

Excellence



Brothers of Mercy News, Events and Campus Updates

Spring 2018

New Brothers of Mercy Website Taking us to the Next Level!

In an ongoing effort to be the best we can, and differentiate ourselves from the many skilled nursing, rehabilitation, adult care and senior living facilities throughout WNY, the Brothers of Mercy website has been completely re-designed.

The new site will be much more user friendly, using a more visually interesting and current platform, and work better on phones and tablets. For the first time we will be using BOM employees and residents in many of the photos with the eventual goal of changing all of them over.

Brothers of Mercy CEO, Peter Eimer, states *"Our website is our #1 marketing tool. It's basically the first point of contact for many future residents, rehab patients and future employees"*. We took on a very aggressive approach and timeline to get the new site up and running by March.

There are a number of new features and topics, including a YouTube video channel that will incorporate testimonials and BOM employees that go "above and beyond" the call of duty.

The screenshot displays the Brothers of Mercy website interface. At the top, there is a navigation menu with links for HOME, ABOUT, SERVICES, REHABILITATION, PATIENT OUTCOMES, APARTMENTS, MISC. NEWS & INFO, DONATE NOW, CAREERS, and CONTACT. Below the navigation is a hero section titled "Skilled Nursing" with the tagline "Exceptional Care - Exceptional Results" and a photo of an elderly man using a walker. Underneath is a "BROTHERS OF MERCY SERVICES" section with four icons: Skilled Nursing (blue circle with a nurse and patient), Rehabilitation (yellow circle with a person on a bed), Assistive Living (red circle with hands), and Senior Housing (green circle with a house). Below this are three columns: "WHY CHOOSE BROTHERS OF MERCY?" (highlighting comprehensive care), "I'M A SENIOR ADULT" (highlighting 5-Star skilled nursing and rehab), and "I'M A FAMILY MEMBER" (highlighting the Wellness Campus as an ideal choice). At the bottom, there is a "JOIN OUR 5-STAR TEAM" section with a photo of healthcare professionals and a "LEARN MORE" button.



TOM's Corner

By Thomas M. Bloomer, LNHA • Administrator • Skilled Nursing & Rehabilitation Center

Your Dedication is Always Appreciated!

Hello everyone! Hope you all enjoyed the Holiday season, looks like our lovely Buffalo weather didn't disappoint this year, but nicer weather is on its way! I want to start off as I always do, reporting on our census and overall activity. In the last part of 2017, we didn't experience as much activity as we anticipated, however January was busier than usual. I'm sure you've noticed that we've experienced a high amount of discharges from our long term care units over the past few months and we've been struggling to fill those empty beds. This will continue to be our challenge as more people are choosing to stay out of nursing homes as long as they can. As I am typing this, we are awaiting our Department of Health survey, this is always a high-stress time for all of us, but if we continue to do what's right for our patients and residents and follow our established processes, we will do well.

Our patient/resident Quality Measure scores continue to show our ability to provide excellent care. There are a few areas that we've been focused on recently, but all in all, we are doing an exceptional job. We've been open for about 7 weeks now with our Outpatient Rehab Clinic, and we're building a strong caseload with over 100 treatments/evals so far!

In terms of finances, we ended 2017 with a bottom line better than we anticipated, however our census over the past few months has had an unfavorable impact on finances. We should be able to bounce back this spring, as there are always ups and downs with census. Recruitment and retention of staff continues to be a major focus as it should be, and listening and responding to employee feedback and concerns is continuous. I recognize the fact that in today's workforce, it's not enough to have satisfied employees, we must have engaged employees. There is a difference. Thank you for all you do each and every day, and I truly appreciate your continuous efforts serving our patients and residents.

Welcome New Assistant Administrator



Thomas Farrell was hired as the new Assistant Administrator for the SNF. Thomas comes to us from Emerald South Nursing Home, where he held positions as Regional Director of Social Services for the Sapphire Group, and most recently, Administrator for the past few years.

Before entering the healthcare field, Thomas held the position of Quality Assurance and Career Development Officer for the US Navy from 2004-2009. Thomas has strong interpersonal skills, and will be an asset to our team with many of the current and future projects relating to employee relations, quality and business development.



TECHNOLOGY Update

By Thomas M. Bloomer, LNHA • Administrator • Skilled Nursing & Rehabilitation Center

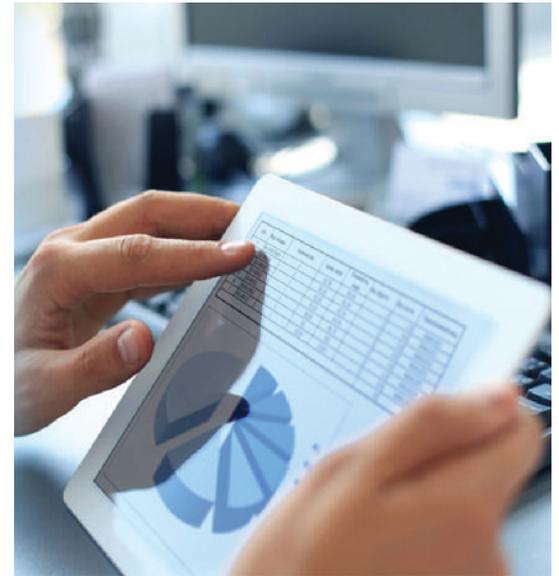
The Digital Experience

Brothers of Mercy recognizes that there are a growing number of employees that prefer to use automated processes in the workplace. Over the past year and presently, we are implementing new electronic programs and processes that will serve this purpose. Some of the automated, technology-driven systems we have and will be implementing are:

Gray Peak - This is our internet-based Application Tracking System, or ATS. Our ATS allows us to post job positions directly to our website, Indeed, CareerBuilder and Monster, which allows candidates to apply for positions 24/7. All communication including hire paperwork is done electronically. This has had a tremendous positive impact on the hiring managers and the applicants.

Health Care Academy - The Health Care Academy is an online inservice educational platform. It allows staff to complete some inservice at a computer station as opposed to attending a live class.

Onshift - Onshift is our new electronic scheduling software, mobile-friendly for all nurses and CNAs. Onshift will allow staff to view their current schedule, request days off, trade, pick up shifts and more. Onshift also monitors attendance and has a rewards/recognition program. Once we are up and running with nursing, we plan to rollout facility-wide.



Coming Soon...

Smart Charting - Web-based ADL documentation software for all CNAs. By using wall-mounted tablets, CNAs will be able to document resident ADLs in real-time, no more paper sheets and binders!

Online Benefit Enrollment System - HR will now be able to offer the ability to complete and maintain all of your benefits on-line, this will eliminate much of the paperwork and trips to HR!

Electronic Medical Record - Our EMR plans include more functionality with order entry, EMARS and ETARS, care plans, reports, labs, etc. More to come with this.



HUMAN RESOURCES Update

By Tracy Saari • Human Resources Director

Open Enrollment for All Campus Benefits

Please watch for memos for open enrollment meetings, times & locations. They will start March 1st and go through March 14th.

- We will be switching Health Insurance Carriers to **Blue Cross Blue Shield** eff 4/1/18. Coverage offerings will mirror our current plans with Independent Health
- All benefits will be offered through a on a online enrollment benefit platform. Representatives from the Floss Agency will be onsite to assist all employees in this process
- **MetLife** - Life, Dental, Vision, Short Term Disability, and Voluntary life
- **Colonial Benefits** (like Aflac) - Accident, Hospital Indemnity, Cancer, Whole Life
- **ProFlex** - Flexible Spending Account
- **Legal Shield & Identity Theft** - legal assistance, guidance and ID theft coverage



**CAREER
ADVANCEMENT
OPPORTUNITIES**

**Earn an LPN, RN or BSN
at NO COST to You***

Drastically improve your career and earnings possibilities. The Brothers of Mercy and Trocaire College are teaming up to give you an opportunity to earn your nursing degree!

See administration for details and selection requirements today.

* You are still financially responsible for your books and supplies. Everything else is covered by various financial aid packages, and grants from Trocaire College and the Brothers of Mercy.



**You Spoke...
We Listened!**

**Tuition Assistance
Program
Now Increased**

New Annual Maximum is
\$5,000 for Full Time employees (was \$1,000)
\$2,500 for Part Time employees (was \$500)

This will take effect for Spring Semester classes.

See Administration for details and qualifications.

Rehabilitation and Therapy



The Brothers of Mercy Rehabilitation and Therapy Team

The Brothers of Mercy Nursing and Rehab team has very high standards in regards to the therapy program and services, not only for our long term residents, but also for our short term rehab patients. With the recent addition of our outpatient clinic, we now have the ability to extend our services to the surrounding community as well as our very own employees that may need therapy. Our services include physical, occupational and speech therapies, all of which have individual areas of focus yet work side by side to achieve the same goal of improved quality of life.

Physical therapy treatment focus is to remediate physical impairments through the use of therapeutic exercises, manual therapy, electrotherapy, gait and balance training and other modalities to restore function to the patient.

Occupational therapy treatment encourages movement and exercise by using meaningful and purposeful activities to promote healing, independence and resumption of everyday activities.

Speech therapy provides treatments for communication disorders, cognitive communication disorders and swallowing disorders through the use of vital stim, diet and consistency alterations, memory and word finding exercises.

Our goal as a therapy department is to provide the highest quality of services to meet the needs and care of all our patients. On average, therapy has 80 - 90 patients on a program. We have a total of 50 staff members which is composed of OTRs, COTAs, DPTs, PTS, PTAs, SLPs and Rehab tech. Fifteen therapists and assistants provide treatment Monday through Friday, with a limited staff providing treatment on the weekend. The clinic is open 7 days a week.

Christmas Lunch Honors Employees



Brothers of Mercy employees enjoyed a spectacular Christmas spread last December. The annual event is just one small way we thank all the hard working employees for their dedicated and appreciated service.

Prime rib and shrimp were the featured courses (and were big hits).

Remembering Lorna Johnson



Lorna Johnson started at Brothers Of Mercy on March 17th, 1986. Her journey as a Certified Nursing Assistant continued for 31 years. She was an extremely hard worker, very dedicated to her residents and their family members, and earned the respect and love of all of her co-workers. Throughout the years Lorna worked every shift in all six nursing units. She also worked in our Hospice wing.

As a peer mentor her experience was invaluable. She was the first to always help others, dedicated to her resident needs, and had a calm, peaceful demeanor even in the midst of chaos. Everyday on her break you would see Lorna walking around the block near the campus or quietly reading a good book.

Tragically, Lorna was critically injured in a car accident and passed away from complications. She was a blessing to so many people and gently touched countless lives. She was loved and will be dearly missed by all.

FUNDRAISING Events

Holiday Gift Card Event



The annual Holiday Gift Card Gathering Event was held on Thursday, December 7, from 4 to 7 p.m. The White House was decorated, Christmas music playing and refreshments were served. Staff, friends, family members and boards members enjoyed a festive atmosphere.

Gift cards of \$25 or greater were donated to benefit the 18th annual Caritas Awards Dinner. This years event will be held May 10th at Salvatore's Italian Gardens .

Gift Wrapping event at Barnes and Noble

As part of our community awareness effort, Antoinette Todaro and Joanne Quartley represented the Brothers of Mercy at a Barnes & Noble holiday gift wrapping event in December.

Designed to raise money and campus awareness, they volunteered from 9am to 2pm at the Clarence store.





New Associates

Dining Services:

Zieka Anderson-Jones
Rachel Hall
Christopher Hoffman
Allison Panero
Caylee Witmere
Bryce Yorke

Nurses:

Ashlei Gray
Deborah Harrison
Samantha Knight
Brenda Lis
Dalisia Marriott-King
Christine McCoy
Philip Patricola

Activities:

Acelia Drake
Joyce Endozo
Loren Mester
Jamie Thompson

Administration:

Thomas Farreel, Assistant Administrator

Congratulations to the following. They were CNAs with the Nursing Home and are now Nurses.

Miranda Varecka, LPN
Christopher Schmitt, RN

CNAs:

Felicia Brown
Kathleen Delcamp
Amy Modaffari
Lexi Mogavero
Kayleen Schafer
Leigh Ann Soehner
Brett Rawls

Nurse Aide Trainees:

Geanica Baughman
Ashley Bitetti
David McCloud
Angela Merriman
Scheidel Polanski
Colleen Rozwood
Imani White
Christine Worden

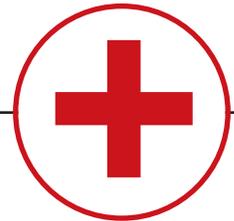
Env. Services:

Rheo Bedell
Karlie Ludwig
Katelyn Worthy
William Worthy

Social Services:

Jennifer Shields transferred over to the Nursing Home

CERTIFIED NURSING Assistants



Congratulations on Newly graduated CNAs (November & January Program)

Kristen Fullmer
Keianna Hall
Derrick Johnson
Katherine Keene
Candice Williams

Kayla Battaglia
Dave Burnett
Susanna Cheung
Thomas Eicheldinger
Sarah Lowery

Nadia Perkins
Casey White
Chelsea Winiecki
Lawrencine Yarborough

Rehab Entrance gets a Facelift



The entrance to the Rehab Clinic gets a fresh, clean look. Gone is the floral print wallpaper replaced with newly painted walls to match the color scheme of the outpatient rehab area.

Our "Homeward Bound" motto and tag line (Real life rehab designed to get you back to real life) identifies what we do and adds just the right touch to complete the transformation.



Mary's World

Five Sisters Living at the Senior Apartments

By Mary Baty • Administrator • Brothers of Mercy Senior Apartments

The Five Sisters sounds like the name of a great novel, and after my interview with these ladies, I'd predict a best seller!

Born to Lois Gertrude and Melvin Henry Bowen in Mt. Jewett, P.A., these ladies, Gay, Evie, Sharon, Eloise and Loretta, are part of a family that included 15 children! Sitting with them (minus Loretta, who is visiting family in Florida) proved to be a joyous time for me as they tried to suppress their stories.

The sisters gather weekly for a family get together, Bible study, BINGO, monthly residents' dinner parties and nightly card games. Below is just an excerpt of our interview, what I was allowed to print. The rest stays in the vault!



How long have you been at the Brothers of Mercy Senior Apartments and what do you value the most of your living experience?

Gay: On the recommendation of a friend who also resides at the apartments, Gay has lived here for three years. She enjoys the friendliness of her neighbors, the affordability of living and the fast repairs!

Sharon: Sharon was next to follow after Loretta, and has resided here for 1/1/2 years. Sharon loves that she has made friends with EVERYONE she has met and enjoys that she is kept busy by her sisters, in a positive way.

Evie: Evie was next to join her sisters and has been a resident for 1 year. She loves the laughter in the building, the affordability, and the acceptance and patience of other residents when teaching card games! She has never been in an environment where you feel so much love and so welcomed.

Eloise: She may have been the last to join the group, but it's as if she has been here forever! She loves being with her sisters – but in private apartments (they all cheered) and the warmth and personality of the staff.

What would people be most surprised to know about you?

Gay: People would be surprised to know I was my high school Valedictorian.

Sharon: Surprise! Skydiving with my grandson is on my bucket list.

Evie: Because I'm always laughing, people would be surprised to know that I have a deep, serious side to me.

Eloise: I would like to take a Love Boat cruise

The interview ended with a story not fit to print (we all broke out in tears of laughter), the ladies heading off to dinner together. I was once again left with incredible gratitude for being able to be a part of the lives of the residents I am honored to serve.



EMPLOYEES of the Month

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



STEVE MROZEK...IT SPECIALIST - December 2017

Steve has been on campus since 2016. Steve goes above and beyond to help the entire campus. Someone calls him from one building and he is on it, just to get another call from another building..and he is on that too!

He works late hours and weekends to accommodate and get the job done! He volunteers himself to help in any way he can. Steve is truly deserving of December employee of the month!



SUE LOMBARDO...LPN - January 2018

Sue has been an employee at BOM since 2008. She is truly an asset to our Brothers of Mercy team. She comes in and leaves with a down to earth great attitude! She is here to go the extra mile for our residents.

Sue thinks outside the box to make sure that every resident gets every need taken care of. Sue touches the heart of the residents as well as their families.



BRIANNA ASTRAN...HUMAN RESOURCE ASSISTANT - February 2018

Bri Started with BOM on September 12, 2016 as a cashier in the Dietary Department. She picked up additional hours in HR to assist with minor tasks. Bri took so much interest with HR that she changed her college major to Human Resources.

She was promoted to a full time Human Resource Assistant. Bri is one of the first people a new employee meets and her smile and demeanor certainly makes them feel welcome! Bri is truly a great asset to the BOM campus!

WORK ANNIVERSARIES

25 Years:

Lisa Maiorana MDS Nurse 2/8/93

10 Years:

Shari Kersch RN Nurse Mgr / ADON 2/4/08

5 Years:

Katie Crane LPN 1/28/13

Estrella Mancia-Beckwith CNA 1/28/13



Friends & Family

- Free TV and Phone during their stay
- A \$5 gift certificate to the gift shop
- A \$10 credit for the hairdresser
- One complimentary meal in the cafeteria for a family member.



CUSTOMER SERVICE **Heroes**

Congratulations to the December 2017 Customer Service Honorable Mentions

The following staff members and department names were highly recommended or a letter was sent in their behalf by residents or visitors during the month of December!

Lynda Borden - 2E LPN
Tanya Hinton - 3W LPN
Sherlette Smith - 3W CNA
Roxanne Caleca - 2W LPN
Gary Cleland - 4W CNA
Darkwa Kingsley - 4W CNA
Latrice Lane - 4W CNA
Tara Fix - 4W CNA
Sara Kaminski - 2E CNA
Karen Wojcik - 3W ROM
Marsha Radka - Act. Director

Pam Dauer - Hskpg.
John Stagg - 3W RN
Shanita Garrett - 2E CNA
Lynn Barnnet - OT
John Meyer - PT
Laura Waite - 2E CNA
Eric Strohm - 3W LPN
Julie Kaczmarczyk - Activities
Cindy Hunter - Activities
Anitha Rajendran - 4W RN
Linsey Erny - 4W RN

Ashley Emery - 4W Unit Clerk
Steve Hutchinson - 4E CNA
Alex Lowery - 4W CNA
Josie Fierle - 2E LPN
June Hinsken - Hskpg.
Billy Moll - Activities
Abigail Walker - 2E CNA
Garrett Spring - 4E CNA
Mackenzie Pierce - PT
Tammy Kam - Dietary

December's Winner: Mackenzie Pierce/PT and the 3 East Staff

Congratulations to the January 2018 Customer Service Honorable Mentions

The following staff members and department names were highly recommended or a letter was sent in their behalf by residents or visitors during the month of January!

Lynda Borden - 2E LPN
Tanya Hinton - 3W LPN
Kristin Schuler - Standby CNA
Kara Lash - Standby CNA
Alexandra Hartke - StandbyCNA
Lashante Hall - 3E CNA
Brittney Fix - Syandby CNA
Justin Andzel - 4E RN
Linsey Erney - 4W RN
Pam Dauer - Housekeeping

John Stagg - 3W RN
James Keller - 2W CNA
Evan Spink - ROM
Gary Cleland - 4E CNA
Peggy Skimmer - 4E LPN
Laura Waite - 2E CNA
Julie Kaczmarczyk - Activities
June Hinsken - Housekeeping
Billy Moll - Activities
Abigail Walker - 2E CNA

Lori Munn - 3E NM
Jessica Smith - Accts. Rec. Clerk
Charlene Hartman - 3E CNA
Joanne Graff - ROM
Katherine Balcerzak - 3E CNA
Wendy Zito - 3rd Floor SW
Nick Everett - Activities
Cindy Friedman - Activities
Garrett Spring - 4E CNA

January's Winner: Justin Andzel/RN and the 4 East Staff

4 East Staff Just Having Fun
The staff on 4 East taking a minute to celebrate Christmas and show just how much fun their jobs can be. We truly appreciate all you do!





CUSTOMER SERVICE **Heroes**

Congratulations to the February 2018 Customer Service Honorable Mentions

The following staff members and department names were highly recommended or a letter was sent in their behalf by residents or visitors during the month of February!

Lynda Borden - 2E LPN

Tanya Hinton - 3W LPN

Sandy Lippert - Payroll

Cheryl Evertt - 4E CNA

Kristin Schuler-Standby - CNA

Kara Lash-Standby - CNA

Alexandra Hartke-Standby - CNA

Nick Everett - Activities

Victoria Wright - 3W CNA

Jon Eric Banach - 3W LPN

Ethan Perry - 2E LPN

Jessica Millbrand - 4E ROM

Janice Snyder - OT

Justin Andzel - 4E RN Staff

Laura Waite - 2E CNA

Julie Kaczmarczyk - Activities

Billy Moll - Activities

Abigail Walker - 2E CNA

Maureen Samson - Housekeeping

Keriayn Sykes - 4W CNA

Ashley Emery - 4W Unit Clerk

Jennifer Hintz - Speech Therapy

Ellen Pfiel - OT

Amanda Zielinski - 4W CNA

Tara Fix - 4W CNA

Jacqueline Burns - PT

Cheryl Austin - Dir. Of SW

February's Winner: Sandy Lippert and the Fiscal Services Department

BOM is 2018 “Best Places to Work” Finalist



Brothers of Mercy has been selected as a Buffalo Business First "2018 Best Places to Work" finalist.

Business First will publish a special section featuring the Best Places to Work in Western New York and hosting an event honoring us and our employees' numerous accomplishments.

The 13th Annual Best Places to Work luncheon will be held on Thursday, March 15 at Buffalo RiverWorks.

Four Centenarians Celebrate Birthdays

Four centenarians celebrated their birthdays together at the Brothers of Mercy Skilled Nursing facility.

Agnes Bickert, Anne Jaruszewski, Magdalene Lewandowski and Betty Young were joined by family and friends at a collective birthday party held last week.



Compassionate Care Yields Kind Words

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

Dear Mr. Bloomer and Staff

“Thank you to all the staff who cared for my mom during her stay. The nurses and aides were a wonderful example of kindness towards her and us. We all knew the Brothers was the place for her, as we could no longer take care of her in our home.”

To the Rehab Staff

“Recently I stayed at the Brothers of Mercy rehabilitation facility for a few days. It was a very rewarding experience. The entire staff was so caring, so knowledgeable and efficient. I highly recommend Brothers of Mercy!”

To the Brothers of Mercy Staff

“How can a family even begin to say thank you to a place that cared for their loved one in their time of need? Our hearts are filled with gratitude for every person that gave mom so many moments of joy? A sincere thank you from the bottom of our hearts.”

Dear Mr. Bloomer and Staff

“I want to thank the Brothers and Jackie in Physical Therapy, Carly in OT as well as the nursing and aid staff for my wonderful and professional care I had while a patient with you. The staff did a great job in all departments.”

Dear Mr. Bloomer and Staff

“I would like to thank the Brothers of Mercy and the staff for the excellent care of my aunt. Please express my appreciation to Dr. Margaret Eberl, Chris Hartnett in Physical Therapy, Jacqueline in Activities and Amy in Dietary. I cannot say enough about the staff. They were always professional, thoughtful and friendly.”

Outpatient Rehab Clinic off to a Great Start!



The Russell J. Salvatore Outpatient Rehab clinic at the Brothers of Mercy is off to a great start. On January 15, Rose Ruhland was the first official patient at the Clinic. Rehab clinic director Lauren Chetney is shown here greeting Rose with balloons and other prizes.

Exactly one month later, they were celebrating treating their 100th patient. Congratulations to Lauren and her staff for getting the word out so quickly and treating so many patients. Keep up the good work!



Secret Santa Puts up a XMas Tree at Sacred Heart Home



A Brothers of Mercy employee played "Secret Santa" by purchasing and decorating a beautiful Christmas tree for residents of the Sacred Heart Home. Many of the residents were surprised and excited about this beautiful addition to the lobby.

The employee (who requested to remain anonymous) wanted to do something special for the residents. What a wonderful holiday gesture capturing the real meaning of Christmas.

Just another example of BOM employees going above and beyond. Thank you for your kindness Santa!!!

German Brothers Enjoy a Winter Visit

Brothers Alfons-Maria, Peter, Benedikt and Bernhard sample some wine at a Niagara-on-the-Lake winery during their semi-annual visit to the Brothers of Mercy Wellness Campus in February. Accompanied by CEO Peter Eimer and Brother Ken, the German brothers were given the red carpet treatment touring the region. Other stops included downtown Buffalo and Niagara Falls.



L-R, Brothers Alfons-Maria, Peter, Benedikt and Bernhard.



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

Caritas Awards Dinner 2018

The 17th Annual Caritas Awards Dinner will be held on Thursday May 10th at Salvatore’s Italian Gardens (corner of Genesee and Transit Road). Festivities begin at 6:00 p.m. and this year’s theme is “Compassionate Hearts Making a Difference”. This year’s event will be bigger than ever. In addition to the numerous raffle ticket prizes and the ever popular reverse raffle, we will also be doing a “Live Auction” featuring 3 major prizes.

The 2018 Caritas Awards Dinner award recipients are:
PATSY CASILIO HUMANITARIAN OF THE YEAR AWARD
David Nasca, President of Evans Bank

CORPORATE HONOREE AWARD
Joseph Floss, President at Floss Agency, Inc. and Owner, Floss Agency, Inc.

NOT-FOR-PROFIT HONOREE AWARD
Robert Gioia, President at The John R. Oishei Foundation

Anyone who would like to get involved and help with coordinating this premier fundraising event would be greatly appreciated. Please contact Antoinette Todaro at 759-6985 Ext. 353 or email todaro@brothersofmercy.org.

The Russel J. Salvatore Outpatient Rehab Clinic on AM Buffalo



The new Russel J. Salvatore Outpatient Rehab Clinic at the Brothers of Mercy was featured on AM Buffalo last month.

WECK Radio Around Buffalo host John Sommers talks to Nancy Gugino and Rehab Clinic director Lauren Chetney about the positive impact the facility will have on the community.

The clinic officially opened in early January.



Marion's Mission

By Marion Hummell • Administrator • Sacred Heart Home

Welcoming Nicole Hadstead, Assistant Director of Nursing



Nicole has been with Sacred Heart Home since December 2017 as our new Assistant Director of Nursing. Nicole is a LPN and has a bachelor's degree in health care administration. She is currently working on her master's degree.

Nicole brings additional expertise to the SHH administrative team and the holistic wellness team. As a nurse and as a manager she has worked in Arizona with the Mayo clinic within the scope of family medicine.

Nicole works with professionalism and genuine care for the well being and quality of life for each resident of SHH.

Special Anniversaries & Recognitions

Melanie Fry (Health Services and Dining Services) and Mary Partridge (Dining Services) both celebrated their 5 year anniversaries. Thank you both for your excellent service to Sacred Heart Home. In addition, Patti Ostrander and Jessica Stanek were both recognized for their hard work and dedication by the residents. Thank you.

Ready, Set, Schedule!

On-The-Go Scheduling For Your On-The-Go Life

Welcome to OnShift! All your scheduling needs from any computer, phone or mobile device

- Manage your schedule 24/7
- Get open shift messages & notifications
- Request shifts, vacation days, and trade agreements
- Set availability & communication preferences
- View attendance metrics and point balance for rewards



Give Feedback, Earn Points, Get Rewards

To thank you for your good work you can get rewards by:

- Working 10 consecutive shifts without a call-off
- Work anniversaries
- Answering brief weekly surveys
- Picking up extra shifts



Ask Kathy or Chandra for more details



EMPLOYEE REFERRAL BONUS PROGRAM

How would you like to Earn \$1500?

Did you ever consider yourself a recruiter?

How would you like to earn \$1500, and at the same time help us ensure a stable workforce?

Referral bonus program for **ALL CURRENT EMPLOYEES** who refer direct care positions:

NAT, CNA, LPN, RN

See HR for details

Bishop Appoints First Unordained Woman as Pastoral Administrator



Diocese of
Buffalo

Bishop Richard J. Malone has named the first unordained woman to lead a pastoral team at a parish. Effective Jan. 3, Deborah Brown began her duties as pastoral administrator at St. John the Baptist Parish, Alden, for a term of one year.

Deborah is the daughter of Montabaur Heights resident Audrey Ceglinski. In her new role, Brown may be involved with many areas of parish life, including presiding and giving scriptural reflections at Communion services and other prayer services; hiring, supervising and evaluating parish staff; and administering the parish finances.



Mass Schedule

Saturday 3:00pm: Nursing Home 4:00pm: Montabaur Heights

Sunday 8:30am: Senior Apartments 9:30am: Sacred Heart Home Chapel

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

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

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

Holy Week Schedule 2018

Holy Thursday (March 29) 3:00pm Mass followed by Adoration at SHH Chapel

Good Friday (March 30) 10:00am Reading of the Passion of our Lord in Nursing Home rehab
3:00pm Veneration of the Cross at Sacred Heart Home Chapel

Easter Sunday (April 1) 9:00am Mass at Sacred Heart Home Chapel

10:00am Mass at Nursing Home Rehab



POLICY Reminders

Brothers of Mercy respects our residents' right to privacy. Staff should not post or blog residents' names or other private health information on social media. This applies to all web postings or web activity by any employee including but not limited to employee postings made in chat rooms, discussion forums, message boards, bulletin boards, on blogs, and on sites such as YouTube, Facebook, Instagram, Twitter, etc. whether such sites are owned and/or maintained by the employee or by others. Brothers of Mercy has zero tolerance for this, and anyone who violates our social media policy will be immediately terminated. Please see HR if you have questions or would like to review the policy.