



Fall 2020

## New Assisted Living & Memory Care Community will be State-Of-The-Art



It seems like only yesterday the Brothers of Mercy began an exciting new chapter in its rich history of care, by officially breaking ground for a new, state-of-the-art Assisted Living and Memory Care facility. With it's grand opening only weeks away, there is an excitement on campus that parallels the opening of Montabaur Heights three years ago.

*"This project not only expands our physical campus and our ability to serve the people of our region, it also builds on the legacy of care established by the Brothers of Mercy in Western New York 95 years ago," said Peter Eimer, Brothers of Mercy CEO. "We are bringing to life a vision for specialized memory care and enhanced care that will truly revolutionize our Wellness Campus and propel our organization into a bright future."*

The project includes 64 assisted living apartments, along with a special, 32-unit memory care wing, designed for seniors experiencing any stage of memory loss impairment, including dementia and Alzheimer's disease.

(Continued on Page 2)

## Care-A-Thon 2020... A New and Exciting Fundraiser



The Brothers of Mercy have taken their fundraising initiative to a whole new level. Combining the elegance of the Caritas Awards Dinner, with the fun and excitement of Oktoberfest, we have created Care-A-Thon 2020.

It will air on Buffalo's very own WBBZ-TV **Sunday, October 18<sup>th</sup>** starting at 8pm. This televised event will be hosted by WBBZ's John DiScullo and WIVB's Gabrielle Mediak and featuring many special guests.

(Continued on Page 2)

## INSIDE

CEO's Perspective	2
Skilled Nursing & Rehab	3
Sacred Heart Home	4
Senior Living	5
Spiritual Care	6
Foundation	7
Employee News	8
Human Resources	10
Success Stories	11
In the News	12
Employee Referral Program	16

### State-of-the-Art

(Continued from Page 1)

Enhanced Care services will also be offered, enabling Assisted Living and Memory Care residents to receive more specialized services as their needs change, while aging in place in their existing suites.

The new facility will employ a "Wellness Neighborhood" community design. This innovative and forward thinking approach aims to replace the regimented structure, and often clinical feel, of traditional assisted living and memory care facilities with a flexible environment of care.

Residents will live on their own terms, according to their personal preferences and natural rhythms. They determine their own schedule and how they wish to spend each day. Each of the six "Wellness Neighborhoods" will be home to 16 residents and include their own living and dining spaces, country kitchen, fireside lounge and patio or secured courtyard.

*"We work with hundreds of families every day to deliver the care and services they need, both long-term and short-term," Eimer said. "Being able to more fully address specialized care as someone's needs change allows us to open our arms to more families and provide them the surety of receiving all of the services they need."*

### Staying True to the Mission

By Peter Eimer | Brothers of Mercy CEO



Doesn't it seem like 2020 has lasted a decade rather than nine months? It's hard to remember what we worried about in January and February before Covid struck us hard. The things we might have worried about back then pale in comparison to what we've faced from March through today. Back in the early months of the year you could still go to plays, games, restaurants and bars. Now those seem like distant memories.

Virtually every family has been affected in some way. Postponements and cancellations have been a way of life. Now schools re-opening (or not) have created a new worry for parents. There seem to be no clear answers to so many questions about the future. This is a time like no other in our lives.

But during this overwhelming and difficult time, you have shown up and stayed true to the Mission and Values we stand for, and management and the Board of Directors are very grateful for all that you've continued to do for the residents on the Campus of the Brothers of Mercy! There is no other place like "Brothers."

I asked a group of new employees recently about why they chose Brothers. Their answers were all about the great reputation, the 5-Star rating and the people. Many of their friends recommended applying at Brothers which is the best kind of positive affirmation we can get.

Going forward it looks like things will still be very difficult. There is no vaccine yet and fall and winter are coming. But I feel very confident that we have the team to face whatever comes our way.

I read a quote recently that certainly applies to the entire BOM team: *"Good" may be good enough for some, but most of us want more than that. Something inside us makes us want to be better than good. We want to be part of a team whose members, even years later, will be remembered for what they accomplished. We want to go for greatness!*

Thanks for all you do!

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### Care-A-Thon 2020... A New and Exciting Fundraiser

(Continued from Page 1)

*"The uncertainty of planning future fundraising events has taken us in an exciting, new direction thanks to an incredible offer from Advisory Council Member John DiScuillo. So we are now moving to TV",* says Foundation Director Nancy Gugino.

Special guest appearances by Russell J. Salvatore, Sinatra crooner Mike Nugent, Terry Buchwald and more! A number of Advisory Council members will also be featured. All proceeds will benefit our COVID-19 Fund, so make sure you tune in!



### We have an Amazing Healthcare Team

By Teresa Dillsworth | Administrator | Skilled Nursing & Rehabilitation Center



When contemplating what to write for this newsletter article, I knew there were two things I didn't want to touch on - COVID19 nor politics (however, I am happy to speak to anyone who has any specific COVID19 questions or inquiries into the Nursing Home practices and protocols, just give me a call).

With the changing of the season (Autumn) just around the corner, I look back at all that didn't happen this year, both professionally and personally, with a lot of sadness. Yet I remain with enormous sense of accomplishment and exhaustion all at the same time. To say this year has been surreal is the understatement of this century.

Recently, I personally experienced the wonderful care that the Brothers of Mercy Team of caregivers provides to those who are in the most vulnerable stage of their lives - their patients (my family members). I knew from the beginning this was a very special team, as the Administrator, but to experience it as a family member is something I will hold fondly in my heart forever. My mother-in-law was a patient in April after surgery, and chose Brothers for her rehabilitation. Today she is in good health and back home living independent. My father-in-law came to Brothers in July, following a stroke and spent his final days just last month in the loving care of a truly wonderful, compassionate staff. My Uncle came to us in July, and currently remains with us today. After living at several other facilities, he commends the staff with my every interaction with him.

It takes a very special person to be able to truly care for and physically take care of others, when those being cared for, are at the most helpless days of their lives. I got to experience it up close and personal. I see our staff living the Mission of the Brothers of Mercy every day but through these experiences, I truly felt I have lived it. Never think twice about where to take a loved one if they need rehab or long term care, because the most caring individuals in the world work at the Brothers of Mercy. My extreme gratitude to the Brothers Team for doing a job we as a family were unable to do! I will be forever grateful for the experience you provided and still provide my family!

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### Four Fall Activities to Maintain Your Health and Wellness

By Lauren Grawe | Director | Russell J. Salvatore Outpatient Rehab Clinic at the Brothers of Mercy



As we prepare for the leaves to change and school to be back in session, it's a great time to "fall" back into a routine and to invest in your health. The cool, crisp air is a great time for a hike and we are lucky enough to have quite a few spots nearby: Akron Falls, Knox Farm State Park in East Aurora, or the Niagara Gorge in Niagara Falls. If you're up for a scenic drive, you can also check out Letchworth State Park.

The transition from summer to fall also brings fall chores: storing lawn furniture, cleaning gutters, raking leaves, etc. This can be a great workout opportunity as well but make sure you break up these tasks over the course of multiple days to minimize muscle soreness or complaints of back pain.

The "harvest" season is a great time to take advantage of fresh fruits and vegetables. Use this time to incorporate less processed foods into your diet for better health and wellness. Apple picking is a great outdoor activity to get moving. Just make sure you're using proper body mechanics when reaching up high or down low for the best picks. Happy fall y'all!

## History of the Sacred Heart Home

In 1950, the Brothers purchased 126 acres of farmland in Clarence, NY, which would eventually evolve into today's "Brothers of Mercy Wellness Campus". The Sacred Heart Home was the original Skilled Nursing building.

In 1951, ground was broken on the first wing of Sacred Heart Home, which served 36 male patients at that time.



In 1963, Sacred Heart Home added a South Wing and new Chapel to the facility. At a cost of \$1.3 million, the expansion added 56 beds (going from 36 to 92) to the facility.

In summer 2020, the new Memory Care and Enhanced Assisted Living community will add another level of care to the Clarence Wellness Campus. The new building will retain the Sacred Heart Home name, honoring all those that worked and lived in our first building.

## Together we can do most Anything

By Mindee McDonald | Administrator | Sacred Heart Home



The seasons of change are among us again, this year we are not only anticipating the beautiful color variations of the leaves on the trees but we are also planning for the changes of moving to our new home. The last six months have certainly brought about change in ways none of us had ever imagined.

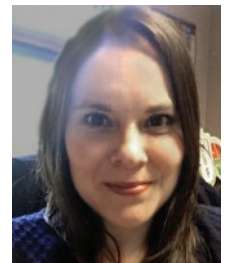
Despite the struggles and the never-ending restrictions that COVID has placed upon us, I am very proud of our SHH family members, staff, and most importantly the residents for staying strong and unified during such. With that being said, we know additional change and uncertainty is hard for everyone to expect particularly following such extreme circumstances that have arisen from the pandemic.

We will continue to try very hard to not lose sight of the difficulties that have come from all of this and we will be sensitive to the additional emotions that the move may bring when facing yet again another change. No doubt it has been a tough time, but as we always do. WE WILL GET THROUGH THIS TOGETHER, as TOGETHER we are strong, powerful, and can do most ANYTHING. Looking forward to our exciting future!

## SHH Announces New Director of Health Services

Lana J. Kota has been appointed Director of Health Services at the Brothers of Mercy Sacred Heart Adult Home.

A graduate of Daemen College's Nursing program, Ms. Kota has over 21 years of experience working in the health services industry, most recently holding the position of Assistant Director of Nursing at Autumn View Manor, part of the McGuire Group.



In her new position, Ms. Kota will oversee the health services department of the Sacred Heart Home as it migrates from its current location into a brand new, 92,000 sq.ft. location on the Brothers of Mercy Wellness Campus. With doors expected to open by early Fall 2020, Sacred Heart's expansion will include the addition of 26 beds, totaling 96, and service lines will grow to include Assisted Living, Enhanced Assisted Living and Memory Care.

She looks forward to contributing all of her efforts into positively impacting the Brothers of Mercy community.



# Garrett has the “Do What it Takes” Attitude

By Mary Baty | Administrator | Brothers of Mercy Senior Apartments



This month, I'd like to acknowledge the “do what it takes” attitude of our newest employee at the Senior Apartments – Garrett Marrafino.

What you see in this picture is Garrett's jumping “all in” despite the consequences. The consequences in this particular scenario were on the other side of this locked door - snakes and spiders!

Why, you may ask, didn't Garrett just kick the door in if he couldn't get it unlocked? I don't have any answer to that, as I embrace and don't question out-of-the box thinking!

I'm sure you can see the resemblance to a famous scene in the *Wizard of Oz* - thus, the digitally engineered “ruby work boots” courtesy of some Photoshop magic.

I poke at Garrett here all in good fun, and with his permission, to show you that at the Senior Apartments, we always go the extra mile - and find something to laugh about every day!

## Fall is in the Air

By Valerie Kane | Administrator | Montabaur Heights



The weather is getting cooler and leaves are already hinting at change. As we look ahead to autumn, I am happy to say our summer was a good one, and residents at Montabaur are doing well!

Our dining room has reopened using multiple seatings. Breakfast and dinner are available with appropriate social distancing and following NY State guidelines. Residents are enjoying the socialization. Room service is also an option for all.

Our Fitness center has reopened. We have carefully rearranged the exercise equipment to ensure our residents can keep distance protocols per NY State guidelines. Additional activities have been scheduled, we continue to limit the number of attendees and of course social distancing and masks are required.

Clarence Pharmacy will be on site to administer Flu Vaccines in early October. Fall is a favorite season for many and the poem describes it beautifully, Enjoy!

### Portrait Of Fall...

Looking out my window in October's golden light, I see a beauty unsurpassed, a truly lovely sight. Leaves are saying soft good-byes as they come floating down, to make a nature's carpet of yellow, red, and brown.

Mountain tops, now turned to white, forewarn of winter chills, while trees, like golden rivers, wind their way up through the hills.

Throughout our world's creation, you will ever find it thus, kaleidoscopes of color, in God's hand, the artist's brush.

© Alora M. Knight More By Alora M. Knight published Sept. 2017, Source: <https://www.familyfriendpoems.com/poem/portrait-of-fall>

## Taking Care of Your Spiritual Needs

As part of our mission, the Brothers of Mercy is committed to the pursuit of excellence by providing a supportive, compassionate and healing environment for those we are privileged to serve.

Part of that mission includes Spiritual Care. We provide spiritual counseling, facilitate services, distribute Eucharist and are always available to comfort and support our residents. We also celebrate mass at the Sacred Heart Home in our beautiful chapel, and have services at Montabaur Heights and the Senior Apartments.

Spiritual Care can help a person discover hope, resilience and inner strength in times of illness, injury, transition, and loss. Spiritual Care attends to a person's spiritual or religious needs as they seek to heal physically and emotionally and thus regain a sense of well being.

Providing spiritual support, mercy and compassion are manifested not simply as a consoling message, but in practical help.

## Same Old, Same Old

By Renée Villa | Campus Director of Spiritual Care



### There is Nothing New Under the Sun

Ecclesiastes 1:9

Many of the stories of healing in the bible reveal that those who were in need of healing cried out to Jesus from outside the crowd of people that surrounded him. Some people, like the blind man named Bartimaeus cried out for his own healing. At other times, the people who approached Jesus were asking for the healing of someone else, a daughter, a friend. Many times Jesus was on his way to a certain destination when his journey was interrupted by these outcries. However, these unexpected encounters provided a teaching moment to all those who surrounded Jesus, particularly his disciples. The unexpected healings gave witness to the great faith of those who asked. At other times a healing revealed the expansion of a ministry that began with the house of Israel and grew to be inclusive of all. (Proof of this is that today, we are still witnesses to God at work in our lives).

Every day no doubt, we have plans for what we would like to accomplish. We all have certain duties to perform, schedules to follow. Each day someone asks "How are you?" to which the reply is "Same old, same old." If we stick rigidly to a schedule, there may be no room for an unexpected encounter to enter our lives. The unexpected can bring joy as well as sorrow. But if our focus remains solely on a specific goal, we eliminate the possibility of healing and growth for ourselves and those around us. Each moment offers something new if we have eyes to see. Interruptions are actually part of the plan. Something to think about. Peace.

## BROTHERS OF MERCY MASS SCHEDULE

Currently the Mass schedule is suspended. Opportunities for prayer are available according to current guidelines.





## Creative Fundraising Efforts are Working

By Nancy Gugino | Executive Director | Brothers of Mercy Facilities Foundation



After the initial panic knowing that our two major fundraising events, the Annual Caritas Award Dinner and the Oktoberfest / 5K Race would probably be cancelled, our Development Team took a deep breath and began strategizing to come up with some creative solutions to keep our fundraising efforts on track.

Consequently, the Foundation has been busier than ever planning and implementing a new and fresh approach to our fundraising initiatives. In addition to new Covid-friendly events, we have also stepped up our grant applications and are proud to say we have been awarded \$200,000 with pending applications totaling \$1,018,000!

The Brothers of Mercy Foundation was presented with a unique opportunity to combine both of our main events into a single, grand televised event. Yes, you heard it right - Brothers of Mercy is moving to TV! Our very first televised fundraising event will be called "Care-A-Thon 2020". A big "Thank You" goes out to John DiScuillo (WBBZ) and Gabrielle Mediak (WIVB), for co-hosting this exciting event which will be aired on WBBZ on Sunday, Oct. 18th from 8:00 to 10:00 PM. To date, we have raised over \$100,000 in sponsorships and raffle ticket sales. Please tune in for this wonderful event and help support Brothers of Mercy.

The Foundation has raised \$2,089,395.00 all supporting the four campus communities. Some of the projects supported include our new Assisted Living with Enhanced and Memory Care services, the Russell J. Salvatore Outpatient Rehab Clinic, the renovation of the Nursing Home café, a new Palliative Care Suite in the Skilled Nursing and Rehab Center, Nursing Home renovations, and a brand new "Life Skills" component helping to support our Certified Nursing Assistants.

They say when life gives you lemons, make lemonade! I would like to personally thank and congratulate our fundraising team and all our campus volunteers for stepping up and making a whole lot of lemonade!

## Employee Bonus - Care-A-Thon Raffle Ticket at a 60% Discount



*"You have to ask yourself one question - Do I feel lucky?"*

No this isn't a Clint Eastwood movie trivia question, but if you do feel lucky, then take advantage of our employee Extreme Discount on Care-A-Thon 2020 raffle tickets.

How extreme of a discount you ask? How does 60% off the normal price sound? In other words you will be able to purchase a \$25 ticket for only \$10. The opportunity to win five great prizes worth thousands of dollars can be yours. But you have to be in it to win it! Get your tickets at the following locations

Nursing Home - Front Desk  
Sacred Heart Home - See Joanne K.  
Montabaur Heights - Front Concierge Desk  
Senior Apartments - See Mary or Jan

Cash or check made out to *Brothers of Mercy* will be accepted.

## Dedicated Staff makes all the Difference

At the Brothers of Mercy, the level of dedication, commitment and genuine care our staff provides is one of the things we are most proud of. It's these personal characteristics which make a profound difference in the lives they touch.

For generations, the staff at our Skilled Nursing and Rehab Center, Outpatient Therapy, Sacred Heart Home, and the two Independent Living communities have provided comfort, spiritual guidance and care. For those facing a life-limiting illness or injury, our Hospice wing will help keep your loved one comfortable.

As a historical landmark in WNY, the entire Brothers of Mercy Wellness Campus has earned an exceptional reputation for treating seniors with dignity and respect. Our focus and attention on "spiritual care" sets us apart from all others.

As a non-profit organization, the work on the Brothers of Mercy campus is more about providing the finest 5-Star Care...rather than the bottom line. Here, patient and resident wellness is at the center of everything we do!

## Skilled Nursing Employees of the Month



**RACHEL NEYMAN | LAUNDRY AIDE - June 2020**

Rachel has been an employee at BOM since September of 2018 as a laundry aide. She is an extremely hard worker who takes on different tasks without being asked. Rachel has a calm and positive attitude and keeps things running smooth. She adjusts quickly to all situations. Rachel is very deserving of Employee of the Month.



**ELIZABETH DE LOS SANTOS | CNA - July 2020**

Elizabeth is an absolute amazing CNA. She goes above and beyond daily for the residents. She has come in for a resident on her day off to Skype with the resident's family. Elizabeth has a bubbly "get it done" attitude with a positive outlook. She is appreciated and loved by residents, families and her peers as well. Elizabeth is very deserving of Employee of the Month!



**AMIE WIDMAIER | 4E LPN - August 2020**

Amie has been an employee at BOM September, 2009. She started as a caring CNA and is now a caring, efficient and outstanding LPN! Amie is very dedicated to our residents. She is very courteous and respectful to all. Thank you and Congratulations Amie!

## WORK ANNIVERSARIES

### 45 Years:

Audrey Brunner	Nursing Home	Dietary Aide	9/05/75
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### 35 Years:

Linda Reitz	Nursing Home	Dir. of Nutritional Svcs.	7/09/85
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### 30 Years:

Kathy Coleman	Nursing Home	Scheduling Coord.	7/09/90
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### 20 Years:

Cherylann Stephan	Sacred Heart Home	Housekeeping	6/05/00
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### 15 Years:

Brenda Huston	Nursing Home	LPN - Per Diem	7/25/05
Mitchell Walkowiak	BOM Grounds	Maint. Mechanic	9/10/05

### 5 Years:

Joe Widmer	Management Co.	CFO	8/03/15
Catie Flynn	Nursing Home	RN Ins Instructor	8/31/15
Casey Stocking	Nursing Home	Unit Clerk / C.NA	8/03/15
Sarah McNutt	Montabaur Heights	Housekeeping	8/31/15
James Keller	Nursing Home	CNA	9/14/15
Heather Payne	Nursing Home	Scheduling Coord.	9/14/15
Kristina Thompson	Nursing Home	LPN Peer Mentor	9/14/15

## Congratulations on Newly Graduated CNAs (June and July programs)

Alexis Price  
Shawnay Gray

Benyapha Knorr  
Shanya Jones

Amari Lowery



## Cheyenne Johnston - Director of Admissions



As Director of Admissions, Cheyenne Johnston realized she wanted to pursue a career working with seniors in her second year in college. *"I had a college professor who steered me in that general direction, and then did an internship my last year of college. I was placed in the Social Work Department at Beechwood Nursing Home. I enjoyed working with the geriatric population and just knew this was the right fit for me. My mom also worked in a nursing home at that time, so I guess it runs in my blood."*

Cheyenne was born and raised in Clarence, grew up with a family farm, and learned the value of hard work. *"Work hard, be kind and stay humble is how I try to live my life."* After graduating from Clarence High School, she earned a Bachelor's degree in Social Work from Buffalo State College.

*"I've had the pleasure of working for Brothers of Mercy a little over 8 years now. I started out as a rehab social worker, and then transitioned to the admissions department. Admissions was a nice change of pace for me encompassing my discharge planning experience, as well as my social work experience."*

As Director of Admissions, Cheyenne is responsible for overseeing all the admissions daily to each building, and to ensure the process goes smoothly. She is currently working in collaboration with the Sacred Heart Home to create a centralized admissions department that will be handling admissions for both the Skilled Nursing facility and Sacred Heart Home as well. *"It's an exciting time on the Brothers of Mercy campus with the opening of the new Assisted Living and Memory Care building. I have a wonderful team and would not be able to achieve this without them. As they say, you are only as good as the team that backs you, and I have the absolute best!"*

On a personal note, Cheyenne is married, and has two English Bulldogs that are her "kiddos". *"My dogs are my world. I am a huge animal lover!"* She also enjoys boating and snowmobiling with her husband.

## NEW ASSOCIATES June • July • August

### Nurses:

Kristin Foley  
Kingsley Darkwa  
Aretha Oliver  
Jerry Gray  
Emma Fox  
Alyssa Zappia  
Maria Cabrera (SHH)  
Christine Bianchine  
Heather Powers  
Amina Bradley  
Katharine Towlson  
Marianne Witkowski  
Susan Fagan

### Env Services:

Daryl Day-Nahs (SHH)  
Scheila Velez Cruz  
Mary Cornelius

### HIM:

Cara Klopp

### Transportation:

Josephine Porth

### CNAs:

Selene Luper  
Lashanti Spearman  
Ashley Jackson\*\*  
Tessie Nichols  
Linda Rogers  
Fay Williams  
Delores Mitchell  
Amairanis Martinez  
Amanda Tucholski  
Isabella Frantz

### Nurse Aide Trainees:

Diamond Barker  
Jessica Winstel  
Brittany Haslip  
Shy'aer Jackson  
Brittany Nankey  
DeJanay Barnwell  
Dinah Hardy  
Jaylah Cherry  
Tricina Lewis  
Shakendra Dawkins  
Lasheka Brooks  
Ashley Thomas

### Dining Services:

Joshua Kramer  
Jennifer Hamilton (SHH)  
Rebecca Clark (SHH)  
Brynna Fiskus (MH)  
Emily McKendry (MH)  
Leah Kowalczyk (MH)  
Kristen George (SHH)  
Thomas Dunn (MH)  
Meghan Bird (MH)  
Anna Jennings (MH)  
Shania Forbes  
Joshua Briandi (SHH)  
Katherine Pawlak  
Molly Pecenco (SHH)  
Margaret Giansante (MH)  
Phoenix Wojton (MH)  
Alyssa Wolter (MH)  
Lakeya Richerson

### Communications:

Patricia Bajak

### Nursing Admins:

Kelly Wils

### Activities:

Kasie Buono  
Maria Sayers  
Isabella Mora

### Social Work:

Lauren Chamberlain

### Companion Care Aides:

Cecilia Izydorczak  
Christina Sutton  
Marcy Manning

### PCAs Sacred Heart Home:

Javon Smith  
Jessica Crooks  
Hannah Roy  
Nicholette Gruber

### Director of Health Services:

Lana Kota

### Unit Clerk:

Alec LaVereon

\*\* Welcome Back

## BOM Staff and Departments Going Above and Beyond

At the Brothers of Mercy, customer service is the direct one-on-one interaction between a patient, family member or visitor and anyone they come in contact with.

First impressions are lasting impressions. So whether it be the front desk, a nurse, CNA, administrator, hospital screener or kitchen staff, a courteous and empathetic interaction can mean all the difference in the world to a patient or family member.

A couple of years ago, we implemented a system where staff members and departments could be recognized for their "above and beyond" service. The following individuals have been acknowledged for their extraordinary efforts in keeping the Brothers of Mercy 5-Star reputation intact.

**Congratulations to our "Customer Service Honorable Mentions" for June, July and August of 2020.**

## The HR Team is Here for You

We are here for you to answer any questions or concerns you have during these challenging times. Feel free to stop down at any time.

**Looking to make some extra cash?** An easy way is through our Employee Referral Bonus Program.

**Temporary Ancillary Aides: \$500**

- Paid out \$250 at 3 months and \$250 at 6 months.

**NAT, C.NA, LPN, RN, Dietary: \$1,500**

- Paid out \$500 at 6 months and \$1,000 at one year.



Tracy, Cheryl & Jacquie  
Your BOM Human Resources Team

## Customer Service Heroes - June 2020

Kalie MacKenna - Social Worker  
Dawn D'Ambrosio - Fiscal Services  
Dawn Graber - 2W CNA  
Tamara Martin - 2W CNA  
Elizabeth De Los Santos - 2E CNA  
Kristin Sorgi - Activities Aide

Deanna Krieb - 3E CNA  
Jennifer Grant - 4W LPN  
Zara Lohman - Activities Aide  
Karen Kader - Laundry  
Robi Walkowiak - Housekeeping  
Edith Lukowski - Activities Aide

Cheryl Evertt - 4E CNA  
Karen Wojek - 3W CNA  
Natalie Schrock - Activities  
Rachel Kieffer - Housekeeping

**June Winner:** Dawn Graber, 2W CNA and the Activities Department

**Departments Winners:** Social Workers, Activities, Laundry, Fiscal Services, 2 East, 2 West, 4 West, 3 West, 3 East, Laundry, Housekeeping

## Customer Service Heroes - July 2020

Zara Lohman - Activities  
Tanya Hinton - 3W LPN  
Carson Garwood - 3W CNA  
Karen Wojcik - 3W CNA  
Julie Kaczmarczyk - Activities  
Edith Lukowski - Activities  
David Criswell - Activities  
Deanna Krieb - 3E CNA  
Lisa Kaminski - 4E LPN

Cheryl Evertt - 4E CNA  
Josie Hochadel - 2E LPN  
Lashante Wilson - 3W CNA  
Debbie Carges - Housekeeping  
Laura Waite - 2E CNA  
Kristin Sorgi - Activities  
Mindy Shaw - 3W NM  
Wendy Zito - Social Worker  
Heather Drake - Activities

Kristina Thompson - 4E LPN  
Kelly Velez - 2E LPN  
Elizabeth De Los Santos - 2E LPN  
Linda Umphreyville - SW  
Vincent Dunston - Security  
Leann Maloney - 2E LPN  
Dianelis Martinez - 2E CNA  
Kelly Lavrincik - 3E LPN

**July Winner:** Kristin Sorgi, Activities and the 3 West Staff

## Customer Service Heroes - August 2020

Julie Kaczmarczyk - Activities  
Jen Grant - 4W LPN  
Jon Eric Banach - RN/Supervisor  
Jennifer Elliott - 2W LPN  
Mary King - 3W Unit Clerk  
Sandra Lukasczyk - 3W CNA

Audrey Brunner - Dietary  
Emaja Slaton - 2W LPN  
Laura Waite - 2E CNA  
Brittany Fix - CNA Per Diem  
Leanne Dyrbala - 2E LPN  
Casey Stocking - 4W Unit Clerk

Jodi Schultz-Waild - 4W LPN  
Amie Widmaier - 4E LPN  
Rhonda Eckert - Front Desk Receptionist

**August Winner:** Rhonda Eckert, Front Desk Receptionist and Social Services



# Compassionate Care Yields Kind Words

We receive so many thank you notes, cards and letters that we would need many more pages to print. However here are a few samplings that collectively summarize those thoughts and kind words.

*"The outpouring of support and love from so many there will never be forgotten or taken for granted. It takes a special culture to have such deep care and concern for individuals under your watch as well as the respect and concern for their family."*

*"My mom went to Brother's of Mercy without anything but the clothes on her back. I live five hours away and the staff did an amazing job taking care of her. People were so kind and caring. When she went in, she couldn't even hold a Styrofoam cup. Now she has regained the use of her hands. We are so grateful for all the staff that helped mom!"*

*"I have nothing but praise for Brothers of Mercy. Caring, kind nurses, aides, and personnel were very attentive during my time of excruciating pain. This was very much appreciation. I grew very fond of so many of the fine individuals at BOM. The PT and OT departments were exceptional - so competent and kind."*

## BOM Team Bikes 65 miles for "Ride for Roswell Challenge"



Ashlie Kohlhausen breaks through the finish line at Montabaur Heights as her teammates follow closely behind during their Ride for Roswell on August 12<sup>th</sup>.

Beginning at 6:00 am on Wednesday, August 12th, Brothers of Mercy employee Ashlie Kohlhausen, joined by her sister Alicia Kohlhausen, sister-in-law Ashley Kohlhausen and friends Katie Cuedas and Joanne Amadori Dagastino, embarked upon a 65-mile "Ride for Roswell" bike ride challenge.

The Ride for Roswell, which typically draws thousands of cyclists to raise money for WNY's Roswell Park Cancer Institute, one of the leading comprehensive cancer centers in the nation, was modified this year due to COVID-19 restrictions. Brothers of Mercy was honored to host this team of riders, and proud of their collective efforts, which raised thousands of dollars for this great cause.

The ride, which took seven hours to complete, began at Brothers of Mercy's Montabaur Heights Independent Living Community, where Ms. Kohlhausen has been the Life Enrichment Director since its opening in 2016. The riders' trail extended along the Clarence Bike path, later continuing onto some side roads and looping around to Montabaur's finish line at 1:00 pm, where Brothers of Mercy residents and staff, along with the riders' family members and friends, were waiting to cheer them across the finish line, complete with signs, balloons and streamers!



## BROTHER HUGH DENOMME, F.M.M.A.

One of the Brothers of Mercy Clarence Congregation's longest serving members, Brother Hugh Denomme, passed away on Saturday, July 18, 2020, on the Brothers of Mercy Campus, at the age of 82. Brother Hugh served in the Brothers of Mercy Mary Help of Christians for 64 dedicated years.

Born George Anthony Denomme, in Detroit, Michigan, Brother Hugh was the second born of five children, and spent much of his adolescence acting as a caregiver for his chronically ill brother. He attributes these experiences with having a major influence on leading him to a life of service with the Brothers of Mercy.



Brother Hugh attended Detroit University High School, a Jesuit, all-boys high school, where he originally felt called to become a member of a Jesuit mission in India. While contemplating this potential path, he stumbled upon a Brothers of Mercy pamphlet in the school library, which inspired him to charter a bus to Buffalo, NY at the young age of seventeen. Here he witnessed the Brothers' mission in action, as they honored Christ through selfless service to others.

Trusting that "God knows what he's doing," Brother Hugh took a leap of faith and pledged to become a part of their beautiful legacy. He joined the Novitiate program in 1955, professing his vows in March of 1956, and got right to work on the medical floors as a Novice Nursing Aid. Brother Hugh recalled the work as being "very intense and requiring much dedication." He even reported into night duty shifts while sick with pneumonia, because "that was the kind of work ethic instilled by our German founders."



Brother Hugh, lower left, with fellow Novitiates in 1956

In recognition of good patient care, Brother Hugh received a tuition discount from the Mercy Hospital School of Nursing, graduating in 1958 as the only male in his class. He also completed a BS in Nursing from St. Louis University. Various roles held included Head Nurse at Sacred Heart Home in Clarence, working alongside Brother Xavier O'Neill at Mercy Manor in Kansas City, along with St. Vincent's Nursing Home in Oklahoma City, and even serving at the Jewett Parkway residence in downtown Buffalo.

A lover of travel - with a taste for adventure, Brother Hugh never hesitated to jump in the car and travel cross country. His travels even spanned the continents and included serving as a delegate at the Brothers of Mercy headquarters in Montabaur, Germany. Brother Hugh also loved reading, putting together jigsaw puzzles, and spending time in reflection and prayer.

With over six decades of dedicated service, Br. Hugh truly exemplified the mission statement of the Brothers of Mercy: "The Charity of Christ Urges Us On". He will be remembered fondly in the hearts and prayers of the many, many people whose lives he touched. Brother Hugh is survived by several nieces and nephews and his fellow Brothers of Mercy.



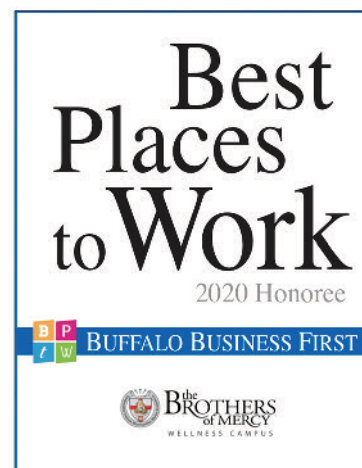
Brother Hugh assisting a patient at Sacred Heart Home in the early '60s



### Brothers of Mercy Selected as “Best Places to Work 2020” Honoree

Brothers of Mercy has been selected as a Buffalo Business First "Best Places to Work in 2020" honoree. Buffalo Business First selected Brothers of Mercy based on their employee accomplishments. Employees were asked to complete a workplace engagement survey, which was developed, collected and calculated by a company called Quantum Work Place, based in Omaha, NE.

The survey measures six key engagement categories focusing on communication, employee needs, manager effectiveness, personal engagement, team dynamics and trust in leadership. In order to gather statistically sound results, companies must reach a minimum level of employee participation, based on total number of employees, to be eligible as a finalist.



### Brothers Community Celebrate 170 Years



On June 23rd, the Brothers of Mercy of Mary Help of Christians, Clarence community of Brothers, along with other members of the Brothers of Mercy Mary Help of Christians Congregation throughout the world celebrate the 170<sup>th</sup> Anniversary of their founding. In 1850, Bishop Arnoldi of Trier, Germany gave the approval for Blessed Brother Peter Friedhofen to open a new house of the Brothers of Mercy in the Diocese of Trier.

Through Brother Peter's compassionate service and dedication, a rich legacy of serving those most in need was born. This mission extended across the world throughout the coming decades. The Brothers of Mercy have been honoring Christ through service to those in Western New York since 1924. Today, they commemorate this occasion by reciting the Office of Holy Men / Religious during morning and evening prayers.

### WBBZ Promo Video shot at Russell's

A promotional video featuring WBBZ's John Di Sciuillo, Russell J. Salvatore and WIVB's Gabrielle Mediak, was filmed last month at Russell's Steaks, Chops and More. The video will be promoting Brothers of Mercy's Care-A-Thon 2020 fundraiser.

This event is scheduled for Sunday, October 18th from 8 -10:00 p.m. and will be seen on locally owned WBBZ TV. The show will feature award recipients, resident, family and employee testimonials, special guest appearances by Russell J. Salvatore, Sinatra crooner Mike Nugent, Terry Buchwald and more!



### "Eleanor Eaton Day" in the town of Clarence

June 7 was deemed "Eleanor Eaton Day" in the town of Clarence, in honor of this special lady who just turned 103! Eleanor has lived at BOM's Montabaur Heights since it opened in 2016.

Friends and family gathered to celebrate this special member of the community and enjoyed cheesecake, entertainment, great weather and of course, great company!



### Marsha Longo Continues as Hairstylist at Montabaur Heights



Marsha Longo, hairstylist at the BOM Nursing home, has retired from that building after 28 years. After graduating from Roberts Beauty School in 1966, Marsha walked into her first hairdressing job at Neisner's at the Thruway Plaza. *"The residents and their families were like family to me"*, she said. Marsha has always offered much more than just a beautiful hair style as she sends her "girls" off with a sweet treat or a thoughtful card. Marsha will be missed by all in the Nursing home, but will continue as the hairstylist at Montabaur Heights.

### A Good Day to "Putter" Around

Patients of the Brothers of Mercy Outpatient Therapy Clinic hit the putting green recently with therapists Lauren and Rachel. Our therapists are able to utilize this extension of the clinic during warmer months as a way for patients to practice balance and refine their dexterity. Stay tuned for more putting green updates from our BOM Outpatient Team!



### Sunflowers, Sunflowers and more Sunflowers



Members of BOM's Montabaur Heights Walking Club took a ride out to Sunflowers of Sanborn last month. The sunflowers were a sight to behold and this trip was a fun way to enjoy the final chapter of summer!

Photo credit goes out to Walter Conley, who is always going above and beyond to make even the smallest outing or excursion something special for Montabaur residents.



### Summer Employee Picnic Fun 2020

Brothers of Mercy employees enjoyed a picnic style lunch during the annual Employee Appreciation Luncheon. Jamaican BBQ chicken, hot dogs and sausage were the main entrees along with some amazing side dishes.

The summer afternoon was absolutely perfect, and the icing on the cake for all our hard working employees. A very special thanks and kudos going out to Chef Kyle, TJ and the entire food service team for making this happen!



### Speed Limit on Campus - 10 MPH



The Town of Clarence Highway Department delivered a digital speed limit sign to the campus last month. The sign is positioned along side of the Brothers Residence, so that drivers can see it while entering the campus from Ransom Road.

This is just to remind you the campus speed limit is 10mph. If this doesn't work, you may see Brother Ken out there with a radar gun, so please adhere to the speed limit!

### Congratulations to SHH's Cherylann Stephan on her Retirement

Congratulations goes out to Sacred Heart Home employee Cherylann Stephan who just celebrated her retirement after 20 years with Brothers of Mercy!

Cherylann started at Sacred Heart Home in 2000 and has been a valued member of the housekeeping staff for many years. The team threw her a surprise retirement party in July to wish her well.



### Sacred Heart Home Outdoor Concert

Residents at Sacred Heart Home enjoyed a safe and socially distanced outdoor concert performance by Ash & Harold last month! This dynamic duo has been performing together throughout the campus for over 4 years. We are so lucky to call them part of the BOM family!

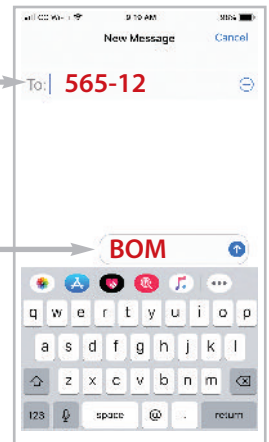
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