekeeping office at the end of shifts.
- Wear gloves and use good hand washing techniques.

### **Office Staff**

- Use proper lifting techniques
- Keep floors free of clutter and obstacles.
- Be aware of ergonomic problems with use of computer and being in a seated position for several hours.

1. **Safety Director.** Our Maintenance Supervisor has been designated as the American House Safety Director. That person will enforce all safety rules, investigate accidents, and maintain all required paperwork. He/she will be responsible for monthly safety inspection of the building and have full authority to take corrective action on any unsafe conditions or hazards noted.
2. **In-Service Coordinator.** Our Wellness Director will be responsible for providing training to Safety Committee members and to all employees. He/she will conduct In-Service meetings, which are mandatory for all employees.
3. **Joint Loss Management Committee.** A minimum of four committee members consisting of at least one member of management, (never to exceed equal representation of management vs. employees) and representative members of the employee population as selected by employees. State law determines specific responsibility of the committee. The committee will meet as least quarterly to carry out duties and responsibilities. The committee will keep minutes of meetings which shall be made available for review of all employees. Review of workplace accident and injury data will occur, to help establish the committee's goals and objectives.

### **Duties and Responsibilities of the Employer**

1. Respond in writing to recommendations made by the committee, or make a verbal response that is recorded in the committee's minutes.
2. Pay any employee who participates in committee activities in her/his role as a committee member, including but not limited to attending meetings, training, and inspections, at his/her regular rate of pay for all time spent on such activities.

### **Responsibility for Supervisors**

- Take immediate action to correct any unsafe conditions.
- Provide PPE and training as appropriate.
- Promptly investigate and report all accidents incidents.
- For violations, issue warnings per company policy.

### **Responsibility of Employees**

- Report all accidents and incidents to supervisors.
- Report any unsafe conditions.
- Obey all safety and health recommendations with the safety policy.
- Attend trainings as required.

### **Disciplinary Policy**

Enforcement of Safety Rules and Policy is a key element of its success. The following penalties apply for Violation of Safety Policy.

1<sup>st</sup> Offense- Verbal Warning

2<sup>nd</sup> Offense- Written Warning

3<sup>rd</sup> Offense-Final Written Warning

4<sup>th</sup> Offense- Termination

# Google Maps American House Keene

