

Heritage Height Resident Association  
Annual Meeting  
December 10, 2025 2:00 PM  
TADS Place

**Welcome:** Chair Bev McGuire welcomed all to the Annual Meeting.

**Invocation:** CPE Intern Marcia Leclerc noted that our differences should be celebrated. “Rudolph The Red Nosed Reindeer” was sung by the residents. Marcia noted that we all have our own uniqueness.

**Introduction:** Bev introduced the Executive Officers: Bev McGuire, Chair; Elise Carter, Vice Chair; Marty Graves, Treasurer; Rick Woollett, Assistant Treasurer; Betsey Patten, Secretary. Bev also mentioned four past Chairs – Jim Batten, Louise Dartnell, Casper Kranenburg and Dave Young who all contributed to the success of the Resident Association through the past and present.

**Secretary Report:** Betsey Patten noted that there were no additional corrections or additions to the posted October 8, 2025 minutes. Dianna Maffucci moved to approve the minutes. Joyce Pope seconded. MOTION CARRIED.

**Treasurer Report:** Marty Graves reported the beginning balance on November 1 was \$1967.85. Total expenditures were \$589.92. The remaining balance as of November 30 was \$1377.93. The complete report which includes the expenditures by each group is posted on the Executive Council display case in the south corridor in Barrows. Report accepted.

**Standing Committee Reports:**

**Dining:** Judie Waldert, Chair, acknowledged the Dining Committee members: Joyce Scannell and Val McLean, Area 1; Rich Crouse and Betty Sweet, Area 2; Nancy Gesen, Area 3; Barbara Lambert and Joyce Pope, Area 4; Harlean Jeannotte and Pat Woollett, Area 5; Lolly Gilbert and Alison Scott, Area 6. During the past year the topics discussed were: how to communicate to the residents, proper use of the green boxes and how to increase attendance at the Theme Meals. Shout out to Leslie Minchin’s creativity. The Dining Services continue to serve 100 meals per day as well as the ever-popular Sunday Brunches.

**Programs/Wellness:** Drinelle Michaud reported that the Programs committee is happy to announce that there are only 6 open Thursday slots for 2026. Jeff Rapsis, Joe Callahan, North River Music and Jason Purdy Magician are scheduled along with our own favorite Triple H Singers and Tootlers Concerts, and Summer Socials. Hopefully Programs will be able to host a Readers Theater performance. For December the programs are: Triple H Singers, Tootlers Holiday Concert, and the Holiday Mingle and Cookie Share with Tim Keefe. The Wellness Committee is now working on the February event, Celebrating Wellness in Winter, to be held at TADS place on February 19.

**Library:** Charlotte Cross, for Janet Zeller, reported that 1900 hours of volunteers time were logged to serve the residents 24/7 in 2025. The library purchases 5 or 6 new books a month, thanks to the funding from the Resident Association, which brought in 80 new books in 2025. The library held 11 Orientation sessions along with the Talking Book Orientations throughout 2025. The library’s partnership with the Concord Public Library brings their services to our residents. The Library hosted four “Resident Authors Share” featuring Gail DiMaggio, Lolly Gilbert, Joan Borton and Ro Metcalf. Good Reading wishes to all!

**Grounds:** Bob Butler reported that the grounds were covered in snow.

**Bi-Campus Committee Report:**

**Recycling:** Nan Nutt, Joint Chair for Recycling, had a News Flash! Empty Paper cups are now recyclable, which includes empty coffee cups, Dixie cups, paper cups used for fountain drinks, and empty clear plastic cups. Loose lids from paper cups, foam cups, straws and paper plates still go in the trash. Check the News & Previews at least once a month to gather important information. There have been 8 small electronic collection sessions and the committee delivered car and truck loads of discarded items to our recycling vendor. Eight hundred pounds of household batteries have been collected. Updated

information regarding recycling will be in the HHH Handbook. A flyer highlighting recycling and a map showing where to recycle are located below the bulletin board in Barrows. There is updated information for people helping with moveouts. The committee will be working on finding ways to compost the kitchen waste generated on both campuses and finding options for recycling fabric. Thank you to all for reducing, reusing and recycling right.

**Elections:** Bev noted that there were three uncontested names on the slate of new officers and she asked for motion for a unanimous vote on the “final slate” of officers for 2026. Joyce Pope made the motion and Pat Woollett seconded. There was a unanimous show of hands for the new officers. Chair – Rick Woollett; Vice Chair – Carolann Wais; Assistant Vice Chair – Gail DiMaggio; Treasurer – Martha Graves; Secretary – Betsey Patten.

**Introduction of New Residents:** Elise introduced the following new residents – WELCOME!!

Thomas and Alice from Bothel, WA; moved in July; 10A; Area 1

Joan Wood and Bert Pousma from Campton, NH; moved in July; 34D; Area 3

Paul Speidel from Manchester, NH; moved in August; 33D; Area 3

Carolyn Hartnett from Concord, NH; moved in October; 9C; Area 1

Nancy Mobile from Hillsborough, NH; moved in November; 33C; Area 3

Abe Sheldon from Bow, NH; moved in November; 43C; Area 5

Harry Kinter from Canterbury, NH; moved in October; 50G; Area 6

#### **Administration:**

Jane Poitras, VP of Housing reported that Christmas on Main Street (COMS) was successful and a happy time for all who attended and participated. Also the census shows that out of the 347 units we have 337 of those are occupied and of the 10 vacancies all but one is spoken for today. Total new move-ins on both campuses is 54 with 37 move-ins at Heritage Heights and 17 at Havenwood. The census at the Health Service Center (HSC) is 92 with the census in Lodge Assisted Living (LAL) is doing very well. Jane gave a shoutout to Bev McGuire for her work and caring attitude on the Resident Association and to the Administration and all residents. Also a shout out to Elise Carter for her kind and caring attitude toward the residents was made by Jane. Elise noted that suggestions from the residents are greatly appreciated and would like to see more suggestions given. Bev and Elise are retiring this year and will be greatly missed.

Mike Palmieri, CEO, was thanked by Bev for the Audio/Visual Equipment that has been installed for the residents. Mike thanked the staff that is working on the Holiday Party that will be held tonight and noted that the entertainment will be a Jazz band made up of students. Enjoy them and perhaps dance a little. Next Issue: Mike shared sad news regarding one of our staff members, Deb Wendt, who lost her daughter in a car accident in Sunapee. He will be working with her to get a tree planted in Ashley’s memory in the spring. We had a moment of silence for Deb and Ashley and family. Next Issue: The Medicaid rates will be lower in the coming year. There are 49 facilities that will be significantly impacted by this. Because HHH has a low Medicaid census at HHH we will be not impacted as badly. There was an error made in the rate calculation here in New Hampshire over the past couple of years and this is another “inflection point in Healthcare”. The Governor is supportive and attentive to the issue. Mike wanted the residents to be aware of the issue. Next issue: Mike reported on is the smoke damper issue at the HSC. The cost of fixing the problem will be \$1.4 million dollars which is the right thing to do and he is not sure where that money will come from. This may throw a curve ball to the newly adopted balanced budget. Next issue: The Director of Nursing (DON) Lee White has retired due to some personal issues. HHH is looking for the next DON which is one of the challenges. The current rate for a DON is about \$110,000/year. That rate is going up and may be as high as \$175,000 now. This is another “inflection point” in the healthcare industry”. Next issue: Audio-Visual equipment. In 1998 there was A/V equipment at HHH. Now with technology HHH has everything from microphones up to transmitters and receivers. Ian Marx was hired and HHH is very lucky to have him heading up our information

technology (IT). (Watch Mike's blog to get visual idea of the scope of the technology in A/V at HHH). There is a project to put in 9 new speakers in the Auditorium at Havenwood that will help those with hearing loss. This is going to cost \$50,000. Next Issue: Jan Ladd won the raffle for the afghan. Christmas On Main Street (COMS) was a great success. There were 16 tables of artisans set up on Main Street with many items for sale. Next Issue: New Signs that read "No Push Snow Areas" that will protect the vegetation planted on Earth day have been put up at Havenwood and, if needed, at Heritage Heights. The snow removal crew, Isaiah's crew, is following those requests. There is a lot of salt being put down on the walkways because SAFETY comes first. Next Issue: Shout out to our new residents for making the choice to come to live at HHH. Next issue: The new Peaceful Lookout is almost closed out. Mike would like to have a dedication, either this winter or next Spring. Next issue: Mary Churchman asked if there will be a tip jar for the student's band at the HH Christmas Party. YES.

Question: Judi Waldert asked if there have been any disruptions in getting permits and acknowledgements from the City of Concord. She read an article in the newspaper and was concerned. Mike noted to us that he has worked with the planning and zoning department personnel and HHH has not had any disruptions at HHH.

**Closing Comments:** Bev thanked everyone for their attention and attendance for the past two years. The next meeting is up to Rick.

Respectfully Submitted  
Betsey Patten, Secretary