

Mervyn Sharp Bennion
Central Utah Veterans Home
Advisory Board Meeting Minutes

May 26, 2021
4 PM

Attendance: Members: Art Richardson, Chairman, John Williams, Randy Edwards, Secretary, Monica Arnold, Nick Flake, John Ekins, Vice Chair, Julie Spires, Resident, Lee Orton, Weston Parsons

Excused: Bill Wright

Guests and Staff: Director, Jim Bedingfield, AVALON Administrator, Weston Parsons

Zoom: Gary Harter, Veterans Administration of Military and Affairs, Director

Meeting Convened: 4 PM

1. **Welcome:** Art Richardson, Advisory Board Chairman gave the welcome and the members were self introduced.
2. **Approval of the March 24th, 2021 minutes:** Art asked for the approval of the minutes **Lee Orton** Made the Motion to approve the minutes and **Cindi Jones 2nd the Motion. Motion to approve the minutes** as presented **Approved unanimously.**
3. **State Officers Report:** Mr. Jim Bedingfield (See attachment **State Officer's Report**)
 - a. Donations have been reduced due to Covid 19 from last year. Now that we are out of the pandemic we will be good and that restrictions have been lifted we will be good. Restrictions have been lifted and we are back to basics to do better.
 - b. Improvement Projects

Administrator's Report: (See Attached Administrators Report)

- a. Reflected on Pandemic – 15 Residents during the pandemic total and 71 Staff total tested positive.
 - b. Rebuild, Restore, Recovery is the current mission. Maintain Service Standards.
4. **UDVMA and Utah Veterans and Military Affairs Report:** (Mr. Jeff Hanson excused Utah Director Military and Veterans Affairs, Gary Harter filled in for Jeff Hanson)
- a. Director Harter complimented Mr. Jim Bedingfield and his Staff for doing such a great job during the pandemic and for doing so well. Great words from the NG Arlington, VA. Infection Control on Utah work. Congratulatory Report and continuously optimistic
 - b. Salt Lake City, William "Bill" Christopherson, Veterans Home is preparing a Ceremony to Honor all that past away during the Covid-19 pandemic. Elain Christopherson will be the Guest Speaker.
 - c. The Rest of the Homes in Utah are doing well.

- d. Memorial Day Ceremony at 10 am Payson for families at the Payson Veterans Home.
- e. Director Harter and General Turley will be hosting the 21 Gun Salute at the Capitol on behalf of all the Veterans that lost their lives due to Covid.
- f. Director Harter gave the agenda that would affect Utah Veterans in the upcoming legislation.
- g. The Remains of a Pearl Harbor Utah Sailor is returning to Utah and Director Harter will be attending.
- h. Jeff Hanson has retired after 37 years of service to Utah National Guard.

5. Old Business:

Discussion: Golf Tournament Spanish Oaks June 11, 2021

6. New Business:

- a. Car Show – Art was asking for information to sponsors.
- b. Chelsi will provide that information.
- c. The Residents are excited about the car show event.
- d. Randy Edwards announced the move in the Utah County Historical Courthouse for the Veterans Services. The move was from Suite 311 to Suite 317. (Past Senator, Jason Chaffetz's Old Office)
- e. It is good to see Lee Orton well and doing better. He is being active and busy.
- f. June 14th, Flag Day will be a Freedom Festival Flag Retirement Ceremony in Provo at the Veterans Park Memorial 800 E. and Center Street. 7 PM.
- g. The meeting ended discussing the Car Show. (Randy will not be able to attend due to an American Legion Department Convention that day and through the weekend which he is the Americanism Commission Chairman, has to give reports and had all the youth Champions to host).
- h. John Eakins is retiring after near death Covid experience. Nothing less than John's commitment to the Payson Veterans Home he donated \$3,000.
- i. Status of Golf Carts... Batteries... Art and John are the POC on Golf Cart needs. Water and charging are most issues to keep running.
- j. Art Richardson said that Santa Zone question was that it will continue.

7. Next Advisory Board Meeting: July 28, 2121, at 4 PM. At the conference room, Mervyn Sharp Bennion Central Utah Veterans Home.

8. **Adjourned:** Motion to adjourn was made by Lee Orton and seconded by Nick Flick **Motion to adjourn was unanimous.**



Randy D. Edwards, CSM (R)
Secretary to the Board
Mervyn Sharp Bennion, Central Utah Veterans Home

Cc: Mr. Jim Bedingfield, State Officer

Mr. Art Richardson, Chairman of The Advisory Board

Mr. Weston Parsons, Administrator

Attachments: Administrator's Report

State Officers Report

Veterans Home State Officer's Report

Avalon Staff have been working hard to be ready when the various Surveyors come back into the home, now that many of the restrictions have been lifted. Veterans seem much happier now that they can have group activities and can once again socialize with other residents that have been vaccinated.

Completed Projects: The Service flag display in the front of the building was completed in Mar/Apr 2021

Pending Projects:

- Power line reconfiguration: This project has passed approval and involves a power line at the rear of the property. This line is currently located above ground, and will be buried. The line may be reconfigured from a source along the main road, or it may remain at the rear of the property. This project was rescheduled to be completed in Spring of 2021.
- Fence Gate addition: A section of the fence on the west side of the property will be removed and replaced with a gate. This gate will facilitate access by utility vehicles used for maintenance or facility operations. This project was rescheduled for Spring 2021.

Projected Projects:

- Reception area revitalization – This proposed project would include a redesign of the Front desk and the area around it. Primarily the desk top would be lowered for better visibility by staff and guests, and replacing the front facing of the desk due to the number and size of the scratch and dents present. These old facing was stained wood and all of the scratches show up prominently due to the underlying wood having no stain. A cost will not be determined until a design plan is decided upon.

Donation Fund:

The Bennion Veteran Home Donation Fund has a current balance of \$37,106.69 and donations are much reduced from the previous year. However, the fund is still very healthy. We have continued to pay for Musical Performances, and other recreational activities, which are picking up now that restrictions are being reduced for vaccinated residents.



Verbiage Guidelines

Thou Shall Not Say:

- We are Short Staffed
- The other shift didn't do it.
- They are not my patient.
- That is not my hall.
- I have too many patients.
- I don't have time – I am too busy.
- I don't have enough supplies.
- Speak ill of anyone in a public area.
- Negative comments about our care, services, and staff

Thou Shall Say:

- Hello, may I help you?
- Good Morning, Good Afternoon, and Good Evening
- Thank you and your welcome
- I apologize
- Give praise and support
- Thank you for your service
- We LOVE getting admissions
- Positive comments about our care, services, and staff



Service Standards

- I will project a positive image and energy
- I will strive to make everyone feel important, be courteous, and respectful
- I will provide active communication to ensure efficient care, address critical needs, and report opportunities to improve
- I will act in a professional manner, speak in an uplifting way, and address issues using the appropriate steps
- I will keep our building clean and maintain facility equipment and supplies
- I will serve food that is visually appealing, satisfies any specialized diet or texture, and ensure proper temperature and taste.
- I will seek to anticipate our customers needs and respond to any requests swiftly
- I will seek education and learning, contribute to our facility's growth, and improve performance
- I will follow the communication standards and verbiage guidelines to ensure our customers have a positive experience, minimize concerns, and promote and environment for healing
- I will honor our Nation's Veterans by showing gratitude for their service, sensitivity to their experiences, and reverence for their patriotism
- I will recognize and respect each person's unique qualities, celebrate others success, and stand ready to assist anyone that needs my help

UBUNTU (UU-BOON-TOO)

"A person with Ubuntu is open and available to others, affirming of others, does not feel threatened that others are able and good, based from a proper self-assurance that comes from knowing that he or she belongs in a greater whole and is diminished when others are humiliated or diminished, when others are tortured or oppressed."

Service Recovery

At the MSB our service recovery is the action we take in response to a service failure, dissatisfied customer, and/or at any time to comfort or resolve unfortunate situations through the H.E.A.R.T. process:

Hear Them

Empathize

Apologize

Resolve

Thank Them