

Congregate Living & Social Services Licensing Board
Tuesday, April 25, 2023, 6:00 PM
City Hall, 2nd Floor Council Chambers

AGENDA

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

II. **Minutes of Previous Meeting:** March 28, 2023

III. **Unfinished Business:**

IV. **Applications:**

LB 23-05: Applicant, Phyllis Phelps, Executive Director for House of Hope New Hampshire, Inc, is requesting a Congregate Living & Social Services License for a Large Group Home, located at 31 Wyman Rd., and is in the Corporate Park 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:**

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1 City of Keene
2 New Hampshire

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

Tuesday, March 28, 2023

6:00 PM

Council Chambers,
City Hall

Members Present:

Andrew Oram, Chair
Thomas Savastano
Jennifer Seher

Staff Present:

John Rogers, Building & Health
Official/Zoning Administrator
Corinne Marcou, Board Clerk

Members Not Present:

Medard Kopczynski, Vice Chair
Alison Welsh

8
9
10 **I. Call to Order: Roll Call**

11
12 Chair Oram called the meeting to order at 6:03 PM and called a break until a quorum was
13 present. At 6:11 PM the meeting reconvened and roll call ensued.

14
15 **II. Minutes of Previous Meeting: February 28, 2023**

16
17 A motion by Mr. Savastano to adopt the February 28, 2023, meeting minutes was duly seconded
18 by Ms. Seher and the motion was carried unanimously.

19
20 **III. Unfinished Business**

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

26
27 Chair Oram recalled that the Board approved LB 23-01, with a condition for the applicant to
28 submit a neighborhood relations plan. The Chair asked whether the other Board members found
29 the plan sufficient. Ms. Seher noted that she is very familiar with the facility in question and said
30 she was glad the applicant wrote this plan because in her experience, American House interacts
31 with the community very well. Chair Oram said that was his experience as well. The Chair
32 thought it would behoove the Board to provide applicants examples of successful plans in the
33 future. Because their overall application was so complete, Chair Oram thought this plan should

34 be accepted, and next year, the Board could request something more complete. Ms. Seher agreed,
35 noting that some sort of template would be ideal.

36

37 Mr. Savastano made the following motion, which was duly seconded by Ms. Seher. On a vote of
38 3–0, the Congregate Living and Social Services Licensing Board accepted the neighborhood
39 relations plan from American House as presented.

40

41 Chair Oram noted that there was another piece of unfinished business that did not appear on the
42 meeting agenda. This was to review the neighborhood relations plan for Keene Housing. Mr.
43 Savastano said he felt that this neighborhood relations plan was minimal, and he hoped for more
44 detail next year, especially after there were a variety of issues with Hampshire House last year.
45 Mr. Savastano quoted the Vice Chair, Mr. Kopczynski, from a previous hearing: *“The*
46 *neighborhood relations plan is an opportunity for agencies to articulate that for them and the*
47 *neighborhood to be successful, they must work together.”* Mr. Savastano thought the submitted
48 plan was largely focused on who to contact with complaints, but not about outreach to the
49 community. He said the end of this submitted plan stated: *“Keene Housing staff will continue*
50 *striving to know our neighbors,”* of which Mr. Savastano said he did not see evidence of how
51 they plan to do so. Still, Mr. Savastano was prepared to accept the plan as submitted and to
52 watch and see what happens in the next year. He noted that there was no way to contact the
53 resident property managers by phone and he did not believe the phone number listed was for 24-
54 hour issues, though it was characterized as such.

55

56 Mr. Rogers said that Staff could ensure this portion of the meeting minutes highlighting this
57 concern could be attached to the application, so the agency is aware of the Board’s concerns
58 moving forward. Chair Oram thought there were two issues at hand, with the first being whether
59 a dedicated 24-hour contact number was required. Mr. Rogers did not think there was a specific
60 regulation requiring such a contact, but he said it made sense for such a contact to be listed in
61 various plans, from the emergency plan to the neighborhood relations plan. Mr. Rogers noted
62 that this Board reviews a wide range of uses, for some of which it would make sense to have
63 such a contact number. Mr. Rogers would pass this concern along to the applicant. Chair Oram
64 asked whether it was required for any of the applicants before this Board to have a 24-hour
65 contact number. Mr. Rogers said he would have to look more into the rules of procedure to
66 confirm whether that was required, though he did not think the regulations listed that detail.
67 Chair Oram said it seemed important to have such a contact for a 24-hour facility and if that was
68 not a requirement, he thought this was an opportunity for the regulations to be improved,
69 especially in instances where neighbors have had issues with a facility. Mr. Rogers said that a
70 contact number was a part of the application process—specifically number six—requiring, *“the*
71 *name, phone number, and address of the person acting as the operator, if not the owner, who*
72 *will serve as point of 24-hour contact for the public and the City.”* Mr. Rogers said Staff could
73 ensure the applicant addresses that regulation. Chair Oram agreed with Mr. Savastano in thinking
74 this plan was inadequate but said that he also felt the American House plan was insufficient. In
75 terms of equity, Chair Oram thought Mr. Savastano summarized things well. The Chair thought
76 the Board had established that neither of the plans under consideration were true plans, but rather

77 they were descriptions of a few things about the agencies' relationships with the community.
78 Chair Oram said that this would be a matter of the Board's attention in the next round of
79 applications. He said that the applicants should be provided with examples of successful plans
80 and the Board's expectations.

81
82 Ms. Seher said she agreed with the Chair's comments and said it was challenging for her because
83 she knows both organizations well. She said she was also familiar with the plan for American
84 House, which she said was written as more of an outreach plan than a neighborhood relations
85 plan. She thought there was an opportunity to educate applicants on the differences. She
86 mentioned that Cheshire Housing Trust had changed how it was managed and run over the years,
87 and that they did not present an outreach plan or neighborhood relations plan. Thus, Ms. Seher
88 also did not want to hold up this application, but she shared the concern about there not being a
89 clear 24/7 phone number for Cheshire Housing Trust. She agreed that more clarity would be
90 helpful.

91
92 Ms. Seher made the following motion, which Mr. Savastano duly seconded. On a vote of 3-0,
93 The Congregate Living and Social Services Licensing Board accepted the neighborhood
94 relations plan for Hampshire House.

95
96 **IV. Applications:**
97 **A) LB 23-03: Applicant, Patrick Lyons, Executive Director for Keene Center**
98 **Genesis Healthcare, is requesting a Congregate Living & Social Services**
99 **License for a Residential Care Facility, located at 677 Court St., and is in the**
100 **High Density District and as defined in Chapter 46, Article X of the Keene**
101 **City Ordinances.**

102
103 Chair Oram asked for Staff comments. Mr. Rogers said all relevant inspections were completed
104 the day of this meeting. Mr. Rogers said there were some modifications to the Housing
105 Inspector's report, which included some very minor issues with outlet covers. He said the Fire
106 Department had no concerns.

107
108 Chair Oram said he found this application to be largely complete and thorough. Still, he thought
109 there could be more to the neighborhood relations plan. He said that given the level of detail, it
110 was clear that this agency must respond to many different authorities, and he said those details
111 seemed to adequately meet most of this Board's needs.

112
113 Chair Oram welcomed Mike Johnson of Langdon Place, who was present on behalf of the
114 applicant, Patrick Lyons, who was unable to attend. Mr. Johnson said Genesis owns both
115 facilities: Genesis Healthcare and Langdon Place. Mr. Johnson commented that after some of the
116 other agencies had been through this process, he and other applicants would be happy to meet
117 with City Staff/this Board to be clear about what is required for complete applications.

118

119 Ms. Seher noted that many of the facilities this Board reviews must also comply with some State
120 of NH licensures. She wondered whether this Board could help coordinate with those applicants
121 so they can complete applications more efficiently. Ms. Seher also mentioned that a
122 neighborhood relations plan—which she said was sparse in this application—is always important
123 for the Genesis facilities. Ms. Seher said she would be paying closer attention to the
124 neighborhood relations plans moving forward.

125
126 Mr. Savastano referred to page 193 of the application, where there were statistics about the
127 residential population profile. He noticed that there was a line for the number of admissions and
128 stays ending in death and frequency relative to the benchmark was very high. With the
129 population served at this Genesis facility and the degree of end stage of life and disease, he asked
130 Mr. Johnson to elaborate. Mr. Johnson said that with this being a 106-bed facility, there was a lot
131 of long-term care. He said there was also a short-term rehab unit, but the facility’s largest focus
132 is long-term care and therefore, there are higher rates of death than some facilities like Langdon
133 Place that is more of a rehab and assisted living.

134
135 Ms. Seher spoke in support of these long-term care facilities, in particular, stating that it would
136 be good if more people were educated about it being positive that there are fewer people staying
137 long-term in a traditional nursing facility. She believed that the community wanted people to be
138 living as independently as possible for as long as possible. She said it is sad to think about people
139 dying, but ideally that would happen for them at home or in one of these care facilities. Thus, she
140 said it is not a bad thing that people are dying and moving on, but that presents a challenge for
141 Genesis in having beds to fill. She said it was important going forward for this Board to consider
142 this aspect.

143
144 Chair Oram noted that throughout the first year for this licensing process, the Board had asked
145 applicants whether this application process was challenging or what parts could be clearer; he
146 asked about aspects other than the neighborhood relations plan, which was discussed already.
147 Mr. Johnson replied that Ms. Marcou was very helpful throughout the application process, and
148 he said it was a good learning experience. He said that hearing exactly what the Board is looking
149 for would be helpful when repeating this process next year. For example, he knew that
150 inspections would occur but said it was not clear what would be inspected until the inspectors
151 were on site. He said that he just wants to be prepared to address everything relevant to this
152 Board next year.

153
154 Hearing no public comments in opposition or support, Chair Oram closed the public hearing, and
155 the Board reviewed the criteria for approval.

156
157 *The licensing board shall consider the following criteria when evaluating whether to approve,*
158 *renew, or deny a congregate living and social services license application:*
159 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
160 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
161 *codes.*

162
163 Ms. Seher made the following motion, which was duly seconded by Mr. Savastano. On a vote of
164 3–0, the Board found application LB 23-03 in compliance with the first criterion.

165
166 *Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration*
167 *that adversely affects the surrounding area.*

168
169 Mr. Savastano made the following motion, which was duly seconded by Ms. Seher. On a vote of
170 3–0, the Board found application LB 23-03 in compliance with the second criterion.

171
172 *Criteria 3: The use does not produce public safety or health concerns in connection with traffic,*
173 *pedestrians, public infrastructure, and police or fire department actions.*

174
175 Ms. Seher made the following motion, which was duly seconded by Mr. Savastano. On a vote of
176 3–0, the Board found application LB 23-03 in compliance with the third criterion.

177
178 Mr. Savastano made the following motion, which Ms. Seher duly seconded. On a vote of 3–0,
179 the Congregate Living and Social Services Licensing Board approved application LB 23-03 in its
180 entirety.

181
182 **B) LB 23-04: Applicant, Michael Johnson, Executive Director for Langdon**
183 **Place of Keene, is requesting a Congregate Living & Social Services License**
184 **for a Residential Care Facility, located at 136 Arch St., and is in the Rural**
185 **District and as defined in Chapter 46, Article X of the Keene City**
186 **Ordinances.**

187
188 Chair Oram said that in some respects, this application felt identical to the previous application
189 (LB 23-03). While thorough and complete, the Chair said that most concerns with the previous
190 application also applied to this one, such as the neighborhood relations plan. Chair Oram asked
191 for Staff comments. Mr. Rogers said that the inspections were conducted the day of this meeting
192 and there were no issues from the Housing Inspector or Fire Department.

193
194 Mr. Johnson had no comments to add to this application. Hearing no public comments in favor or
195 opposition, the Board reviewed the criteria for accepting this application.

196
197 *The licensing board shall consider the following criteria when evaluating whether to approve,*
198 *renew, or deny a congregate living and social services license application:*

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

202
203 Ms. Seher made the following motion, which Mr. Savastano duly seconded. On a vote of 3–0,
204 the Board found application LB 23-04 in compliance with the first criterion.

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

207
208 Mr. Savastano made the following motion, which was duly seconded by Ms. Seher. On a vote of
209 3–0, the Board found application LB 23-04 in compliance with the second criterion.

210
211 Criteria 3: The use does not produce public safety or health concerns in connection with traffic,
212 pedestrians, public infrastructure, and police or fire department actions.

213
214 Ms. Seher made the following motion, which was duly seconded by Mr. Savastano. On a vote of
215 3–0, the Board found application LB 23-04 in compliance with the third criterion.

216
217 Mr. Savastano made the following motion, which was duly seconded by Ms. Seher. On a vote of
218 3–0, the Congregate Living and Social Services Licensing Board accepted application LB 23-04.

219

220 **V. New Business:**

221
222 No new business was presented.

223
224 **VI. Non-Public Session: (if required)**

225 **VII. Adjournment**

226
227 There being no further business, Chair Oram adjourned the meeting at 6:40 PM.

228
229 Respectfully submitted by,
230 Katryna Kibler, Minute Taker
231 April 3, 2023

232
233 Reviewed and edited by,
234 Corinne Marcou, Board Clerk

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:

Case No. _____

Date Filled _____

Rec'd By _____

Page _____ of _____

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keeneenh.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 checked="" type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input 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

NAME/COMPANY: House of Hope New Hampshire, Inc.

NAME/COMPANY: House of Hope New Hampshire, Inc.

MAILING ADDRESS: PO Box 10371 Swanzey, NH 03446

MAILING ADDRESS:

PHONE: (603) 499-8068

PHONE:

EMAIL: houseofhopenh@gmail.com

EMAIL:

SIGNATURE: *Phyllis Phelps*

SIGNATURE:

PRINTED NAME: Phyllis Phelps

PRINTED NAME:

AUTHORIZED AGENT

(if different than Owner/Applicant)

OPERATOR / MANAGER

(Point of 24-hour contact, if different than Owner/Applicant)

Same as owner

NAME/COMPANY:

NAME/COMPANY:

MAILING ADDRESS:

MAILING ADDRESS:

PHONE:

PHONE: (603) 716-0488

EMAIL:

EMAIL:

SIGNATURE:

SIGNATURE:

PRINTED NAME:

PRINTED NAME:

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

31 Wymán Road Keene NH

TAX MAP PARCEL NUMBER:

221.029

ZONING DISTRICT:

Corporate Park



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.

The client population to be served by House of Hope NH are women struggling with Life controlling issues and their children.

Our purpose is to provide a safe, clean home while connecting women to sources that help them succeed independently. Helping them to secure employment, community support, and education. While teaching them proper boundaries in relationships, time management and tools to sustain sobriety.

We are faithbased, non medical, voluntary residential home.

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.

House of Hope NH is a 5 Bedroom 4 Bathroom. Dining room, Kitchen. Living room. Finished basement, office. 4,500 square foot. A three story Barn and guest House. We have 12 Beds total.

We are located on 4.5 acres of land used for gardens and walking areas. Play Area and Picnic tables.

Hours of Operation are: office hours 8-5 week days M-F. 8-2 On Saturday.

24 hours in house every day M-S

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

6-12 months as there is a transitioning period. After they begin working we give them time to find housing and save for living expenses. Staff stays as long as they are working with us.

SUBMITAL CHECKLIST

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

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

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

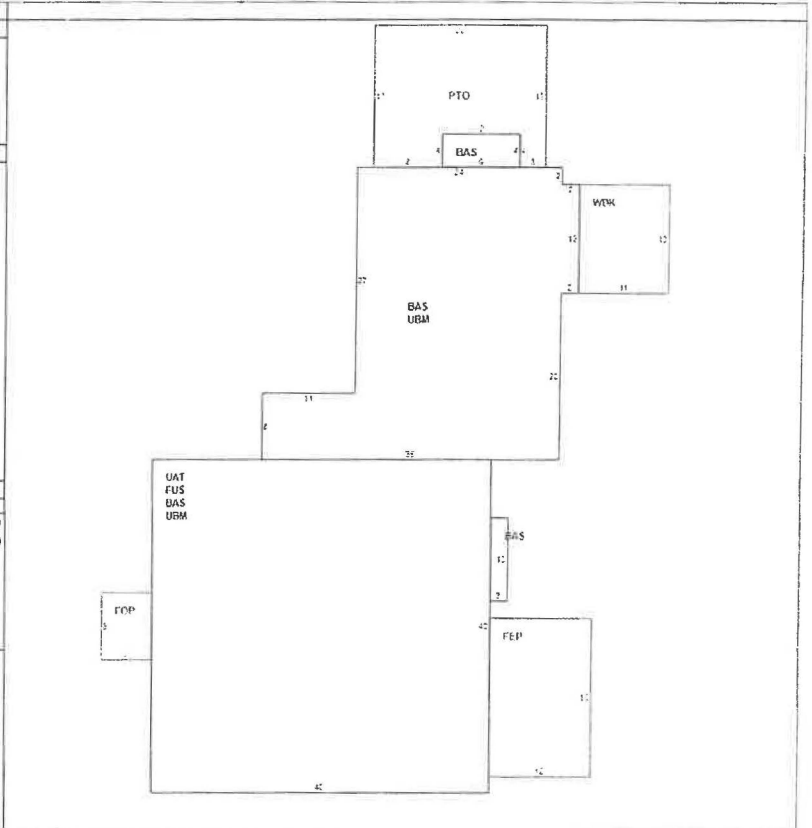
*Property Location 31 WYMAN RD.
 Vision ID 7734

Parcel Status: Active Map ID 221//029/000 000/000
 Bldg # 1 of 1

Bldg Name Sec# 1 of 1 Card# 1 of 1 Print Date 9/6/2019 1:01:08 PM

CONSTRUCTION DETAIL			CONSTRUCTION DETAIL (CONTINUED)		
Element	Code	Description	Element	Code	Description
Style	03	Colonial	WBFP Stacks	4	
Model	01	Residential	WBFP Opening	8	
Grade	12	B+	Additional Stack	0	
Stories		2.00	Prefab Fireplac	0	
Occupancy		1	Location Adjust	0	
Exterior Wall 1	09	Clapboard			
Exterior Wall 2					
Roof Structure:	01	Gable	COST / MARKET VALUATION		
Roof Cover	01	Asphalt	Adjusted Base Rate		103.91
Interior Wall 1	01	Plaster	Section RCN		
Interior Wall 2	02	Drywall/Sheetrock	Net Other Adj		
Interior Floor 1	07	Hardwood	Replacement Cost		529,126
Interior Floor 2	06	Ceramic Tile	Actual Year Built		1777
AC	1	None	Effective Year Built		1994
Heat Fuel	4	Oil	Depreciation Code		VG
Heat System	4	Hot Water	Year Remodeled		
Bedrooms			Depreciation %		22
Full Baths	2		Functional Obsolescence		
Half Baths	2		External Obsolescence		10
Extra Fixtures	5		Condition		
Cath Ceiling	0		% Complete		
Bsmt Garage	0		Overall % Condition		68
Daylight Basem	PW		Deprec Value		359,800
Rec Room					
FBLA	1220				

OB - OUTBUILDING & YARD ITEMS(L) / XF - BUILDING EXTRA FEATURES(B)									
Code	Description	L/B	Units	Unit Price	Year	FCL	Densite	Condi	Apprais Value
BRN5	2 STORY	L	1,408	35.00	1777	75	0.00	G	37,000
SHD1	SHED	L	600	11.00	1870	50	0.00	A	3,300



BUILDING SUB-AREA SUMMARY SECTION						
Subarea	Description	Liv./Leasable	Gross	Eff Area	Unit Cost	Undeprec Value
BAS	First Floor	2,610	2,610	2,610	103.91	271,213
FEP	Enclosed Porch	0	228	160	72.92	16,626
FOP	Framed Open Porch	0	48	7	15.15	727
FUS	Framed Upper Story	1,600	1,600	1,600	103.91	166,261
PTO	Patio	0	304	30	10.25	3,117
UAT	Unfinished Attic	0	1,600	160	10.39	16,626
UBM	Unfinished Basement	0	2,554	511	20.79	53,100
WDK	Wood Deck	0	143	14	10.17	1,455
Totl Gross Liv / Lease Area		4,210	9,087	5,092		

Southwestern • New Hampshire • District

FIRE MUTUAL AID SYSTEM



A PUBLIC MUNICIPAL CORPORATION
32 Vernon Street, PO Box 443, Keene, NH 03431
603-352-1291

Dear Customer:

Enclosed is your annual invoice for your alarm monitoring. We have also enclosed a copy of the contact information that we have on file for you. Please check it carefully to make sure it is up-to-date. If you would like to make any changes in either the call list or the list of other people who are authorized to be at your location, just make the changes on the enclosed form and return it to us. If we do not receive any information from you, we will assume that this information is correct.

Let us know if you have any questions about this.

Sincerely,

A handwritten signature in cursive script that reads "Kassie Lunderville".

Kassie Lunderville
Deputy Chief

Enclosures

Mutual Aid Alarm Form (Basic Customer Information)

ACCOUNT # ALARM BOX INF

ACCOUNT INSTALL DATE

ADDRESS TEL # FAX

TOWN ST ZIP DIALER #

NOTES

Call List

NAME	ORDER	TYPE	TELEPHONE #	NOTES
Phyllis Phelps	1	Cell	(603) 716-0488 X	
Phyllis Phelps	1	Day	(603) 499-8068 X	
Bill Phelps	2	Cell	(603) 313-0337 X	

Authorized Personnel

NAME
Bill Phelps
Phyllis Phelps

House of Hope NH
PO Box 10371
Swanzey, NH 03446-0371
www.houseofhopenh.org



An 12-18 month
faith-based residential
program providing hope for
women overcoming addiction.

House of Hope NH has a security plan in operation.
Life safety monitors our alarm system. For Burglary alert and as well as fire.
The Alarm goes directly to the fire Department. They in turn check via phone with us what may be happening, then dispatches a truck with a crew .

Our emergency instructions are posted upstairs and by the front door as well as given to each resident when they enter the Home.

We have fire extinguishers as well as cameras placed on the outside of the building , which can be monitored by staff.

We have a sprinkler system throughout the home.

House of Hope NH
PO Box 10371
Swanzey, NH 03446-0371
www.houseofhopenh.org



An 12-18 month
faith-based residential
program providing hope for
women overcoming addiction.

Staffs Training for House of Hope NH is done on the job. Upon hiring the Staff we go through 2 weeks of shadowing the Director.

Training is also done by NH foodbank once a year on food Handling.

Protect my ministry does training for us as well.



Health and Safety Plan for House of Hope NH Staff and Residents .

House of Hope NH is cleaned regularly by residents . Areas are kept clear from clutter.

Any breaks spills or bodily fluids are cleaned by the Staff . Myself , Husband . According to the proper Disposal methods .

We follow handwashing guides by NH foodbank posted by the sink.

When ladies or Staff are sick they are separated in a room for the duration recommended by the Doctor , Usually 24 hours.Unless 3 days is needed.

Staff are not to come on shifts sick.

Safety plans are is follows no resident is to be seen alone without other volunteers or Staff present except by Executive Director.

When resident is in the Directors office Staff or volunteers or other residents are on campus. Two doors are in the office one by the resident , one by the Director .

When possible the Director brings in a staff or volunteer.

Any bags brought in the house are searched before being allowed on the premises.

Sharps are under lock and key only the Staff have keys.

All medicine and personal information are locked in the office.Keeping personal items secure as well as personal information secured in a file cabinet.

House of Hope New Hampshire inc.

Crisis Management and Communication Plan

1

Table of Contents

1. Table of Contents
2. Purpose
3. Escalation Framework
4. First Line of Defense
5. Greater Response Team
6. Roles and Responsibilities
7. Do's and Don'ts
8. Maintaining an Effective Response Plan

Purpose

Escalation Framework

Level	Description	Action
Level 1	<p><i>This is the highest level of crisis .</i></p> <p>Examples: Anything involving Threats of Violence to staff or Residents, Bomb Threats , or a long-term threat of damage to our Residents , Board Members or House of Hope NH.</p>	<p>Immediately call 603 716 0488 Phyllis Phelps</p> <p>Alert proper authorities.</p> <p>All residents and Staff in a safe area.</p> <p>High alert every entrance secured and the home immediately closed to outsiders</p> <p>Fill out the incident report as soon as possible.</p>
Level 2	<p><i>Level 2</i></p> <p><i>Anything that would shut the center down from day to day operations. Such as Sickness , Natural Disaster. Loss of heating in Winter , Flooding in our Area.</i></p>	<p><i>Executive Director to be notified.</i></p> <p><i>Residents will be given the choice to leave unless they need to be evacuated. Emergency contacts on file will be notified by Staff.</i></p>

Level 3	<p><i>A temporary risk that would impact business operations, customer success, and/or company reputation, will be handled with the acting Board Such as a resignation of the Executive Director.</i></p> <p><i>Press releases that bring an impact on the House of Hope NH reputation.</i></p>	<p><i>Executive Director</i></p> <p>The Board will be informed first of any major chances . Then they will respond as needed . The Designated Personal will be the spokesman to the press.</p>
Level 4	<p><i>With a smaller issue House of Hope NH</i></p> <p><i>Grievances with staff or the home will be brought to the Directors attention.</i></p> <p>An incident report should be filled out and placed in the Directors mailbox.</p>	<p>Report to the Executive Director. Fill out a grievance report to be brought to the Board President. Communication to be had with the Director and aggrieved. If the grievance is with the Director it will be brought to the Board. Official Grievances must be in writing.</p>

Incident Response Team

Executive Director Phyllis Phelps and Wilfred Phelps

First Line of Defense

- *Phyllis Phelps Team #1: Houseofhopenh@gmail.com
603-716-0488*
- *Wilfred Phelps #2 603-313-0337*

Roles and Responsibilities

In a general crisis – regardless of escalation – what should each of these departments be responsible for once informed of the crisis? Feel free to add a row to include any other department that is right for your business.

Team	Contact Name	Roles and Responsibilities
Communications	Phyllis Phelps	Director -Communicate with police or safety personnel.
Customer Support	Phyllis Phelps	<i>Manage Residents and schedules</i>
Social Media/Marketing	Phyllis Phelps	<i>Speaking and public engagement</i>
HR	Phyllis Phelps	Hires and trains staff or provides training through outside sources.
Maintenance	Wilfred Phelps	Maintaining Building and Grounds.

Crisis Management Process

Phyllis Phelps 603-716 0488

In the case of a crisis the Director of the Home will be notified .
Proper authorities will be notified.

Do's and Don'ts

Crisis Management , Fire , Flood , Explosion etc.

DO'S	DONT'S
Asses the situation Establish what is the immediate danger Make sure residents and staff are accounted for and in the designated area. Talk comely with clear Directions . Make any necessary calls once immediate danger is identified. Have all information ready to pass on to the proper authorities.	Don't leave resident without clear direction

Maintaining an Effective Response Plan

Staff meets weekly , go over safety plans and updates as needed.

To maintain an effective response plan.

The fire Department gave us instructions that are posted and will be followed.

Neighborhood Relations Plan

Our Neighbors are to be notified by phone first with any concern or questions.

We did send out letters when House of Hope NH moved here in 2019 with all our Contact information. Explaining our mission and just who we are.

Phyllis Phelps 603-499-8068

Phyllis Phelps 603-716-0488

Issues arising with neighbors such as animals getting loose.

Boundaries breached. etc.

Questions needing answers will be answered by Phyllis Phelps .

Within 24 hours a response will be given.

House of Hope NH will answer any concerns via Phone or email. houseofhopenh@gmail.com

If we need to meet with a neighbor to answer any concerns , they may come to the office .

Or the Director can meet with the proper neighbor.

That would be Phyllis Phelps' responsibility.

House of Hope NH does everything within their power to live peaceably with the neighbors.

A phone call is the first means of contact with neighbors with our concerns.

If the issue cannot be solved with a conversation.

Then the police would be notified and we would take steps to rectify the situation, always in a peaceful manner.

Keene Police Department.

Maintenance Plan
House of Hope New Hampshire Inc.

Spring cleanup. Start outside, raking up any remaining leaves that survived the winter, and laying down mulch in the flower beds and beneath the hedges.

[Turn your outside faucets back on](#), checking for damage.

Lawns are to be mowed by Wilfred Phelps .

Prior owner of Phelps Landscaping and Co- Founding Director of House Of Hope NH .

Trees. If the property has any trees, have them inspected by the arborist, who can check for signs of illness or any dead branches and catch problems. [Arbor tree company is to be used for tree removal or Pruning.](#)

Lawns and hedges. Reseed lawn, filling in bald patches before the summer heat. Fertilize the lawn.

Lawnmower tuneup annually, Ronnies Small Engine services our Lawnmower.

Outside The Buildings

Inspect. Walk around the outside of the house: Are there cracks in the concrete? Is the driveway in good condition? Check the roof for signs of loose or broken shingles. Look up at the chimney for signs of wear. Check the facade and foundation for cracks or signs of water pooling.

The gutters. Clean Gutters

Paint. Exterior paint. Look for signs of peeling or chipping paint.

Patio or deck. Sweep it clean. Inspect your deck, cracked wood and Pull out any leaves or debris from between the boards. Then [clean it thoroughly](#):

Plumbing. Give pipes a good once-over, checking under sinks to make sure there are no signs of leaks. Check ceilings for telltale water stains – Check faucets for drips and the flapper in the tank of the toilets to make sure it has not worn out t call a plumber for what you need help with.

Chimney. Chimney needs a regular checkup. Chimney should be inspected annually, and cleaned spring and fall

Check your smoke alarm and carbon monoxide detectors
Fire Extinguishers .

Spray for pests in the Spring and Fall.
Pecor is used for pest control.

Inside House

Ceiling fans. Reverse the setting on your ceiling fans to counterclockwise.

Air-conditioning. Window units, [clean filters once a month](#).

Check the weather stripping around doors and windows to keep the cool air in. Cover windows that receive morning or afternoon sun with drapes.

Check Emergency Kits make sure they are stocked with batteries for flashlights, canned food, bottled water, medicines, a battery powered radio and a first-aid kit.

Consider home improvement projects. Turn List into Director who will turn the list into the Board for Approval.

Raking leaves Once a week.

Gutters cleaned in October.

Shut off the water supply to outside Faucets. Insulate the main shut off valve and any above- ground piping.

Firewood. Stock up on seasoned firewood in the fall. Stack it on pallets, so it does not sit on the moist ground. Don't pack the wood to tightly, Air-conditioning- Turn off ,Remove unit store it for winter

Furnace and HVAC. Get the furnace and ductwork serviced. will Check and replace air filters, as necessary.

Test thermostat to make sure it works properly. Make sure heating vents are open and nothing is blocking them.

Boilers and radiators. For homes heated with steam heat. Call the plumber for its annual checkup.

Chimney. Cleaned

Windows and doors. Walk around the house and [check windows and doors for drafts](#). Caulk door and window frames where necessary.

In late fall, install storm windows and the glass panel on storm doors to keep the heat in and the cold out.

Check Dryer Vent

Smoke and carbon monoxide detectors.

List all inside Projects and begin scheduling them.



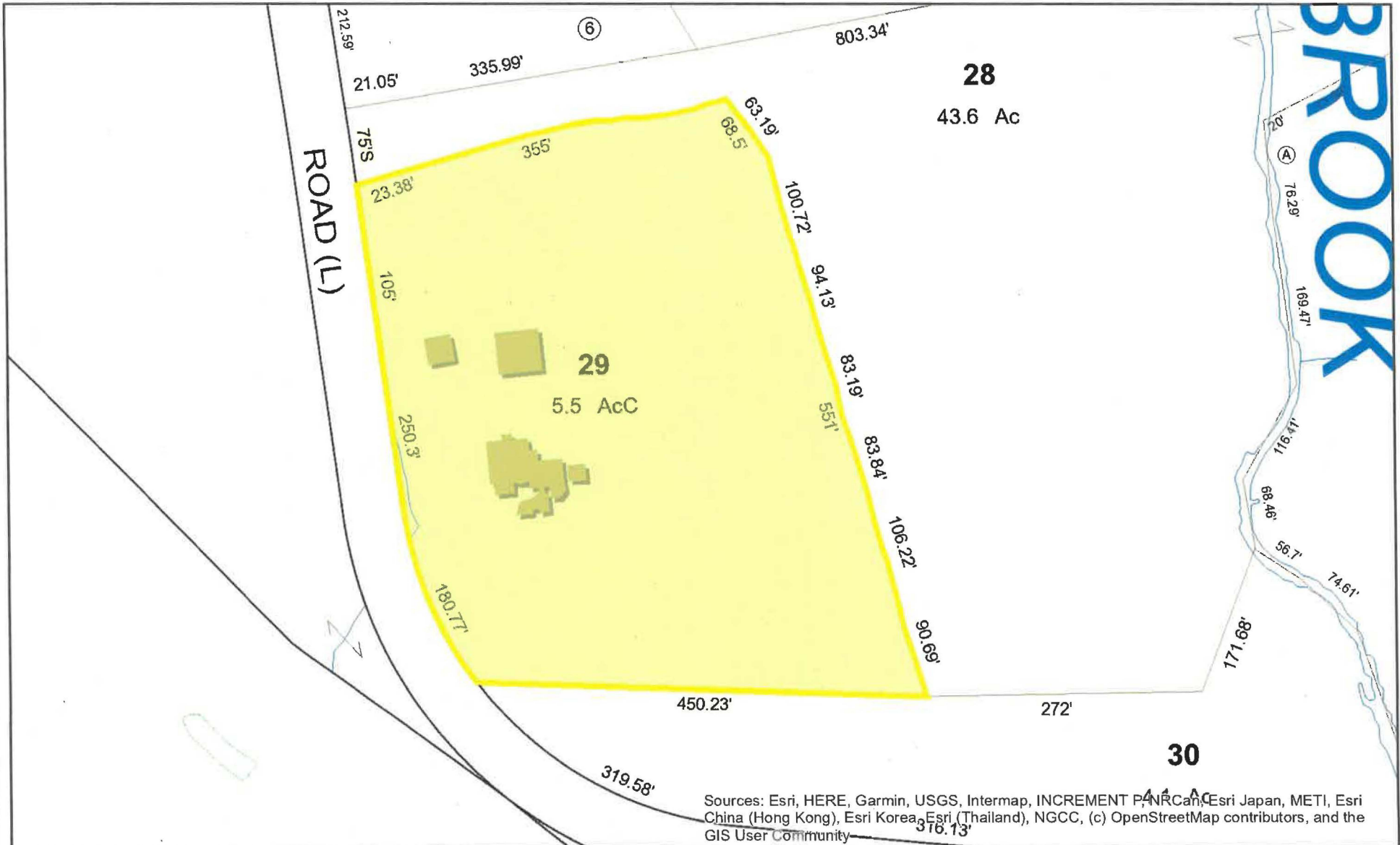
Keene, NH



April 11, 2023

1 inch = 137 Feet

www.cai-tech.com



Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan, METI, Esri China (Hong Kong), Esri Korea, Esri (Thailand), NGCC, (c) OpenStreetMap contributors, and the GIS User Community

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