

From: **Pauline, David H** <[david.h.pauline@wv.gov](mailto:david.h.pauline@wv.gov)>

Date: Wed, Mar 4, 2026 at 2:02 PM

Subject: Re: Clarksburg Veterans Nursing Facility - Nurse Call CPO25\*02

To: Brunton, Heather L <[heather.l.brunton@wv.gov](mailto:heather.l.brunton@wv.gov)>

Cc: Frank M Whittaker <[frank.m.whittaker@wv.gov](mailto:frank.m.whittaker@wv.gov)>, Sherri A Reed <[sherri.a.reed@wv.gov](mailto:sherri.a.reed@wv.gov)>, Randy W Coleman <[Randy.W.Coleman@wv.gov](mailto:Randy.W.Coleman@wv.gov)>, Kaycee M Pasternak <[kaycee.m.pasternak@wv.gov](mailto:kaycee.m.pasternak@wv.gov)>, Michael D Messenger <[michael.d.messenger@wv.gov](mailto:michael.d.messenger@wv.gov)>, Michael A Clevenger <[michael.a.clevenger@wv.gov](mailto:michael.a.clevenger@wv.gov)>

Heather,

Your request for the emergency for the issues with the Nurse Call System and endangerment of the Veteran's Patients has been approved. Please be advised that this approval does not extend to any specific vendor or product.

Please ensure that all requirements outlined in the Purchasing Division Procedures Handbook are followed. You must return the completed contract and all supporting documentation to this office within 30 days of this approval for public posting.

Thank you,

**God Bless,**

**David Pauline**

Senior Buyer

Purchasing Division

304-558-0067 | [David.h.pauline@wv.gov](mailto:David.h.pauline@wv.gov)

2019 Washington St. E., Charleston, WV 25305



On Wed, Mar 4, 2026 at 1:24 PM Brunton, Heather L <[heather.l.brunton@wv.gov](mailto:heather.l.brunton@wv.gov)> wrote:

Good afternoon, Mr. Whittaker. Thank you, and David, for meeting with us today. Your time and expertise are greatly appreciated.

For your consideration, attached is our request for approval to proceed with an emergency agency-level purchase order (APO) for critical components of our nurse call system. This emergency purchase will bring the nurse call system back on-line and the facility in compliance with Federal and State regulatory authorities. We kindly request your approval to proceed.

If you require additional information, please let us know.

Thank you,

Heather

**Heather L. Brunton**

*Chief Financial Officer*

WV Department of Veterans Assistance

1900 Kanawha Boulevard, East

Building 5, Room 205

Charleston, WV 25305

office: 304-558-3661

Fax: 304-558-3662

On Tue, Mar 3, 2026 at 3:56 PM Brunton, Heather L <[heather.l.brunton@wv.gov](mailto:heather.l.brunton@wv.gov)> wrote:

Thank you for getting back to me so quickly! David, I just spoke with Frank and sent a calendar invite (Google Meet) for tomorrow morning at 9:30am.

Looking forward to our discussion and solving this problem.

Thank you,

Heather

On Tue, Mar 3, 2026 at 3:42 PM Pauline, David H <[david.h.pauline@wv.gov](mailto:david.h.pauline@wv.gov)> wrote:

Heather,

I spoke to Frank and we will both be available for a call in the morning, if this is something that you need to start on immediately, please let me know now and we can get this emergency moving forward.

**God Bless,**

**David Pauline**

Senior Buyer

Purchasing Division

304-558-0067 | [David.h.pauline@wv.gov](mailto:David.h.pauline@wv.gov)

2019 Washington St. E., Charleston, WV 25305



On Tue, Mar 3, 2026 at 2:53 PM Brunton, Heather L <[heather.l.brunton@wv.gov](mailto:heather.l.brunton@wv.gov)> wrote:

Good afternoon, Frank and David. A critical situation has developed regarding the installation of the new nurse call system at our Veterans Nursing Facility in Clarksburg. A change order is urgently needed to add duty station monitoring alarms in the corridors, the med room, and chair and bed alarm monitoring modules. The system currently has no sound and the facility is out of compliance with both Federal and State codes.

This is now a life-safety issue and must be corrected immediately.

We request your guidance on the best way to proceed.

If possible, we would like a call with you both, preferably tomorrow morning.

Thank you,

Heather

**Heather L. Brunton**

*Chief Financial Officer*

WV Department of Veterans Assistance

1900 Kanawha Boulevard, East

Building 5, Room 205

Charleston, WV 25305

office: 304-558-3661

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*Sherri A. Reed,  
Administrator*

*West Virginia Department of Veterans Assistance  
West Virginia Veterans Nursing Facility  
One Freedom Way  
Clarksburg, WV 26301  
(304) 626-1600*

APPROVED  
PL Hedrick  
3/4/26  
Pamela L. Hedrick,  
Assistant Administrator

To: Frank Whittaker  
Purchasing Division  
2019 Washington St. E.,  
Charleston, WV 25305

From: Sharri A Reed  
WV Veterans Nursing Facility  
One Freedom Way  
Clarksburg WV 26301

Date: March 4, 2026

Mr. Whittaker,

The WV Veterans Nursing Facility is currently in the process of installing a new Nurse Call System. During the demolition and installation phases, it was discovered that the following items were regrettably omitted from the project specifications. Pull station for the Chapel, eight duty stations, bed and chair alarms monitoring modules.

The absence of these items severely compromises the functionality of the system, as nursing staff are unable to hear resident calls for assistance. This critical deficiency places our residents at risk for serious injuries and results in the facility being non-compliant with both state and federal regulatory requirements.

The price of the items are approximately \$ 67, 211.46

Given the serious safety and compliance implications, we urgently request your assistance in expediting the emergency procurement and addition items to the Nurse Call System project.

Thank you for your prompt attention to this matter of critical importance to resident safety.

Sincerely,

Sherri A Reed, Administrator

WV Veterans Nursing Facility

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