

# Excellence



Brothers of Mercy News, Events, Awards and Campus Updates



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Summer 2020

## "Lifting Spirits Day" Honor BOM Heroes



WNY came out in full force on Tuesday, May 5, to rally support and lift the spirits of residents, patients and healthcare heroes at the Brothers of Mercy Campus.

Residents and staff alike were collectively touched and left feeling incredibly grateful (and at a loss for words) by the overwhelming response. Over 135 cars filled with people, pets, balloons, decorations, pom-poms and hand-made signs and posters, joined together to spread smiles and thank BOM for being a place of hope and inspiration for their loved ones and the community.

The "Lifting Spirits" float led the charge, grand marshalled by Russell J. Salvatore, Legislator Edward Rath and singer Michael Nugent. Nugent, with the assistance of the Clarence Fire Company, ascended the Nursing and Rehab Center in a fire truck bucket to visit resident Naomi Slusser, who just celebrated her 101st birthday! Joined by the crowd below and staff members inside, Nugent crooned "Happy Birthday" to a beaming Naomi. (Continued on Page 2)

## Caritas 2020 Awards Gala takes a New and Exciting Turn



Many of us growing up in WNY remember the annual Variety Club Telethon. It was always the first weekend in March, and we started watching on Saturday night. Viewing continued the next day right after church on Sunday morning. We were all glued to the TV, as this all day affair went until about 7:00pm. Celebrities from all over the country would join Channel 7 anchor Irv Weinstein and Tom Joles to be part of an event that shaped our childhood.

(Continued on Page 2)

## An Easy New Way to Give **TEXT to Donate** - 4 Easy Steps to Give



ALL PROCEEDS BENEFIT BOM COVID-19 RELIEF FUND

1. Open a **TEXT** window

2. Enter code **565-12**

3. Message **BOM**

4. You'll receive a text reply from BOM with a link to donate.



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### Lifting Spirits Day

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The motorcade continued on to cover each community on campus, stopping briefly to serenade the excited residents outside sporting masks and signs, spaced 6-feet apart from one another. Car after car made a point of shouting words of encouragement and thanks to residents and staff rallying together to weather this difficult period.

Lifting Spirits Day at BOM was the perfect way to kick off Brothers of Mercy's "Healthcare Heroes Week", May 5-12, established to honor and highlight the work of all team members at Brothers of Mercy Wellness Campus. Thank you to everyone for showing up this week for the one-of-a-kind Brothers of Mercy Family!



### Passionate • Committed • Dedicated • Resilient

By Peter Eimer | Brothers of Mercy CEO



These are some words to describe our staff at the Brothers of Mercy. As we continue to adjust to changing guidance from all levels of government - our staff keeps giving 100% to our residents. We, like all nursing homes and assisted livings, are in a staffing crisis between vacancies and staff illness. Our healthcare staff is doing an amazing job – sometimes working overtime or double shifts in caring for our residents.

It is frustrating to hear political commentators criticize nursing homes and assisted living facilities. I'd like to invite any one of them to spend a day at Brothers of Mercy to witness firsthand, the incredible level of care, compassion and caring from all of our staff including housekeeping, nursing, dietary, admissions, social work, human resources, purchasing and central services, facilities, activities, administration, fiscal services and our rehabilitation therapists.

All of our operations have been affected by the COVID-19 epidemic, and staff had to adjust to changing circumstances, new research results and new laws that seem to come out every day. For the last several months, our people have adapted to this unprecedented crisis with intelligence, creativeness and flexibility. The discussion here should not be a matter of political debate. Taking care of residents is first and foremost a healthcare issue not a political issue.

Lastly, I'd like to congratulate the nursing home staff. During the last week of May, the New York State Department of Health visited Brothers as part of their statewide inspection of infection control procedures in nursing homes. The surveyors spent a day interviewing staff (who gave spot-on expert responses), observing staff, reviewing records and speaking with families. At the end of the survey our administration was presented with outstanding results! This is just another example of the great work done at Brothers.

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### Caritas 2020 Awards Gala takes a New and Exciting Turn

(Continued from Page 1)

Like the Variety Club Telethons of old, the Brothers of Mercy Foundation will televise the 19th Annual Caritas Awards Gala for the very first time by WBBZ on Sunday, October 18th at 8:00 pm. All proceeds will benefit our COVID-19 Response Fund.

This new format was created due to the uncertainty of future large gatherings this year. Details for this new and exciting event are being confirmed, and we will keep you informed with any updates.



# My Heartfelt Thanks goes out to all our Healthcare Heroes

By Teresa Dillsworth | Administrator | Skilled Nursing & Rehabilitation Center



I'm not going to lie to you. The last three months have been the most challenging in my career - not only for me, but for the absolutely amazing team of Healthcare "Superheroes" I have the privilege of working with here every single day at the Brothers of Mercy.

The dictionary defines "Superhero" as a real person or a main fictional character who, in the face of danger, combats adversity through feats of ingenuity, courage or strength. There could not be more of an accurate definition for our front-line nurses, CNA's, dietary, maintenance, laundry, social work and ALL support staff who in the face of adversity, exhaustion and sometimes fear, stay on task with a selfless attitude of service.

I know this sounds cliché - but this too will pass soon, and we will get through this stronger and better equipped for whatever comes next. I genuinely appreciate everyone's above and beyond work ethic and never say quit attitude. You truly are the Superheroes in today's challenging and ever changing world.

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## Social Media Policy Update

At Brothers of Mercy, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we are in the process of establishing updated guidelines for the appropriate use of social media. The policy update is in its final stages, and once approved, will be distributed AND enforced. Here's a simple guideline to follow - Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved.

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## Using TeleHealth Technology during a Global Pandemic

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



Healthcare practitioners have been using technology to advance medicine for many years now - documentation, filling prescriptions, and performing innovative surgeries, to name a few. However, the use of telehealth has been more widely accepted within the last few months due to COVID-19. Some will say this has made medicine more convenient and accessible while keeping you safe at home.

Telehealth technology involves speaking to your healthcare practitioner without being in the same room. This can be done by phone calls, emails, patient portal sites or video chats. This can be especially helpful if you have limited time, movement or transportation.

It is important to be prepared beforehand so you have a productive appointment within a limited amount of time. Write down symptoms, current or recently changed medications and any questions you may have. This will make it easier for your healthcare practitioner to get the full story without being able to physically examine you.

Although much more convenient, this does not replace all visits to healthcare providers. It is important to discuss your individual needs and accept guidance from your doctor in order to keep yourself safe and healthy.

## 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.

## A Sincere Thank You to All

By Mindee McDonald | Administrator | Sacred Heart Home



We certainly have been faced with some challenging and uncertain times these last couple months. I want to THANK YOU ALL for your participation, cooperation, and most importantly patience and compliance with all of the ever changing unforeseen measures we have had to implement.

As many have had to endure some kind of unusual, unsettling, or concerning circumstance during these times, I can say that the SHH staff has worked very hard at trying to keep your loved ones quality of life the highest priority. I hope this helps you to have one less thing to worry about.

The new building construction remains on track and we continue to look forward to that. More detailed information will come to all of you as we continue to get closer. Please stay well! Continue to protect yourselves and others by way of social distancing, masks, proper hand hygiene and try to find a way to enjoy the SUNSHINE!

## SACRED HEART EMPLOYEES OF THE MONTH

Sacred Heart Home would like to personally acknowledge and thank each one of our Employees of the Month for going above and beyond in their job duties, making them recognizable in the eyes of the residents who nominate our employees of the month. Your efforts are very much appreciated. Keep up the good work!

### March 2020: Heather Stranc

Heather has been working at Sacred Heart Home for 9 months. She enjoys spending time with the residents and making them smile, as well as knowing she is helping them every day. Heather enjoys being outdoors when the weather is warm. Camping is her favorite thing to do in the summer. Heather thanks the Resident Council for "this wonderful opportunity to be your Employee of the Month. It means the world to me."

### April 2020: Justin Golebiewski

Justin has been working at Sacred Heart Home for about 4 months. He states the best thing about working here is the residents and the staff. The residents always make him smile and laugh. Justin says its it a pleasure to care for them. He also loves working with all his coworkers and states they are a great team to be a part of. His hobbies include writing and working outside when the weather is nice. Summer is his favorite time of year.

### May 2020: All Sacred Heart Home Employees

The residents voted (via resident council survey) for all of SHH's employees to be "Employee of the Month" for May.

# A Shout Out to my Peeps!

By Mary Baty | Administrator | Brothers of Mercy Senior Apartments



Allow me a moment to brag about the residents of the Senior Apartments. I know that we are all going through the pandemic together, and we have all made sacrifices, but a special hats off to these individuals. Unlike residents of the other communities on campus, these residents have no opportunity for socialization. We don't deliver meals, we don't provide medical care, we have no closed circuit television for activities - all situations which cause some interaction with other humans!

At the apartments, you may see a resident when getting your mail, or you can visit with me in the office while purchasing your quarters - but that's it. In their world it is you, yourself, and, YOU all day, everyday. No matter how much you love your own company, you can get sick of , well, yourself! Residents have been exceptionally good at following the rules of social distancing, heeding all of my warning memos when someone doesn't, and have been exceptionally kind and complimentary to both Joe Anger and I, as we do our best to keep them as safe as possible. To all residents on campus, in every community, I say a heartfelt thank you for doing your part to stop the spread of this in hopes that we will all be back together soon. Until then, stay safe and find something each day to be grateful for!

## Making the Best out of a Challenging Situation

By Valerie Kane | Administrator | Montabaur Heights



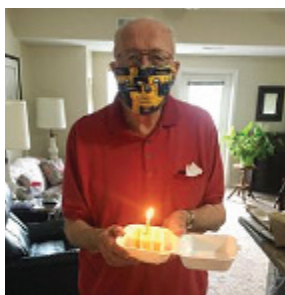
Life certainly has been different over the last three months, but we all have made the best out of a challenging situation.

We want to extend a special and great big Thank You to all our staff. In spite of this difficult and challenging time our staff have come to work with smiles on their faces and have always gone above and beyond in continuing to service our residents.

Here are a number of creative events and celebrations that keep us all going!



Valerie and Ashlie surprised residents at Montabaur with ice cream treats last month. Soooo Yummy!



Birthday celebrations were not forgotten as Bob celebrates his birthday with a delicious homemade cake from Chef Warren.



Just for fun, on April 24th, Harold Jauch and Life Enrichment Director Ashlie Kohlhagen serenaded our residents while circling the building for all to enjoy as they sat on their patios.



Residents received an apartment delivery including a baked good and a birthday song from our own Dennis Reilly.



### 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.

### Spiritual Care during Challenging Times

By Renée Villa | Campus Director of Spiritual Care



The season of Easter invites us to experience God in numerous unsuspecting ways. Our circumstances are always woven with joy and sorrow. Walking into one room, you witness the sudden decline of someone's health as they return home to the Lord. Another room holds a resident who shares how fortunate they feel to have a roof over their heads and someone taking care of them under these extreme circumstances.

It has been challenging to minister to residents and staff as traditionally understood. Because of the pandemic, gathering together as a group was prohibited. There are certainly many religious programs offered on TV, but coming together to pray provides a sense of togetherness and safety. Live prayer services were also broadcast from the chapel in the nursing home to the resident's rooms through the use of a camera that is connected to Channel 97.

In the Sacred Heart Home, with the help of a wireless microphone and speaker, residents gathered at the threshold of their doorways in a given corridor to listen to a scripture reflection appropriate to the Easter Season. The gathering began with a hymn that reflected what the scriptures promise, "I have prepared a place for you," "I will not leave you orphans," "Love as I have loved you." Then the scripture passage from John's Gospel was proclaimed. In the reflection, I shared what was happening in these readings. Jesus is preparing the disciples for his departure. He tells them life will be different, but he will not leave them orphans. A powerful image and one we can easily relate to during these trying times: The feeling of being an orphan and the promise that a place has been prepared for us!

If I've learned anything about our residents it is that they are strong and resilient. Having a service in the hallway was purely experimental so I had no idea how the residents would respond. When I began, there were maybe two people listening. As I began to focus on the reading and playing the music, I looked up and noticed how many more residents joined from their doorway. To close the service, everyone present was invited to raise their arms to bless each other from the threshold of their doorways. A beautiful sight to behold!

It was touching to come together for these simple prayers. I am always amazed at the goodness that constantly rises to the surface during a difficult circumstance. This is exactly what Jesus invites us to in the readings. He invites us to a new experience of God's love for us and His presence within. "Love one another as I have loved you." Peace.

### BROTHERS OF MERCY MASS SCHEDULE

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

## Necessity is the Mother of Invention

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



There are so many different ways we can react to the COVID-19 virus. This world wide pandemic has virtually shut down the world, along with a number of planned events that were scheduled this year. The Brothers of Mercy is no exception to the rule. But instead of panicking and allowing this to get the best of us, the team at the Brothers of Mercy Foundation has chosen to “step it up”, and coming up with some creative, out-of-the-box solutions to keep fundraising efforts on track.

The Foundation has been busier than ever fundraising during these challenging times. Grant applications have increased, and recently we’ve been awarded a total of \$125,000 from both the Mother Cabrini Health Foundation and the James H. Cummings Foundation. We are anticipating more applications and awards during the summer and early Fall.

Recently, we took part in our first online fundraising initiative, #GiveFromHomeDay and raised over \$21,000 in just 24 hours ! Our heartfelt thanks go out to Dave and Joan Rogers for their \$10,000 matching gift incentive, which helped make this campaign so successful! In addition, the Foundation also did a direct mail Covid-19 appeal which has raised another \$15,000 plus to date!

Probably one of the most noteworthy highlights was “Lifting Spirits Day” held on May 5th. Russell J. Salvatore, Mike Nugent, Ed Rath and Pat Casilio all joined us for a motorcade parade that visited all four campus communities, entertaining our residents and staff, while lifting their spirits. It was great time had by all and this kicked off our campus-wide “Healthcare Heroes Week” celebration. A Cinco de Mayo meal was served on May 5th thanks to a most generous donor and campus resident. This was followed by a lovely donation from Rick Smith at Clarence Pizza, providing pizza to all campus staff. Perry’s Ice Cream donated their delicious ice cream to all our “Superheroes” to build their signature “Superhero” sundaes, while Clarence Country Doughnuts and Summit Health Care Solutions helped us surprise our Superheroes with doughnuts and coffee one morning!



Other donations included lunches from Cozy Catering and Calspan Corporation and the Eatery at Calspan, along with coffee from Goodrich Coffee Company, and weekly donations of baked goods from Millgrove Bible Church. The Rotary Club at Eastern Hills in conjunction with Divolio’s Kitchen provided another pizza party for our front line folks. The Thurman Thomas Family Foundation, along with Blue Cross Blue Shield of WNY surprised us with numerous boxes of snacks to express their thanks to all Brother of Mercy staff for going the extra mile.

Thank you to all of our most generous donors, including Dave Will, for helping us recognize and celebrate the entire Brothers of Mercy family of employees! During Nurses Week, BOM nurses were honored with gift bags made by Jessica Nuwer and WNY donors looking to recognize nurses for their courage during this time. A huge thank you also goes out the generous members of the community who have donated PPE and hand sanitizer, including Ed Rath, the Basil family, local salons Expo Nails and Lil’ Angel Salon, and many generous volunteers in the community who have been sewing masks, caps and gowns for us.

The show must go on, so planning is now underway for Chiavetta’s Chicken Drive-Through BBQ’s on June 11, July 1, and also in conjunction with a “Celebration of Care” on Brothers of Mercy Day, July 17th. The Oktoberfest and 5K Race is planned for September 11th. It’s not uncommon for a call to come in asking “What’s going on out there in Clarence and what will the Foundation be doing next?” Stay tuned as who knows what surprises are in store for the next six months!

## 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



### SHANITA GARRETT | CNA - March 2020

Shanita has been an employee at BOM since September, 2017. She is kind, caring and hard working. Her work is dedicated to our residents. She doesn't just provide basic care, she goes above and beyond to go that extra mile. She is always willing to help fellow employees. Shanita walks in with a smile and walks out with a smile!



### SUPERHEROES MONTH - April 2020

Because of your "above and beyond" service and dedication, we decided to acknowledge all the amazing healthcare Superheroes that work here. We appreciate your efforts more than you can ever imagine, and proud to have you part of the Brothers of Mercy team!



### LEANNE MALONEY | LPN - May 2020

Leanne has been an employee at BOM since June 1988. She is very flexible and will work whenever and wherever needed. Leanne is very considerate of other employees and displays kindness and concern for our patients/residents and families. We are grateful to have Leanne as a team member. She is very deserving to receive employee of the month of May.

## WORK ANNIVERSARIES

### 45 Years:

Janet Schiefer	Nursing Home	Laundry Aide	5/05/75
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### 25 Years:

Maria Kopcho	Nursing Home	OTR	5/30/95
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### 15 Years:

Justin Filipski	Nursing Home	Cook	4/28/05
Patricia Zinter	Sacred Heart Home	Dietary Aide	3/02/05

### 10 Years:

Renea Harrison	Nursing Home	C.NA	4/28/05
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### 5 Years:

Stacey Daprazio	Nursing Home	LPN	5/18/15
Jean Yanik	Brothers Residence	Housekeeping	5/04/15
Quantia Hall	Nursing Home	C.NA	4/13/15
Susan Reifsteck Tufte	Nursing Home	Admissions Assistant	3/23/15
Yvonne Sewell	Nursing Home	LPN - Per Diem	3/23/15



# Ashlie Kohlhagen...Life Enrichment Director



On the surface, it appears Ashlie Kohlhagen lives a pretty normal life. She graduated from Lancaster High, received her associates in Criminal Justice at ECC, then earned her Bachelors in Health and Wellness at Buffalo State. While working part time at the Nursing Home, she realized working with the residents was more rewarding than becoming a cop.

As Life Enrichment Director, Ashlie's responsibilities are primarily providing daily enrichment programs for residents at Montabaur Heights and the Sacred Heart Home. She schedules and runs various theme parties, group activities, presentations, community outings, spiritual care programs, instructs exercise groups, schedules

contracted exercise instructors, all entertainments and the list goes on. But this is where her "normal life" ends. The following is a list of "exciting" life experiences of what Ashlie calls "32 years of my lovely life".

- Don't go scuba diving for the first time, with 20 minutes of training in a foreign country. It will not go well.
- Don't hold the log as the wood splitter is coming down. The log will eat your finger.
- Don't ride your bike, knowing it doesn't have brakes, down a stone road. You will fall and bleed - a lot.
- Don't just jump slightly out of the way while jogging when a car is coming right for you. They will run you over.
- Don't go sledding with your dad on the same sled. You will crash, and you'll break something like your clavicle.
- Don't play capture the flag like you're 10 years old again. You're not 10, and you will hurt the next day.
- Don't sprint through the woods so fast you don't see low hanging branches. The tree will win.
- Don't stand too close to the fire to get warm. Your hair will start on fire - especially when you have hair spray in it.

In addition, Ashlie is a musician, plays several instruments and has become a serious biker. She will be riding in the Empire State Ride this year, which is a 500+ mile bike ride from NYC to Niagara Falls to raise money for Roswell Park. Hopefully this bike will have brakes!

## NEW ASSOCIATES

March • April • May

### Dining Services:

Lanaiya Scott  
Hanna Skorupski  
Diante Allen (SHH)  
Aaron Adkins\*\*  
Emily Farmer\*\*

### Ancillary Aides:

Raniyyah Spruill  
Madeline Maney  
Izabella Frantz  
Mariah Johnson  
Johneya Henley

### Nursing Administration:

Brittany Ivicic

### Nurses:

Amanda Burns  
Quianna Thomas  
Chandler Green  
Emaja Slayton

### Nursing Assistant Trainees:

LaKaylea Patton  
Martrice Prince  
Tyshawn Silas  
Marissa Wright  
Lisa Lewis  
Candace Aughtry  
Mark Fullagar Jr.

### Nurse Aide Trainees:

Alexis Price  
Angela Beal

### Speech Therapy:

Rosalia Krajacic

### Env Services:

James Dries (SHH)  
Katelyn Worthy\*\*  
Aaron Adkins\*\*

### CNAs:

Danielle Sanders

### PCAs Sacred Heart Home:

Carlee Przesiek  
Aurora Tresmond  
Olivia George

\*\* 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 March, April and May 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 - March 2020

Steve Mrozek - IT  
Demeta Fields - CNA Float  
Marites Glassford - CNA 3E  
Kayla Halsey - CNA 4E  
Erin Saraf - LPN 3E  
Audrey Brunner - Dietary

Teal Strollo - HIM  
Elizabeth Jurek - Director of SW  
Maureen Thieroff - LPN-Float  
Jessica Smith - Accts Receivable  
Kristen Ash - ROM/CNA  
Jennifer Elliot - LPN-2W

April Fischer  
- Evening Supervisor  
Linda Umphreyville  
- Social Worker  
Jacqueline Hill  
- Human Resources

**March's Winner:** Elizabeth Jurek-SW and the 2 East Staff

**Departments Winners:** PT, Social Workers, Activities, 2E, 3W, 2W, ROM, 4W

## Customer Service Heroes - April 2020

Brenda Chatt - 3E Unit Clerk  
David Lawrence - 3W CNA  
Ethan Perry - 4E LPN

Tammy Hanley - 3E CNA  
Laura Waite - 2E CNA  
Jennifer Elliot - 2W LPN

Linda Borden - 2E LPN  
Kristin Sorgi - Activities

**April's Winner:** Jennifer Elliot 2W LPN and the Housekeeping Staff

## Customer Service Heroes - May 2020

Sandy Lukasczyk - 3W CNA  
Leann Maloney - Float LPN  
Patricia Cole - Laundry  
Karen Wojcik - 3W CNA  
Carson Garwood - 3W CNA  
Jennifer Grant - 4W LPN  
Elizabeth De Los Santos - 2E CNA

Destiny Kausner - 2E CNA  
Lisa Lewis - 4E CNA  
Leanne Dyrbala - 2E LPN  
Deanna Krieb - 3E CNA  
Kristina Thompson - 4E LPN  
Kim Gronwell - 4E RN  
Cheryl Evertt - 4E CNA

Erica Jordan - 2W CNA  
Jodi Waild-Schultz - 4W LPN  
Tonenysha Bragg-Kamphey  
- 2E CNA

**May's Winner:** Sandy Lukasczyk 3 West CNA and the 4 West Staff

### 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.

*"Thank you for the gentle and loving care you provided my late aunt, who reunited with the Lord on January 15, 2020 . Her warm smile and words of encouragement will be forever missed, but her giving heart, memory and Christian soul will be with us forever".*

*"My mom went into the Sacred Heart Home in October of 2017. The employees there were all fantastic. They didn't treat her like a patient, but rather treated her like family - from the cleaning staff, to the kitchen workers, nurses, aides and everyone else who worked there. I can't say enough about how wonderful they all are."*

*"A few weeks ago, I finished my Outpatient Therapy sessions on my right shoulder. From the first day being welcomed by Gina, to my therapy sessions with Lauren and Jen, they were all very friendly, professional and setting a great plan to get me on the right road to a healthy body."*

### March Marks Four Anniversaries within the Brothers of Mercy



The month of March marked some major anniversaries for four members of the Brothers of Mercy of Mary Help of Christians Congregation:

On March 8th Brother Hugh Denomme celebrated his 64th anniversary, Brother Terrence Mansfield celebrated his 63rd anniversary, and Brother Edward Lewis celebrated his 57th anniversary as Brothers of Mercy. On March 18th Brother Kenneth Thomas, House Superior of the Brothers of Mercy, celebrated his 22nd anniversary as a Brother of Mercy. Please join us in wishing the Brothers congratulations on such milestones!

The Brothers of Mercy Campus, as well as Brothers of Mercy Mary Help of Christians, is very blessed to be able to benefit from the wonderful service of these dedicated Brothers!



### Sister Patricia Burkard OSF named new Board Chair



Sister Patricia Burkard OSF, was recently appointed as Chair of the Brothers of Mercy Board of Directors. She is a member of the Sisters of St. Francis of the Neumann Communities. Prior to the formation of the present Catholic Health System, Sister Patricia served on numerous local boards of former Catholic hospitals and long term care facilities in the Diocese of Buffalo. For over 15 years she was a member of the Board of Directors of Fidelis Care New York.

### Technology Keeping Residents Connected

iPads are now being used as a communication platform for Skype calls (where participants can talk AND see each other during their conversation). The response to this initiative has been overwhelmingly positive. We plan on keeping this policy intact until the visitor ban is lifted.



### Thank You Cozy Catering and Takeout



A HUGE thank you to **Cozy Catering and Takeout** for donating lunches to the dedicated team of caregivers at Brother of Mercy's Sacred Heart Home!

Rob Schofield, owner of Clarence's Cozy Catering, teamed up with a generous donor to provide this amazing outpouring of support to the Brothers of Mercy.

All the Sacred Heart employees were genuinely humbled with all the heart felt support from the numerous local businesses that have stepped up with donations of all types.

### Virtual Bingo at the Nursing Home

Residents at the Nursing & Rehab Center enjoyed Virtual Bingo last month on our custom Brothers of Mercy television station.

Activities Director Julie called Bingo over the TV while other members of the Life Enrichment team were stationed with residents on all floors, calling out winners to Jules via walkie talkie.

Way to get creative, team! We have some star BINGO players here at Brothers of Mercy, so needless to say there were many winners.



### Thank you Clarence Pizza Company



Rick Smith and Clarence Pizza have been a big supporter of the Brothers of Mercy for many years! A huge thank you goes out to Rick and his team at **Clarence Pizza Company** for donating pizza to residents of the Senior Apartments during a power outage. They also donated hundreds of pizzas to our frontline healthcare workers during BOM's Healthcare Heroes week during the beginning of May.

### Celebrating Nurses Week



Thank you to **Jessica Nuwer, Clarity Sales** and the many generous community members who donated gifts for our nurses during Nurses Week. Jessica ran a Tupperware sale special for those wanting to support our frontline workers. Over 100 gifts were purchased, and included a Tupperware soup mug, soup and other treats for nurses at BOM and throughout WNY.

This is just one incredible example of how the City of Good Neighbors has come together during this time. Thank you to everyone who helped spread some sunshine amongst our nursing staff at Brothers of Mercy!

### Thank You WNY Chapter of the Knights of Columbus

A huge thank you goes out to the **WNY Chapter of the Knights of Columbus**, who donated 100 Tim Hortons gift cards to Brothers of Mercy front line healthcare workers last month. Dozens of councils of the Knights of Columbus were working all across the state, making donations of food, and gift cards to ensure that front line workers in healthcare facilities know how much they are appreciated.

A special thanks to local council members **Gregory Traves and Charlie Esposito**, along with all members of the Knights of Columbus for your kindness and generosity!





### Thank You Blue Cross/Blue Shield of WNY

Buffalo once again is living up to it's "City of Good Neighbors" label. The good people at **Blue Cross/Blue Shield of WNY** donating hundreds of snacks to our "Healthcare Heroes" here at the Brothers of Mercy. This act of generosity was so appreciated by members of our team.

We have been receiving gifts and donations of all kinds almost on a daily basis. It always brightens up the spirits of everyone involved! Thank you again to all those kind individuals.



### Congratulations to BOM resident Monsignor Micheal Yunk



Congratulations to Brothers of Mercy resident Monsignor Micheal Yunk, who celebrated his 63rd anniversary to the Priesthood in April!

Brothers of Mercy team members commemorated this special day with a cake, and Brother Kenneth Thomas, Brothers of Mercy House Superior, shared some nice words about Monsignor.

### Thank You Millgrove Bible Church

A sincere thank you to **Millgrove Bible Church** for the wonderful donations to the Brothers of Mercy Senior Apartments. For many weeks now they have generously delivered baked goods and sweet treats for our one hundred plus residents to enjoy!



### New Assisted Living and Memory Care Community Update



Opening of the Brothers of Mercy 90,000-square-foot Memory Care and Enhanced Assisted Living Community is now only months away. In fact, our projected opening is in September!

Virtually all of the exterior work has been completed, and the shift to interior work is now taking center stage. Even though many construction projects are currently on hold due to the COVID-19 situation, this project was deemed "essential" because it is a health care facility.



### Brothers of Mercy on WBBZ

Because of the fluid COVID-19 situation, WBBZ recorded a video segment that aired last month on Buffalo's Hometown Station MeTV. They wanted "inside information" on how nursing home staff, residents and patients are facing the challenge. The segment was part of their "Coronaviras' Impact on Small Business" series.

Both CEO Peter Eimer along with Director of Nursing Nicole Eckert De Santiago fielded questions from station manager John Di Sciuolo.



### Thank You Erie County Legislator Ed Rath



Brothers of Mercy CEO, Pete Eimer, accepts a very welcomed donation of N-95 respirator masks from **Erie County Legislator Ed Rath**.

The masks will be used by nurses and CNA's to help ensure the health and safety of patients, residents and staff during this COVID-19 virus challenge.

### Thank You Goodrich Coffee and Tea

Thank you to **Goodrich Coffee and Tea**, and these generous friends of Brothers of Mercy for donating coffee to our Healthcare Heroes last month. This spreads so much sunshine amongst members of our hardworking teams! Our Clarence neighbors have really stepped it up with donations and support in recent months. Every little bit helps!



### Thank You Perry's Ice Cream

Thank you to **Perry's Ice Cream** for donating ice cream for the entire Brothers of Mercy team to enjoy. Our healthcare heroes loved the delicious ice cream sundaes, and BOM's Sacred Heart Home even took theirs on the road with an "Ice Cream Truck" that visited every resident. Kind of takes you back in the days of the Mister Softee truck playing that melodious jingle right around dinner time.



# CHIAVETTA'S

Drive-Through Chicken Dinner

## 2 DATES

12:00 - 6:00pm

WEDNESDAY **JULY 1** & FRIDAY **JULY 17**

**Pre-order by for FREE DELIVERY to your BOM community!**

(Pre-orders are the only way to guarantee a dinner and delivery the day of sale)

**TO ORDER:** Call or place order directly at the **FRONT DESK** of each BOM community

**Cash or Check ONLY!** \$12 per dinner includes chicken, roll, mac and potato salads

Make checks payable to: **The Brothers of Mercy Foundation**

**\$10 Healthcare Hero Discount Rate applies to ALL BOM Employees!**

Indicate **Lunch or Dinner** time slot:

**LUNCH** drop-off time: 12:30pm

**DINNER** drop-off time: 4:00pm

ALL proceeds benefit the BOM COVID-19 Response Fund!