

Excellence



Brothers of Mercy News, Events, Awards and Campus Updates



IN THE NEWS

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Winter 2019

Celebrating 95 Years of Serving & Sharing with Those in Need



Our Brothers began their mission in the 1920's, as a fleet of bicycle nurses riding door-to-door throughout Buffalo, tirelessly tending to the sick and poor.



This holiday season's Annual Appeal highlights all the ways in which the Brothers of Mercy's Mission of Care is able to thrive and touch lives every day. Thanks to your generosity and continued support, we are able to provide life-changing care to those most in need, and continue the legacy of our founding Brothers.

Our Brothers began their mission in the 1920's, as a fleet of bicycle nurses riding door-to-door throughout Buffalo, tirelessly tending to the sick and poor. They would work around-the-clock and travel through rain or snow (even venturing across the Peace Bridge to patients in Canada), accepting fruits and animals as reimbursement. Though payments, if any, were meager, the gratitude received from patients and families kept the Brothers steadfast in their mission.

Their scope of impact eventually widened to include skilled nursing, rehabilitative, palliative and spiritual care, along with assistive and independent living options on the 126-acre Brothers of Mercy Wellness Campus. Ninety five years later, the legacy continues...thanks to you! We are grateful for all that you do to support our *Mission of Care*. Wishing you Blessings this holiday season!

DID YOU KNOW?

Your weekly payroll deductions benefit this great cause! For more information on how easy it is to help, simply email HR@brothersofmercy.org

Two additional ways to help the mission:

1. Donate online at BrothersOfMercy.org
2. Facebook Donate: [@BrothersOfMercyCampus](https://www.facebook.com/BrothersOfMercyCampus)

Caritas 2020 Awards Dinner to include a Kentucky Derby Theme



Make sure to mark your calendar for Thursday, May 14th as the 2020 Caritas Awards Dinner is taken to the next level with the introduction of a Kentucky Derby theme.

This year, our Caritas raffle ticket will include **"The Ultimate Derby Experience"** sending the winner and a guest to the 2020 Derby "live" (May 2nd), including tickets to the historic Churchill Downs, airfare and overnight stay!

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Newsweek Best Nursing Homes 2020 List

Last month, Newsweek and research firm Statista teamed up to compile a list of the top Nursing Homes throughout the country. The 5-Star rated Brothers of Mercy finished in the top 2% (ranked #12 out of 627 Nursing Homes & Skilled Nursing Facilities) in New York State.



Newsweek and Statista designed a system that evaluated nursing homes using data from 2 sources: 1. Recommendations from medical experts (nurses, administrators, therapists and physicians), and 2. Nursing Home performance based on CMS data in three domains (health inspections, staffing, and quality measures). This is the first year that Newsweek has published the list.

A New Campus

By Peter Eimer | Brothers of Mercy CEO



This year has been another year of tremendous growth at the Brothers of Mercy. Construction of our beautiful new Assisted Living and Memory Care facility began in June and will be completed next summer. This 92,000 square foot facility will include three buildings that are connected and will be located in the center of the campus.

This wouldn't have been possible without the success of our first Capital Campaign which has raised \$3 million.

Thank you to all the donors who made this happen!

Reservations for the new facility have already been coming in, which shows the demand in the area for these services and the great reputation that Brothers has in the community.

The success of the campaign has also allowed us to remodel the 2nd and 3rd floors of the nursing home, and work on the 4th floor will follow. In the past five years, we have totally updated our Senior Apartments, opened Montabaur Heights, remodeled the Skilled Nursing and Rehabilitation Center, built the Outpatient Therapy Clinic and begun construction on the new Memory Care and Enhanced Assisted Living Community. In essence, we have a brand new campus.

Future plans call for repurposing and remodeling the current Sacred Heart Home into a facility that will include medical clinics, pharmacy, residential units and much needed office space for our growing campus. We are also planning to put in connecting walkways between all of the campus buildings which can be enjoyed by the residents of the campus.

While all of this is new, we will continue our culture of passionate care for the sick and elderly that the Brothers began in 1924. Our employees are the best!

New Memory Care and Enhanced Assisted Living Construction Update



The BOM Memory Care and Enhanced Assisted Living Community is moving forward according to plan. The footprint of the building is really beginning to take shape and exterior walls are going up. The plan is to have the entire outside shell completed before the snow flies. This will give workers the opportunity to do interior work during the winter months.

The project was designed by Wendel and construction is being handled by The Pike Company, with a projected opening in late summer 2020.

2019 Highlighted by many Positive Changes

By Teresa Dillsworth | Administrator | Skilled Nursing & Rehabilitation Center



It seems that 2019 has passed at rocket speed. We've seen so many changes this year at the Nursing & Rehabilitation Center. We have participated in many cosmetic updates, many leadership changes, many new and committed staff joining our team, implementation of a new electronic medical record and a daily occupancy rate/census that has grown by more than 15% since January – just to name a few!

The Nursing & Rehabilitation Center has continued to maintain our 5-Star Rating from CMS, and we were recently ranked #12 of 627 Best Nursing Homes in New York State by Newsweek for 2020. To say we have so much to be thankful for is an understatement this Holiday Season. The care and services provided at the Brothers of Mercy is top notch thanks to the mission-driven staff on our Wellness Campus.

At the turn of this century twenty years ago (1999), who could have imagined that the Brothers of Mercy would have continued to grow the campus, and expand the service lines to the degree they have? All while remaining a #1 choice for inner-related adult, residential, health care and residential services.

My wish for you this Holiday Season, including all those lucky enough to be part of this Brothers of Mercy family, is for peace, good health and happiness. May you find time and take the opportunity to make wonderful memories with our patients/residents, family and friends this Christmas Season.

As we close another decade and start a fresh one, let us not lose sight of the wonderful opportunities and blessings that have been bestowed upon us. Start each day with a grateful heart. On behalf of our Leadership Team - Merry Christmas and Happiest of New Years! Cheers to 2020!

“Wellness Wednesdays” at Brothers of Mercy



This fall, the Brothers of Mercy Wellness Campus debuted the official “Wellness Wednesdays” Speaker Series. These free seminars ran Wednesdays throughout October & November, and emphasized resources and programs supporting

independence and well-being for seniors and their care givers.

The series featured speakers from BlueCross BlueShield of WNY and Hospice Buffalo, along with speakers specializing in diabetes education, nutrition, and mental health. Topics included “Mind Aerobics”, “Preventing Skin Cancer”, “Mindfulness”, “Understanding Diabetes”, “Well-being”, “The Power of Positive Thinking” and “Understanding Palliative & Hospice Care”.

Poor Posture can have Negative Effects

Neck and back pain can often originate from poor posture over time. Outpatient Physical and Occupational therapists can educate you on stretches and exercises to improve your posture while sitting and standing. Call **716-759-7680** to schedule your Outpatient therapy appointment today! The clinic is open Monday thru Friday, from 8:00am to 4:30pm.



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.

The Holidays can bring both Joy and Sorrow

By Mindee McDonald | Administrator | Sacred Heart Home



As the holidays approach, I would like to discuss the difference that being patient and kind with one another can make - both at work and in your personal lives. The holidays bring many of us great joy and cohesiveness, but often times they also can bring feelings of stress, sorrow, or loneliness.

Taking the time to be kind and patient with others can make a big difference in another's day. In addition, kindness has been shown to be of great benefit to the person that is being kind. Did you know that being kind can decrease stress, pain, anxiety, depression, and blood pressure? Take a minute to think about that. We can feel better physically and mentally merely by being kind to others. Simply put, you will be better by being better to others.

They say patience is a virtue. Why? Because it is sometimes difficult to remember our patience in the midst of a stressful situation or our own daily struggles; Remembering to take a deep breath and calling upon your own patience can make all the difference in the world to someone else.

Every day, holidays or not, people in general struggle with something. What would it hurt to offer them a hand, wish them well, let them know you see them, or simply meet them with a smile? It doesn't cost you anything to be kind. Rather, it can cost you everything not to be.

As we all face our own situations, good or bad, in the days to come, please take a moment to stop and call upon your inner kindness and patience to make this a Wonderful Holiday Season for ALL!

I personally would like to wish all of our campus residents, staff and families a Merry Christmas along with a Happy and Healthy 2020!

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!

August: Tiara Bender – Dietary Aide since 2014

September: LaKessia Farmer – Cook/Dietary Aide since 2016

October: Sarah Celeste – PCA since June of this year

KEEP UP THE GOOD WORK!!

A Time to be Grateful for all my Blessings

By Mary Baty | Administrator | Brothers of Mercy Senior Apartments



When I first began my journey in the field of senior outreach, I truly believed my mission was to bring enrichment, purpose and fulfillment to the lives of others. Each December, as the year begins its closure, I realize again that it is my life which has been enriched and made purposeful and fulfilling.

Each person I encounter on the Brothers campus reminds me that behind the smiles, and sometimes frowns, are the experiences which make up the chapters of our life story. I am blessed to have residents and staff who allow me to be a part of their stories. I continue to be grateful that life, with its funny ironies, brought me to Brothers and that Brother Jude not only took a chance on me, but continued to whip my insecurities into submission! I am grateful for those that I work closely with, for the leaders and mentors that have contributed to my growth, and to “my” residents who teach me life lessons everyday.

I hope that your journey with the Brothers of Mercy has brought you fulfillment as well, and I wish you all of God’s Blessings this Holiday season!

Can Giving Thanks make you Happier?

By Valerie Kane | Administrator | Montabaur Heights



Thanksgiving has always been one of my favorite Holidays. It is the one day each year that I truly enjoy cooking. A beautiful stuffed turkey roasting, the smell of pumpkin pie and a feast on the table for family and friends to enjoy! Before enjoying Thanksgiving dinner our family tradition has always begun with each person sharing what they are most thankful for. It has been interesting to read articles over the past few years about research into how giving thanks might actually make you happier. The following article is an excerpt from *Harvard Health* and it gives us pause to consider an easy way to improve our health, or at least our spirits:

“Research (and common sense) suggests that one aspect of the Thanksgiving season can actually lift the spirits, and it's built right into the holiday - expressing gratitude. The word gratitude is derived from the Latin word ‘gratia’, which means grace, graciousness, or gratefulness. Gratitude is a thankful appreciation for what an individual receives, whether tangible or intangible. With gratitude, people acknowledge the goodness in their lives. In the process, people usually recognize that the source of that goodness lies at least partially outside them. As a result, gratitude also helps people connect to something larger than themselves as individuals - whether to other people, nature, or a higher power.

In positive psychology research, gratitude is strongly and consistently associated with greater happiness. Gratitude helps people feel more positive emotions, relish good experiences, improve their health, deal with adversity, and build strong relationships. Gratitude is a way for people to appreciate what they have instead of always reaching for something new in the hopes it will make them happier, or thinking they can't feel satisfied until every physical and material need is met.”

I am thankful for a wonderful place to work and to all our dedicated staff that make everyone’s day a little brighter! Happy Thanksgiving.

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.

Seasons of Life

By Renée Villa | Campus Director of Spiritual Care



To everything there is a season, a time for every purpose under heaven. Ecclesiastes 3:1

On Saturday, November 2nd, the feast of All Souls Day, a Mass was offered in remembrance of those residents who have passed away since April of this year. The formal ritual of a prayer service helps mark the time to say good-bye to someone that was meaningful to our lives. Rituals are the sacred actions which help both celebrate and ease the sorrow of a transition in life. Transitions are usually bittersweet in nature. A birth marks a new life that is present and the transition of an adult becoming a parent. A death marks the loss of a loved one, but at times provides an end to someone's suffering.

As the seasons change, they provide the metaphor of the inevitable transitions in life as well as opportunities to respond to those changes. When spring arrives, we begin the cleanup of our gardens to make way for planting. Flowers or vegetable gardens are planted and tended through the season of summer. As the fall arrives, we harvest our plants and receive the bounty of the hard work, preparation and tending of the previous seasons. Next, we ready the ground to rest through the winter so as to be replenished for the following spring.

Every seasonal transition offers a beginning and an end, an opportunity for growth as new life bursts through, and a reminder of the tenuous nature of life. The seasons mark a beginning and an end to a certain way of being present. And so also with the seasons of our lives. Peace.

BROTHERS OF MERCY MASS SCHEDULE

Saturday...3:00pm: Nursing Home | **4:00pm:** Montabaur Heights

Sunday...9:30am: Sacred Heart Home Chapel

Monday...9:30am: Communion Service at the Sacred Heart Home Chapel

Tuesday - Friday...9:30am: Sacred Heart Home Chapel

Monday & Thursday...10:00am: Communion Service at the Nursing Home

Non-Denominational Service

Wednesday...2:00pm: Nursing Home

Holiday Mass Schedule

Christmas Eve (Tuesday 24th)...3:00pm: Nursing Home | **4:00pm:** Sacred Heart Home

Christmas Day (Wednesday 25th)...10:30am: Montabaur Heights

Solemnity of Mary - Holy Day of Obligation (Monday 31st)...3:00pm: Nursing Home

New Years Day (Wednesday 1st)...10:30am: Montabaur Heights

Capital Campaign Surpasses \$3 Million Goal

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



The Brothers of Mercy first official Capital Campaign has succeeded and has surpassed its \$3 Million goal! The proceeds will be used to fund our brand new Memory Care, Assisted and Enhanced Assisted Living Communities. Campaign funds are also helping with meeting the critical need for our patients and caregivers with renovations to our Skilled Nursing and Rehab Center.

For nearly a century, Brothers of Mercy has enjoyed a special relationship with our benefactors: the thousands of donors who have provided an extra set of hands to help shape our work and carry out our commitment to compassionate care. Brothers will now be able to transform the campus in a manner that is consistent with our mission while also generating the revenue to help sustain that mission. To all of these special friends, who continue to be there for us, we say "Thank You!"



*We simply could not have met this lofty goal
without each and every one of you!*

Nancy Gugino

Kentucky Derby Theme will Highlight the 2020 Caritas Awards Dinner

Make sure to mark your calendar for Thursday, May 14 as the 2020 Caritas Awards Dinner is taken to the next level with the introduction of a Kentucky Derby theme. Ladies, this will be a chance for you to express your "Inner Southern Belle", so take note and don't hold back when planning your Kentucky Derby wardrobe. Don't forget that long-established fashion statement, "The Hat", as we will be voting for the evening's "Best Hat" with a special prize going to the winner. For the men out there, the Kentucky Derby provides a splendid excuse for you to get just as dressed up and decked out.



This year our Caritas raffle tickets will include "The Ultimate Derby Experience" sending the winner and a guest to experience the 2020 Derby "Live" (May 2nd), including tickets to the historic Churchill Downs, airfare and overnight accommodations!

Mint Juleps (the signature drink of the Kentucky Derby), will be available throughout the night, special performances by local artists, both "Silent" and "Live" auctions, and other surprises will make the 2020 Caritas Awards Dinner a truly unforgettable experience!

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 that 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 a 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!

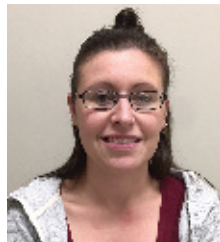
Skilled Nursing Employees of the Month

All Employees of the Month receive a \$50 check as well as a special parking space for that month.



GREG METZ | COOK HELPER, BAKER, SERVER - September 2019

Greg has been a part of our Dietary Team since November, 2018. Greg serves our meals in the café with a smile and a great attitude! He always goes out of his way to welcome and accommodate the staff, families and residents. When Greg isn't serving, he is helping the cooks, baking, helping in the dish room, or doing any other task that is asked of him. Greg is truly an asset to our dietary department!



CASEY STOCKING | 4 WEST UNIT CLERK - October 2019

Casey has been an employee at BOM since August 2015. Her smile and great attitude is what you are greeted with when you enter the 4 West wing. She goes above and beyond in all her tasks, and is very proactive in her work. Casey has many responsibilities and is taken in many directions, but is always available with a positive attitude. Casey is prompt and efficient which gives reason why her unit is so organized.



MARK METZGER | DIETARY INVENTORY CLERK - November 2019

Mark has been an employee at BOM since January 1989. He is a hard working individual that is behind the scenes in dietary but is not unnoticed. Mark keeps the stock room, coolers and freezers organized. Mark will stay late some days to see that different dietary areas are clean and organized. He will also help in the dish room and tray line when needed. Mark is full of knowledge and will help anyone that needs it just to make the department run smoothly.

WORK ANNIVERSARIES

15 Years:

Patricia Cole
Cynthia Rhodes

Laundry Aide
Central Service Manager

11/15/04
12/06/04

5 Years:

Tiara Bender
Dawn Graber
Kimberly Gronwall
Jessica Smith

Diet Aide
Nursing Assistant Peer Mentor
Registered Nurse Peer Mentor
A/R Billing & Collection

11/07/14
11/03/14
11/03/14
12/01/14

CERTIFIED NURSING ASSISTANTS

Congratulations on Newly graduated CNAs (September & October Programs)

Tonmika Daniels
Charmenita Fields
Abeline Morgan
Arionna Hennings
Derrick house-King
Jamia Jones
Laura Larke

Armonee Lee
Dianelis Martinez
Mya Wright
Jasmine Clark
Chawniqua Johnson
Asia Elder
Ashley Corigliano

Leontina Culum
Lorena Diaz
Chaniece Lynch
Erica McDaniel
Justina Narehood
Trudy Pierog
Laquanda Williams

Vicki Renkas...Case Management/LPN



Anyone who knows Vicki Renkas can clearly see she has a special place in her heart for the elderly. This is one of the reasons why she has been such a valuable employee with the Brothers of Mercy for over 12 years.

Vicki grew up in the small, quaint town of Sanborn. After graduating from Starpoint High, Vicki pursued the food service world with goals of being a dietician and chef. However, nursing was in her future, and after earning her nursing degree in 1991, Vicki worked as an LPN. She joined the Health Services department of the Sacred Heart Home in 2007 as a nurse.

Today Vicki works in the Case Management department. *"I have very much enjoyed my role as a nurse throughout these years, and am settling in nicely to my new department, learning every day. I have always enjoyed the family atmosphere at SHH, still very much have an appreciation for the elderly population, and like to help those in need."* Outside of work, Vicki enjoys spending time with her three wonderful children Andrew, Joshua, and Jordan. Her favorite quote, which has remained since high school is, *"It is useless to find peace amongst others unless you have peace within yourself."* With that being said, she tries to live a life of peace and very often you will find her doing things like gardening, bike riding, cooking, or playing sports.

NEW ASSOCIATES

September • October • November

Dining Services:

John Spring (MH)
Maria Sayers (MH)
Kasheyonna Philips**
Connie Dworak (MH) **
Collin Mitchell
Lamar Ashford
Patrick Meiler (MH)
Kate Waldvogel (MH)
Austin Hawes
Luca Cutaia (MH)
Brooke Cummings (SHH)
Kelly Schuder (MH)
Noah Harvey (MH)
Sarah Lawley (MH)
Jamony Jones

Social Work:

Elizabeth Jurek

Activities:

Steven Pulaski

Concierge:

Ann Childs (MH)

Nurses:

Emily Koelbl
Ada Norris
Dejhier Payton
Jodi Schultz-Waild
Tiara Spearman
Sharon Faal
Karen Torma
Brianna Holt
Jisoon Wie **
Jaroslaw Radomski (SHH)
Collette LaClair
Lisa Lockett (SHH)
Jillian Winarske

Range Of Motion Aide:

Lovette Taylor
Amanda Windnagle

Env Services:

Jeorelyn Natal
Deante Meadows (SHH)
Latasha Merriweather (MH)

Concierge/Security:

Gabriel Krebs (MH)

Nurse Aide Trainees:

Isabella Backert
Danielle Walker
Davisha Costner
Kaamelah Lafayette
Daniel Graves
Candice Waide
Jamie Hays
Keyonna Kyle
Evelyn Hunter

Admissions:

Laurie George

Human Resources:

Cheryl Detschner

Companion Care Aides:

Tahreke Pitts
Raquel Martina
Carol Schmidt
Leah Brake

CNAs:

Contessa Boatwright
Kaitlin Rader
Yakeyda Matthews
Shanece Floyd
Jenny Goss
Shanice Highsmith
Jennifer Slowik**
Marciena Averhart
Kennetta Robinson
Tierra Willis
Angela Bellavia
Toni Montague **
Marquita Wright

PCAs Sacred Heart Home:

Nancy Reeves
Ayan Osman
Patrice Small
Kaitlyn Rath

** 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 September, October and November of 2019.

Customer Service Heroes - September 2019

Josie Fierle - 2E LPN

Brenda Chatt - 2E Unit Clerk

Julie Kaczmarczyk - Activities

Ethan Perry - 4E LPN

Anne Haefner - Long Term Therapy

Maverick Blachowicz - 2E CNA

Eric Strohm - 3W LPN

Jessica Nichter - 3E CNA

Leanne Dyrbala - 2E LPN

Josephine Hochadel - 2E LPN

Stephanie Schaffer - 2W CNA

Lynda Borden - 2E LPN

Elizabeth DelosSantos - 2W CNA

Brenda Chatt - 2E Unit Clerk

Deborah Moyer - Sr. 4E CNA

Laura Waite - 2E CNA

Ethan Perry - 4E LPN

David Criswell - Activities

Lucas Jurek - Activities

Kristin Sorgi - Activities

Patty Cole - Laundry

Sue Tufte - Admissions

September's Winner: Sue Tufte, Admissions and the 4 East Staff

Departments Winners: 3W, 4E, PT, 2E, 2W Activities, Laundry, Admissions

Customer Service Heroes - October 2019

Renea Harrison - 2E CNA

Darkwa Kingsley - 2E Float

Loronda Marks - 2E CNA

Danielis Martinez - 2E CNA

LeAnne Dyrbala - 2E LPN

Jessica Wagner - 3W LPN

Casey Stocking - 4W Unit Clerk

Emily Thomas - 2W CNA

Julie Kaczmarczyk - Activities

Lynda Borden - 2E LPN

Elizabeth DelosSantos - 2W CNA

Steve Odell - Maintenance

Laura Waite - 2E CNA

David Criswell - Activities

Megan Berhalder - Krawczwk
3W LPN

Brianna Pagano - 3W CNA

Amanda Windnagle - ROM

Josie Fierle - 2E LPN

October's Winner: Emily Thomas - 2W CNA and the Maintenance Staff

Departments Winners: 3W, 4W, ROM, 2E, 2W, Activities

Customer Service Heroes - November 2019

Renea Harrison - 2E CNA

Jessica Wagner - 3W LPN

Julie Kaczmarczyk - Activities

Shari Kersch - 4E NM

Asia Elder - 2E CNA

Stephanie Shafer - 2W CNA

Erica Jordan - 2W CNA

Josephine Hochadel - 2E LPN

Kris Sorgi - Activities

Lucas Jurek - Activities

Heather Payne - 2W CNA

Lynda Borden - 2E LPN

Elizabeth DelosSantos - 2W CNA

Derrick House-King - 4E CNA

Laura Waite - 2E CNA

Brianna Pagano - 3W CNA

Brittany Rosario - 3W CNA

Kassandra Soltow - 3W CNA

Tanya Hinton - 3W LPN

Quantia Hall - Float CNA

Destiny Kausner - 2E CNA

Kyle Higgins - Chef

November's Winner: Derrick House-King 4E CNA and the Activities Department

Departments Winners: 3W, 4E, ROM, 2E, 2W, Activities, Dietary



The Human Resources and Employee Health Departments want to wish everyone a very Merry Christmas and a Happy, Healthy and Prosperous New Year!

Tracy, Jacquie, Cheryl & Nicole



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."

"I wanted to write you a short note to tell you that we will not soon forget the Brothers of Mercy and the fine and dedicated care my mom received there. I want to particularly single out the hard-working staff of the 3rd floor west where my mom stayed. They were an extremely dedicated group."

"Words cannot express how I feel about each and everyone of you. My heartfelt thanks to all! You managed to give Frank two more years that he probably shouldn't have had. I know it was all the EXCELLENT CARE he received from everyone!"

Michael Perez featured on CBS's "On the Road with Steve Hartman"



Michael Perez, Assistant Director of Health Services at the Sacred Heart Home, was recently featured on CBS's "On The Road With Steve Hartman". Steve interviewed Mike about an amazing story featuring his father, Lamont.

Throughout the years, Lamont has been a foster parent to 35 children, 5 of which he adopted (including Mike). Recently, at the age of 48 and disabled, he adopted another 5 children (ages 1-5 years).



"On the Road with Steve Hartman" features people all over the country with unique and inspirational stories. Steve first heard about Lamont and the adoptions from a Channel 2 news feature which went viral on YouTube. He was so moved with this real life story of caring and compassion, that he decided to do a feature story which includes both Mike and his dad!



I don't believe I would be the be the person I am today without the morals my dad instilled in me.

Mike Perez

2019 Fall Wellness Expo and Open House was a Great Success

The Brothers of Mercy Wellness Campus hosted our first annual Fall Wellness Expo and campus wide Open House at the Montabaur Heights Event Center on October 5th. The Wellness Expo was proudly sponsored by Joe Basil Chevrolet.

The Fall Expo provided seniors and caregivers with resources and programs supporting independence and overall well-being. All campus communities and levels of care were represented, along with many outside vendors who all support seniors and caregivers.



Senior Apartments Residents Celebrate with a Bills Victory



A number of residents at the BOM Senior Apartments celebrated as the Buffalo Bills beat the Miami Dolphins on October 20th. The Bills wound up winning the game 31 to 21.

This is just one of many activities offered to residents throughout the year. And they sure know how to have a good time - especially when pizza and football are involved!

Outpatient Therapy Clinic Food Drive

Inspired by our founding Brothers' mission of serving and sharing with those most in need, the Brothers of Mercy Outpatient Therapy Clinic has adopted three families this Thanksgiving.

Thank you to the generous patients, friends and team members of the Outpatient Therapy Clinic, that have been donating items to support this cause.



Nursing Home Lobby has a New, Fresh Look

A timeline that chronicles the history of the Brothers of Mercy from 1850 through 2020 has been installed at the Nursing Home lobby.

This will be the first thing visitors see when entering the building. It chronicles the tremendous strides the Brothers have made from their early origins in 1850 through today.



Residents Participate in Holiday Music Video

Based on the success of the last music video (over 1600 YouTube views), BOM residents participated in a "Holiday Themed" video. There was dancing, there was garland, there were lights - and it was impossible not to smile! Residents had the best time filming this one, and Santa made more than one appearance. The video can be seen in the "News & Info" section of the BOM website, as well as BOM's YouTube channel and Facebook page. Be sure to "Like" & "Share", so this can go viral again. This is sure to be another classic!



Creativity translates into Halloween Fun



Both residents and employees showed some real creativity designing and putting together their Halloween costumes. They celebrated for a week throughout all four communities on campus.

Parties, costume contests, surprise candy deliveries, and sweets - lots of sweets were enjoyed by all. A Halloween parade enjoyed by residents capped off the day at the skilled nursing cafeteria.

New Sign on BOM Campus

A new Brothers of Mercy sign was put up at the Ransom Road entrance to the campus. The look and style match the signature sign on the corner of Ransom and Bergtold. With beautiful stone pillars and backlit lighting for night time viewing, the new sign makes a prominent visual impact on the thousands of drivers that pass by every day.

A very special thanks to Advisory Council member Charlie Kelkenberg for his assistance in construction of the pillars!



Sacred Heart Home Donates Halloween Candy to Veterans Overseas

This past October, Sacred Heart Home residents and staff honored our veterans by donating sweet treats and decorated Christmas stockings to *United Stockings for Sailors & Soldiers*. USSS collects candy, along with other small items, for Christmas stockings which they donate to deployed military overseas.

Over the past 9 years, an astounding 48,000 troops who would otherwise not receive holiday letters or gifts, have been the recipients of these generous gifts. And now thanks to our special SHH residents, a few more can be added to that list! For more info on this great cause, follow USSS on facebook: @USstockings.SailorsSoldiers



2019 Resident Annual Bazaar and Theme Basket Raffle



The annual Residents' Bazaar and Theme Basket Raffle was held on Friday, November 8th in the Nursing Home Activities Center. Participants were in the Christmas spirit, as over \$2500 was raised to benefit the SNF Resident Council.

If you have a sweet tooth, you were in the right place - with cookies, pies and cakes on hand. Assorted Christmas holiday items were also for sale, and a Chinese auction capped another successful event.

A special thanks to the staff, residents, volunteers, family and friends who donated baskets!

Eagle Scout Project benefits BOM Senior Apartments

Colin Martin, 17, of Clarence Scouts BSA Troop 93, was joined by 11 scouts and scout leaders last month in constructing a new outdoor seating and garden area for the residents of the Brothers of Mercy Senior Apartments.

Colin, a senior at Clarence High School, has been employed by Montabaur Heights Independent Living (part of the Brothers of Mercy Wellness Campus) since September 2017. He works in the Dining Services Department as a busser, dishwasher and server. A scout since his elementary school days, he plans to pursue a degree in Aviation Technology at Embry Riddle Aeronautical University in Daytona Beach, Florida.



Holiday Gift Card Event 2019

The annual Holiday Gift Card Gathering Event was held on Friday, December 6, from 4 to 8 p.m. Highlights included Christmas carols, plus a visit from Santa! Staff, friends, family members and boards members enjoyed a festive atmosphere.

Gift cards of \$25 or greater were donated to benefit the 19th annual Caritas Awards Dinner. This years event will be held May 14th at Salvatore's Italian Gardens.



"Pink Day" at BOM supports Breast Cancer Awareness



Wednesday, October 16 was "Pink Day" at the Brothers of Mercy. All BOM residents, employees and friends showed their support for Breast Cancer Awareness by wearing pink that day. Participants also donated \$1.00 which went directly to The Breast Cancer Network of WNY, a completely volunteer-based organization. A total of \$175 was collected. Special thanks goes out to all who participated!

Celebrating Veterans Day at the BOM Campus

The communities on the Brothers of Mercy Wellness Campus observed Veteran's Day 2019 in a variety of ways. Special celebrations and commemorative presentations were held at the Skilled Nursing & Rehab center, Montabaur Heights and the Sacred Heart Home. Poems written in honor of Veteran's Day, by the daughters of SHH Administrator Mindee McDonald, were also recited to and enjoyed by residents. To ALL the men and women of our Armed Forces, we thank you for your service.



Painting to bring out your "Inner Artist"

Residents at the Senior Apartments and Montabaur Heights were given the opportunity to showcase their creativity at "Painting Parties" sponsored by the Brothers of Mercy Senior Apartments last month.

"But I can't even draw a straight line" is the line heard most by residents who are hesitant to try our Painting Parties. *"Look what I created!"* is what they say after! *"We just follow the instructor, stroke by stroke, and create our own mini masterpieces"*. All while enjoying each other's company and sharing quite a few laughs along the way!

The Perfect Holiday Gift Combo!

Brothers of Mercy is excited to introduce their first cook book: "A Taste of Love" – a collection of recipes from the Brothers and family of BOM residents, staff and volunteers. Available now at the BOM Wellness Campus (Skilled Nursing Gift Shop, Montabaur Heights Gift Shop, The Foundation White House). OR place your order through Joanne Turski – (716) 759-6985 ext. 258 or jquartley@brothersofmercy.org



BROTHERS of MERCY

"Taste of Love" Cook Book

A collection of recipes from the Brothers and Brothers of Mercy family of residents, staff & volunteers.

Extra Virgin Olive Oil & Muffuletta Mix

100% Natural, unrefined, California-grown olive products

This trio makes the perfect holiday gift!
Bundle all 3 for \$40 :

SHOP AT BROTHERSOFMERCY.ORG/OLIVE-PRODUCTS

For A Good Cause: All proceeds benefit BOM patient care



Christmas is a special time of the year and we wish you all the love and joy of the holiday season!

***Merry Christmas
and
Happy New Year!***