



Campus Map

BrothersofMercy.org
info@BrothersofMercy.org



Medicare's Highest Rating



Ransom Rd.

1 Skilled Nursing & Rehabilitation Center
10570 Bergtold Road
716-759-6985

4 Montabaur Heights Independent Living Apartments
4530 Ransom Road
716-407-5100

Companion Care: On & Off Campus
716-291-6178

2 Russell J. Salvatore Outpatient Therapy Clinic
10570 Bergtold Road
716-759-7680

5 Sacred Heart Home Assisted Living & Memory Care
4526 Ransom Road
716-759-2644

Bergtold Rd.

3 The Brothers of Mercy Center
4520 Ransom Road
716-759-6985, Ext. 559

6 Trier Woods Independent Living Apartments
10500 Bergtold Road
716-759-2122

7 The Brothers of Mercy Campus Foundation
4520 Ransom Road
716-759-7622



Celebrating a Century of Compassionate Care in Western New York!

1924 - 2024



Medicare's Highest Rating
BrothersofMercy.org





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Board of Directors

Monsignor David Lipuma

Pastor at The OLV National Shrine & Basilica in Lackawanna

Brother Kenneth Thomas, FMMA

House Superior of The Brothers of Mercy

Thomas Fentner

President of HR Solutions

Michael E. McRae

President & CEO St. Ann's Community In Rochester

David Rogers

Founder of Life Storage, Inc.

Dr. Michael Noe

MD & MPH Administrator, Clinical Professor Emeritus In Department Of Epidemiology & Environmental Health, And Clinical Associate Professor Emeritus in the Department of Medicine at State University of New York at Buffalo

David Nasca

President & CEO of Evans Bank

Roopa Chakkappan

Partner, Hodgson Russ, LLP

Cindy Eller

Chief Development Officer, Roswell Park Comprehensive Cancer Center

Peter Eimer, CPA

CEO of The Brothers of Mercy (Ex-Officio)

Campus Foundation

Advisory Council:

Sarah Anderson | Jim Basil | Christopher Bopst | Mark Brand | Jerry Burgin | Dawn Caci | Bernard Cesar, Jr. | Tammy Capozzi | Craig Cirbus | Domenic Cortese | Dana R. Dee | John Disciullo | Patrick J. Fagan | Frank Fedele | Joe Floss | Daryl Gallagher | Bernhard Huber | Mark J. Janik | Mary Jo Ketchum | Joyce C. Knoll | Michael Noe | Raymond Paolini | Louis Pauly | Lorraine Probst | Roxanne Sorrensen | Michael Straeck | Eugene L. Urban | Trent Voelkl | Julie Whitbeck-Lewinski



THE BROTHERS OF MERCY
Wellness Campus Management Team

Peter Eimer, CPA
Chief Executive Officer

Jennifer Blackchief, MBA
Chief Operating Officer

Joseph Widmer, CPA
Chief Financial Officer

Melissa Feider
Chief Human Resources Officer

Teresa Dillsworth
Executive Director
Skilled Nursing & Rehabilitation Center

Tony Fulgenzio CFRE, M. Ed.
Executive Director
The Campus Foundation

Mindee McDonald, RN, BSN
Executive Director
Sacred Heart Home Assisted Living
& Memory Care

Ashlie Kohlhagen
Executive Director of Montabaur
Heights

Lauren Grawe, PT, DPT
Director of Outpatient Rehabilitation
Services

Dr. Stacy Gugino
Co-Medical Director

Dr. Michael Dlugosz
Co-Medical Director

John Zygaj, RN, BSN
Director of Business Development

Al Caci
Director of Campus Operations

Liam O'Mahony, MBA
Director of Marketing &
Communications



CELEBRATING 100 YEARS OF The Brothers of Mercy in Western New York

Dear Residents, Family Members, Friends and Benefactors,

On June 23, 2023, The Brothers of Mercy Wellness Campus began a year-long celebration, honoring the 100th anniversary of our Brothers of Mercy Religious Community's service to the sick and elderly of Western New York. Our Community started out with six members of the Brothers of Mercy of Montabaur Germany traveling to the United States with their Superior General.



The Brothers arrived and settled in downtown Buffalo on June 24, 1924 and lived in two different parishes. They eventually purchased a house from the Carmelite Nuns, which was located at 69 Cottage Street in the heart of the Allentown Neighborhood of Buffalo.

From their home on Cottage Street, The Brothers went out on bicycles to various locations in Buffalo to serve many sick and elderly who were in need of affordable health care. The Brothers care even stretched into the Canadian Province of Ontario, with a Brother riding his bike over the Peace Bridge to service clients in the city of Fort Erie. Brothers did not charge a set fee for their services, but often received whatever the patients and families could afford to pay. Quite often, the patient paid in the form of produce, eggs and other edibles. Still the Brothers Community survived, relying on God's grace and the kindness of benefactors.

As The Brothers Community grew and the reputation of their works spread, The Brothers established facilities in Kansas City, MO and Oklahoma City, OK. Eventually the Brothers sold the house on Cottage Street, purchased a residence on Jewett Parkway in North Buffalo and in 1950, purchased 126 Acres of farmland, which was to become what is now known as The Brothers of Mercy Wellness Campus.

Over the years the Brothers Community in Western New York has experienced many changes. The Brothers closed down the facilities in Kansas City and Oklahoma City years ago, and in 1997, sold the residence located at Jewett Parkway. Since 1997, all Brothers have lived in various residences on the Campus.

When I joined in 1996, the Brothers Community consisted of 13 Professed Brothers and as many as 4 Brothers in formation or temporary vows. Unfortunately, many of the men in formation left the community for various reasons, and several of the Professed Brothers have passed away. There are currently six Professed Brothers living on Campus, ranging from 63 to 86 years old. Four of us live in a "modern" Brothers Residence, which was constructed in 1999, and two live in Campus facilities.

As far as the property in Clarence, what started out as farmland with an old farmhouse (most of which is over 200 years old) and barns has been transformed into a sprawling suburban health care campus. Our CEO and other management staff have offices in the old farmhouse, the four large facilities that offer services within the Continuum of Care, and also the old Sacred Heart Home, which is now The Russel J. Salvatore Health Center with a variety of community health care tenants.

Take care and may God bless you all.

Brother Kenneth Thomas, FMMA

House Superior and The Campus Director of Spiritual Care



100 YEARS OF SERVICE TO THE Elderly in Western New York

By Peter Eimer, Chief Executive Officer

The remarkable story of The Brothers of Mercy is shaped by a legacy that spans continents, time and compassion. Their journey began in 1850 when multiple congregations of The Brothers of Mercy emerged, driven by a profound commitment to serve those in need. It was in Hadamar, Germany that Brother Ignatius (Peter) Lotschert founded The Brothers of Mercy, starting a long tradition of benevolent care for elderly and ill people that would soon cross the Atlantic Ocean to the United States.

In 1924, six Brothers embarked on a voyage from German to the United States, their hearts full of purpose to care for others in need. They settled in Western New York where they acquired a residence and infirmary on Cottage Street in Buffalo in 1925. This modest abode became the epicenter of their mission – an “in-home” nursing service that transcended mere duty. As the community’s needs grew, so did their commitment. The Brothers, fueled by compassion, rode their bicycles to countless house calls, leaving healing in their wake. Over the next 25 years, they made an astonishing 76,000 visits, touching lives with their selflessness.

In 1938, as demand surged, Jewett Parkway emerged – a house that demonstrated their unwavering dedication. Then in 1950, The Brothers expanded into Clarence, acquiring 126 acres that would become The Brothers of Mercy Wellness Campus as we know it today. In 1951, the first wing took shape, followed by a second wing and a Chapel in 1963. The bed count soared from 36 to 92, echoing the heartbeat of compassion that resonated within those walls.

In 1972, The Brothers opened the Senior Apartments, an affordable housing and independent living center now known as Trier Woods. The Brothers’ vision extended beyond housing, and in 1973, they broke ground on a 240-bed facility that became The Brothers of Mercy Skilled Nursing & Rehabilitation Center. This state-of-the-art complex, the first of its kind in Western New York, opened its doors,

bridging care and innovation.

In 1999, The Brothers’ residence graced Ransom Road, a testament to their enduring presence. In 2016, a momentous merger occurred when The Brothers of Mercy joined forces with their counterparts from Trier, Germany, fortifying their global mission.

Ground broke once again in 2014, signifying the arrival of Montabaur Heights, and by 2016, its doors opened and the apartments were filled. In 2018, the Russell J. Salvatore Outpatient Therapy Clinic was unveiled as a haven for physical, occupational and speech therapies for adults 18 and older across the communities of Western New York.

Finally, in 2020, the new Sacred Heart Home opened. Within these walls, there are six different wellness neighborhoods under one roof. Assisted Living, Memory Care and Enhanced Care services are offered for the feel of a home-like atmosphere. Residents from the former Sacred Heart Home were moved to this new residential community.

Presently, the Campus is nearing completion of the renovation project to repurpose a section of the former Sacred Heart Home. Named the Russell J. Salvatore Health Center, the building will be the new home to a variety of health care tenants, including Buffalo Pharmacy, Highgate Medical Group, the University at Buffalo Senior Resilience Center, a psychologist and a chiropractor, that can be accessed by the Campus and surrounding communities.

Let us honor The Brothers of Mercy legacy, celebrate their tireless service and carry forward their flame of compassionate care for others. For in their story, we find inspiration and a reminder that kindness knows no borders, and healing begins with a single act of mercy.



A CENTURY OF Compassionate Care and Innovation

The Brothers of Mercy's origins stem from one humble mission: to honor Christ through service to others. The Brothers have provided the world's sick and disadvantaged people with compassionate health care since the 1860s, and they built a legacy that has touched countless lives and spanned the generations.

Formally established in 1856 in Hadamar, Germany by Brother Ignatius (Peter) Lotschert and four other brothers. This group of religiously dedicated men established a small community with a focus on caring for the sick in their region. In 1861, the mother house was established at Montabaur, Germany. Although the group had a very difficult start, facing poverty and famine, it wasn't long before word of their charitable efforts spread. Soon, their compassionate health care drew others to their mission and congregations were also established in Holland and South Africa



In 1924, Bishop Turner welcomed six Brothers from Montabaur, Germany to Western New York. They initially resided in a local convent's basement before acquiring a residence on Cottage Street in 1925. They began their mission of providing in-home nursing for male patients who needed around-the-clock care. The Brothers set about on a fleet of bicycles to begin in-home nursing care for the sick and elderly residents of Buffalo from all backgrounds, day or night and through rain or snow. They accepted payment in the form of fruits, vegetables or sometimes nothing at all. The Brothers made more than 76,000 house calls in their first 25 years.

The demand for their spiritual care and medical skills grew and they adopted a second residence on Jewett Parkway in 1938. In 1950, The Brothers purchased 126 acres of farmland in Clarence, NY, and over the course of the next several decades, the organization built six facilities that together would become the premier source of adult services in the region at The Brothers of Mercy.

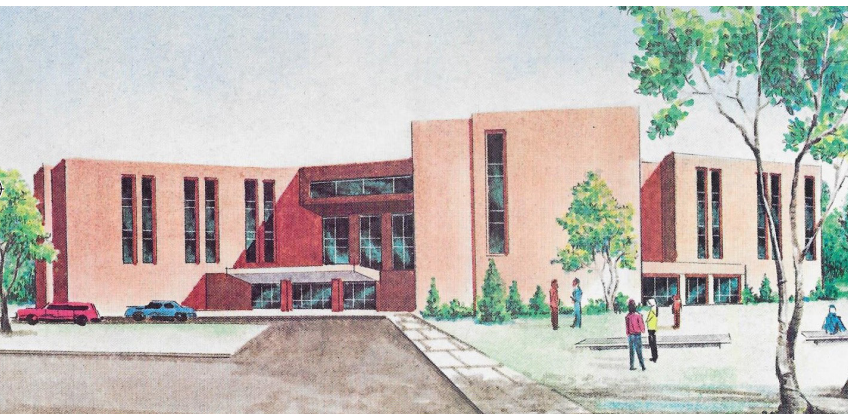
In 1951, ground was broken on the first wing of Sacred Heart Home, which housed 36 male patients. In 1963, Sacred Heart Home underwent a \$1.3 million expansion by adding a south wing and new Chapel. This expansion added 56 beds (going from 36 to 92).



A CENTURY OF Compassionate Care and Innovation

The Brothers continued to expand their mission and ministry of services by building independent living apartments in 1972. This affordable housing community was designed for moderate-income seniors ages 55 and older and now has 100 units.

The Brothers' exclusive and renowned therapy programs earned them a reputation for pioneering rehabilitation in Western New York. As demand for access to these life-changing restorative therapies and treatment increased, the Brothers broke ground on a skilled nursing and rehabilitation center that opened in 1975 and is considered the region's first-ever freestanding rehab center.



In 2016, The Brothers of Mercy Wellness Campus introduced the Montabaur Heights independent senior living community, which features 111 all-inclusive apartments. On September 1, 2016, The Brothers of Mercy of Montabaur merged with the Trier, Germany-based community of the Brothers of Mercy of Mary Help of Christians. Joining the Trier Brothers was a natural fit due to the two congregations' shared missions of caring for the sick and elderly.



A CENTURY OF Compassionate Care and Innovation

In January 2018, The Russell J. Salvatore Outpatient Rehabilitation Clinic opened on the Wellness Campus. The innovative physical, occupational and speech therapies that the Brothers pioneered through the decades are now available to any adults ages 18 and older across Western New York through this state-of-the-art outpatient facility.



In December 2020, The Brothers of Mercy Wellness Campus unveiled its newest facility, the new Sacred Heart Home Assisted Living, Enhanced Assisted Living and Memory Care community that features six Wellness Neighborhoods. It features 96 private suites with shared common spaces, including dining, kitchen and living areas, lounges and courtyards. Services are provided to all residents in an environment that evokes the feeling of living at home.

The work on The Brothers of Mercy campus has regularly been recognized for excellence. Ranked 13th on *Newsweek's* "America's Best Nursing Homes List," along with ranking as Western New York's largest retirement community, 5-star Skilled Nursing Center, and independent living community by *Buffalo Business First*, the Brothers of Mercy's Catholic nonprofit mission has been serving Western New York seniors for 100 years.



A CENTURY OF Compassionate Care and Innovation

The Brothers of Mercy motto is *“The Charity of Christ Urges Us On,”* and this is the foundation upon which the campus was built and has continued to grow.

Mission Statement:

The Brothers of Mercy Wellness Campus is a Catholic provider of inter-related adult residential, health care and rehabilitation services. The organization is committed to the pursuit of excellence by providing a supportive, compassionate and healing environment for those it is privileged to serve.

Our Values:

- The organization’s values guide it in the commitment to continue the healing mission as inspired by the founder, Brother Ignatius Loetschert, and of the Catholic Church through a ministry of service. Staff and volunteers remain ever mindful of the Brothers’ motto, *“The Charity of Christ Urges Us On.”*
- Holistic: The Brothers of Mercy is committed to serving the whole person while understanding that each is a unique individual with complex needs, goals, desires and aspirations.
- Integrity: The Brothers of Mercy values the support and trust of those who come to the Wellness Campus. The organization strives to serve all patients, residents and customers in a cost-effective manner with a sense of fairness, honesty and professionalism.
- Respect: The Brothers of Mercy believes in the dignity of all life and values the importance of individual choice in decisions promoting personal growth.



THE BROTHERS OF MERCY

Centennial Chronology

1924: Bishop Turner welcomed six Brothers from Montabaur, Germany to the United States to launch what became a cornerstone of the Western New York senior care community. The Brothers initially reside in a local convent's basement.

1925: The Brothers established residence on Cottage Street and began their mission of in-home nursing. Here they cared for male patients who needed around-the-clock care.

1935: In addition to providing residents at their infirmary on Cottage Street, the Brothers made medical house call visits. They traveled by bicycle in the rain or snow, day and night, providing care to patients from all backgrounds. Some patients were even priests. Payment was accepted in many forms – fruits, vegetables, animals, a “pay what you can” method, and sometimes nothing at all. The Brother's made more than 76,000 house calls in their first 25 years.

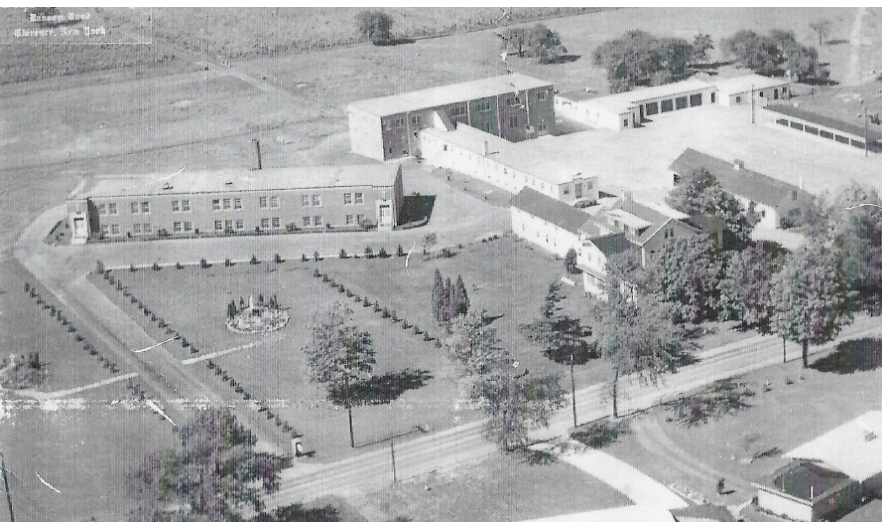
1938: As the demand for the Brothers' spiritual care and medical skills grew, a second residence on Jewett Parkway was adopted.

1949: The Brothers of Mercy celebrates 25 years of compassionate services in the Diocese of Buffalo on Sunday, June 26, 1949. On that special day in 1924, the small, yet mighty group of six Brothers arrived in the city and prepared to spread their mission of care.

1950: The Brothers purchased 126 acres of farmland in Clarence, NY, which will eventually evolve into today's “Brothers of Mercy Wellness Campus.” In 1951, ground was broken on the first wing of Sacred Heart Home, which housed 36 male patients.



Novitiate Class - Br. Cyrillus (David) Novice Master 1958



SACRED HEART CHAPEL 1952 - 1962

NORTH WING OF SACRED HEART HOME

OPHEAL PHOTOGRAPHER

THE BROTHERS OF MERCY

Centennial Chronology

1951: St. Vincent's Nursing Home was founded in Oklahoma City, OK, by Brother Servatius and three other Brothers from Buffalo. For approximately two decades, the home offered housing, care and spiritual counsel to men in need, eventually closing in the 1960s.

1959: Mercy Manor Retirement Home for men, formerly The Drake Hotel, opened in Kansas City, MS. Brothers Xavier and Jude were actively involved in this location. In 1966, the Catholic Diocese took it over, converting it to an alcohol rehabilitation center.

1963: Scared Heart Home added a south wing and new Chapel to the facility, adding 56 rooms and going from 36 to 92.

1972: As a way to expand the mission of serving those most in need, The Brothers of Mercy opened an affordable housing and independent living community for moderate-income seniors aged 55 and older.

1974: The Brothers' exclusive, renowned therapy programs earned them a reputation for pioneering rehabilitation in Western New York. As demand for access to these life-changing restorative therapies and treatment rose, the Brothers build a Skilled Nursing & Rehabilitation Center, considered the region's first-ever freestanding rehab center.



THE BROTHERS OF MERCY

Centennial Chronology

1999: On June 27, The Brothers of Mercy received a special 75th anniversary tribute and proclamation from New York State Governor George E. Pataki.

1999: Due to the need for a more modern facility, The Brothers migrated their residential quarters into a new residence on Ransom Road. They broke ground in 1999 and completed the home in 2000.

2006: The Brothers of Mercy of Montabaur celebrate 150 years as a Roman Catholic religious congregation.

2014: Named after The Brothers of Mercy's humble origins in Montabaur, Germany, this distinctive, all inclusive independent senior living community began construction in fall 2014 and opened in early 2016.



2016: The Clarence community of The Brothers of Mercy of Montabaur merged with the Trier, Germany-based community of The Brothers of Mercy of Mary Help of Christians for a natural fit due to the congregations' shared mission of caring for the sick and elderly.

2018: The Russell J. Salvatore Outpatient Rehabilitation Clinic on the Wellness Campus opens in January. The innovative physical, occupational and speech therapies The Brothers of Mercy pioneered through decades are available in this state-of-the-art facility to adults across Western New York.

2020: The Sacred Heart Home Assisted Living and Memory Care facility opened in December. It features 96 units (62 assisted living and 34 memory care) arranged in six innovative "Wellness Neighborhoods" design. The suites include shared common spaces, including dining and living areas, lounges and courtyards. Services are provided to residents in an environment designed to evoke the feeling of living at home.

2023: In August, The Brothers of Montabaur, Germany visited the Wellness Campus in Clarence to commence a year-long commemoration for the centennial of their founding in 1924 in Buffalo.

2024: In June, The Brothers of Mercy commemorated the centennial of their 1924 arrival in Buffalo from Montabaur, Germany.

Real life rehab
designed to get
you back to real life.

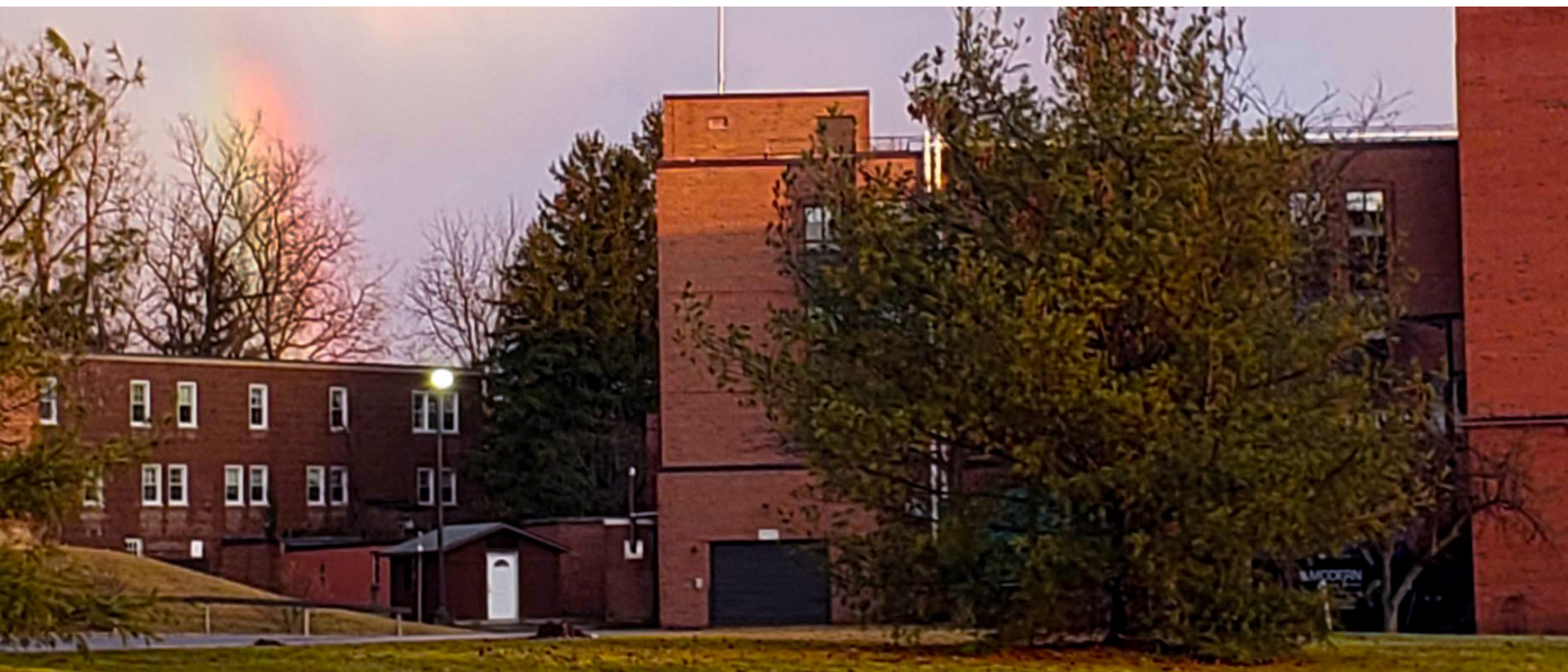


Centennial Trivia

1. What year did the Skilled Nursing & Rehab Center hire employee #10,000?
2016
2. How many employees have been hired on the campus overall?
22,371
3. What year did the original Sacred Heart Home open?
1953
4. What year was the first female allowed at Sacred Heart Home?
1970
5. What year was the new Sacred Heart Home built?
Groundbreaking in 2019; opened in 2020
6. What year was Trier Woods built?
1972
7. What year was Montabaur Heights built?
Groundbreaking 2014 and opened in 2016
8. What year did the Russell J. Salvatore Outpatient Therapy Clinic open?
Groundbreaking in 2017 and opened in 2018
9. What year was the Skilled Nursing & Rehab Center built?
Groundbreaking in 1973 and opened in 1975
10. What was Brother Ken's first job?
His first job was as an employee bagging, retrieving shopping carts and overseeing bottle room at Tops in Fredonia when he was 16.
11. What was Brother Ken's first job at The Brothers of Mercy?
He was a Cook and Dietary Aid at the old Sacred Heart Home.
12. What was Pete Eimer's (CEO) first job?
He worked at a supermarket and delivered newspapers before that.
13. What was Pete Eimer's (CEO) first job at The Brothers of Mercy?
He managed The Brothers' congregation finances and was the Campus Foundation Director
14. How many acres does The Brothers of Mercy own?
126
15. What is the name of our founding Brother?
Brother Peter Friedhofen
16. What is The Brothers of Mercy motto?
The Charity of Christ Urges Us On
17. What year did The Brothers from Montabaur, Germany begin their mission in WNY?
1924
18. Who is the current house superior?
Brother Kenneth Thomas, FMMA
19. Name the two main fundraisers The Brothers of Mercy has every year?
Caritas and Oktoberfest
20. What was the mode of transportation for the Founding Brothers of Mercy?
Bicycle
21. The first Community of Brothers of Mercy that settled in downtown Buffalo consisted of how many members?
6
22. On what date did The Brothers of Mercy officially settle in Buffalo and Western New York?
June 24, 1924

Centennial Statistics

- 6 Brothers
- 8 Buildings
- 126 Acres
- 72 - Total years on Campus in Clarence
- 10 Board Members
- 28 Foundation Advisory Council Members
- 605 Employees, largest private employer in Clarence
- 78 Total employees with 10 or more years of service
- 4 Total employees with 40 or more years of service
- 547 Patients & Residents
- 50 Volunteers
- 23 Years of Caritas Awards Gala
- 16 Years of Oktoberfest
- 8 Corporate Legacy Sponsors
- 500 Foundation Donors
- 900 Clients at Outpatient Therapy Clinic since 2018
- 547 Patients & Residents



CENTENNIAL CELEBRATION

Events That Made the News in 1924

- Jan. 25** ● The first Winter Olympic Games open in Chamonix, France.
- Feb. 12** ● George Gershwin's "Rhapsody In Blue" premieres at influential concert "Experiment in Modern Music" held by Paul Whiteman & Orchestra at Aeolian Hall, NYC.
- Feb. 14** ● IBM is founded in New York State.
- Feb. 16 - 26** ● Dock strikes break out in various U.S. harbors.
- Feb. 22** ● Calvin Coolidge is first President to deliver a radio broadcast from the White House.
- Apr. 16** ● American media company Metro Goldwyn Mayer founded in Los Angeles.
- May 1** ● German automobile manufacturers Daimler-Motoren-Gesellschaft and Benz & Cie begin their first joint venture (later merge into Mercedes-Benz).
- May 10** ● J. Edgar Hoover is appointed head of the Federal Bureau of Investigation.
- May 26** ● The Asian Exclusion Act is enacted, banning Asian immigration to the U.S. It was a slap in the face to Japan after their participation as an ally in WWI & is seen as spark that spurred Japan's alliance with Germany down path to World War II.
- Jun. 2** ● President Calvin Coolidge signs Indian Citizenship Act of 1924 into law, granting citizenship to all Native Americans born within the territorial limits of the United States.
- Jun. 9** ● "Jelly-Roll Blues" recorded by jazz pioneer pianist/composer Jelly Roll Morton.
- Jun. 23** ● American airman Russell L. Maughan flies from New York to San Francisco in 21 hours and 48 minutes on a dawn-to-dusk flight in a Curtiss pursuit.
- Jun. 24-Jul. 9** ● Democratic National Convention takes record 103 ballots to nominate John Davis.
- Oct. 9** ● Soldier Field, the home of the Chicago Bears, opens.
- Oct. 13** ● Mecca falls without struggle to Saudi forces led by Abdulaziz Ibn Saud.
- Oct. 28** ● Miner M.de Bruin discovers infant fossil skull, "Taung child" in lime quarry in Taung, South Africa. Paleoanthropologist Raymond Dart identifies fossil as Australopithecus Africanus.
- Nov. 4** ● Republican Calvin Coolidge defeats Democrat John W. Davis and Progressive U. S. Senator Robert M. La Follette; Nellie Tayloe Ross of Wyoming is elected first woman governor.
- Nov. 15** ● Silent film director Thomas Ince ("The Father of the Western") meets publishing tycoon William Randolph Hearst to work out a deal. When Ince dies days later, reportedly of a heart attack, rumors surface that he was murdered by Hearst.
- Dec. 1** ● George Gershwin's Lady Be, Good, including song "Fascinating Rhythm" (book by Guy Bolton & Fred Thompson, lyrics by Ira Gershwin) premieres in NYC.
- Dec. 30** ● Astronomer Edwin Hubble formally announces existence of other galactic systems at meeting of the American Astronomical Society. U.S. population was 114.1 million; life expectancy for males was 58.1 years & 61.5 for females. Jimmy Carter was the first U.S. President born in a hospital. Facial tissues were introduced by Kimberly-Clark as Kleenex. The first Macy's Day Thanksgiving Parade was held.

CENTENNIAL CELEBRATION

Fun Facts From 1924!

- Montreal Canadians won the NHL's Stanley Cup
- Cleveland Bulldogs were the NFL Champions
- Washington Senators won the World Series in baseball
- Popular Book: "The Magic Mountain" by Thomas Mann
- Top movies: "The Navigator," "The Thief of Baghdad," "The Marriage Circle," "The Iron Horse," "Forbidden Paradise"

What did different things cost?

Hudson Super Six Coach | \$1,500

Boy's suits | \$4.95 - \$12

Carpet sweeper | \$2.79 - \$3.50

Butter | 0.40 a pound

Famous People Who Were Born in 1924:

Marlon Brando - April 3

George H.W. Bush - June 12

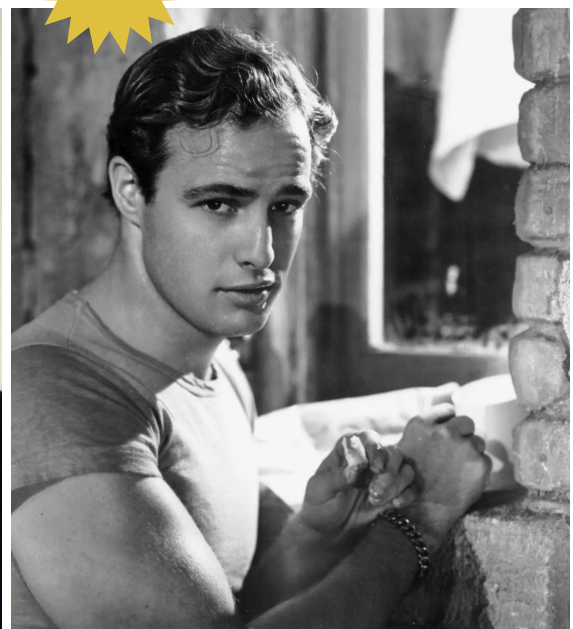
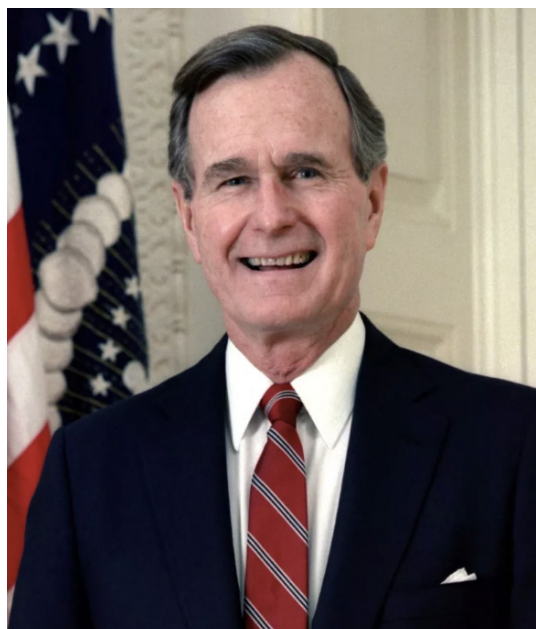
Jimmy Carter - October 1

Famous People Who Died in 1924:

Vladimir Lenin - January 21

Woodrow Wilson - February 3

Franz Kafka - June 3



BACK IN 1924

1920s AVERAGE COST

A first class stamp	\$0.02
A gallon of gas	\$0.25
A dozen eggs	\$0.55
A pound of bacon	\$0.47
A half gallon of milk	\$0.28

AVERAGE
NET INCOME
\$3,481

'20s SLANG
Ankle - To walk
Bearcat - A lively woman
Berries - "Bee's knees"
Darb - Splendid
Giggle water - Liquor
Hotsy tots - Attractive
Sinkers - A doughnut

IN Style...

- WOMEN**
Art Deco fashion
Felt hats • Bonnets
Chemise dresses
High heeled shoes
Bobbed hair • Fur coats
- MEN**
Knickerbockers
Wingtip Shoes
Custom tailored suits
Fedora & newsboy hats
Shiny, slicked back hair

U.S. PRESIDENT *Calvin Coolidge*



**U.S.
POPULATION**
114.1 MILLION

TECHNOLOGY

Astronomer Edwin Hubble concludes that the Andromeda Nebula is a Galaxy.

Willem Einthoven wins the Nobel Prize in Physiology or Medicine for the electrocardiogram.

The Computing-Tabulating Recording Company (CTR) renamed itself International Business Machines (IBM).

IN THE NEWS...

J. Edgar Hoover is appointed as the head of the Bureau of Investigation, later to be known as the Federal Bureau of Investigation or FBI.

Two U.S. Army planes complete the first around-the-world flight in 175 days.

Ellis Island closes as an immigration entry point to the U.S.

Ira Gershwin, George Gershwin and Irvine Berlin continue to dominate the music industry and Rhapsody in Blue is played for the very first time.

The first Macy's Thanksgiving Day Parade is held in New York City.

POPULAR FILMS

- The Iron Horse
- The Last Laugh
- The Navigator
- Sherlock Jr.
- Greed



Television...

John Logie Baird created the first televised pictures of objects in motion in 1924.

POPULAR SONGS

- Rhapsody in Blue - George Gershwin
- It Had to Be You - Isham Jones
- California, Here I Come - Al Jolson
- Charleston - Arthur Gibbs & his Gang
- Sleep - Fred Waring & the Pennsylvanians

THE BROTHERS OF MERCY

Brother Edmund

What are your earliest memories from when you became a Brother on campus?

I went to Father Baker for high school, and after high school I joined the Navy and served for two-and-a-half years from 1969-1972. I traveled a lot while I was in the Navy to places such as Puerto Rico, Malta, Naples and Rome. Once I was out of the service, I visited the Brothers two or three times before I was accepted in 1978, which happened to be the same date that Pope John Paul II was chosen to be our Pope. In between the service and officially becoming a Brother, I worked at Buffalo General and St. Louis Church. When I became a Brother, the Nursing Home was already in existence. I was a CNA at the nursing home where I could only take care of male patients at that time. I left the Clarence Campus in 1982 to begin work at their Jewett Parkway location in Buffalo, doing in-home care, where Brother Fidelis was my superior. I did this until 1995 and came back to the Clarence Campus where I have been since.

What was a day in the life of a Brother when you began here?

I would wake up, attend mass and then work from 7:30 a.m. - 4 p.m. After work, I would do some chores and relax.

What is something you are most proud of?

My career in In-Home nursing. However, it was always difficult to leave my patients knowing they were passing away.

What do you see the future looking like for The Brothers of Mercy in the next 100 years?

I would like to see them prosper and carry on the best we can.

What impact do you believe The Brothers of Mercy has had on the community and how has it influenced the quality of senior care?

We have always put our patients and residents first. The family-like atmosphere is strong here and helps our purpose of providing kind and compassionate care.





BROTHER FIDELIS

THE BROTHERS OF MERCY

Brother Fidelis

What are your earliest memories from when you became a Brother on campus?

I am originally from North Tonawanda and after high school I decided to enter the Army. After my service, I decided to “give it a try and if it’s for me great, and if not that’s okay.” Turns out it was for me, and I became a Brother in my early 20s.

How many Brothers were there in the beginning?

I started in downtown Buffalo and did home care. I was a nurse and would ride my bike, as did all the Brothers, through any kind of weather, to care for our patients. After a while, I came out to Clarence and worked in our Nursing Home as a nurse.

What was a day in the life of a Brother when you began?

I would wake up, attend Mass and then work a full shift. After work, all the Brothers would get together, talk and relax.

What is something you are most proud of?

The growth we’ve seen and our campus itself.

What was the Founders mentality, their beliefs and goals?

To provide help and care for those who really need it.

What do you see the future looking like for The Brothers of Mercy in the next 100 years?

When I began, young men were in the spirit of helping, giving and upholding our mission. Times have changed a lot of things. I don’t think the campus will grow any more than it has, and a lot has to do with the fact that young people don’t seem to have the same passion we did back then as Brothers.

What impact do you believe The Brothers of Mercy has had on the community and how has it influenced the quality of senior care?

When people are sick and dying, The Brothers were the pioneers of compassionate senior care.

Fun Facts:

- Brother Fidelis loved to dance, and his favorite was doing the Polka!
- Brother Fidelis was in charge of Spiritual Care in the Nursing Home for many years. Brother Fidelis served in the Army and was stationed in Germany

THE BROTHERS OF MERCY

Brother Ken

What are your earliest memories from when you became a Brother on campus?

I came to the campus at the age of 35. I visited in 1995 and met with Brother Jude and Brother Terrence and then moved here in 1996 and lived at the White House. When I was asked how I was doing by Brother Jude, I replied that it was going okay, and Brother Jude replied, "You are not here to have fun. You are here to save your soul."

What characteristics would you want to be remembered by as our current Brother Superior?

I want to be fair in listening to the Brothers and taking care of the Brothers, and I always listen. I like to look at the good and bad of previous leaders and try to emulate the good and change the bad. I pride myself on treating people fairly and not barking at them. You don't treat everyone the same, you know their strengths and don't micromanage.

What was a day in the life of a Brother when you began here?

I would begin the day with morning prayer or mass. I was a cook and dietary aide at Sacred Heart Home. When I was not working, I would go to class for spiritual learning. I would end my day with evening prayer and the rosary. I would look forward to community night, which was once a month when I was able to go out to eat.

What is something you are most proud of?

I am proud of my longevity here on campus after 28 years and still going.

What do you see the future looking like for The Brothers of Mercy in the next 100 years?

I feel that come 10 to 20 years from now, there will no longer be Brothers on campus. I anticipate that even with the absence of the Brothers, the mission and value system will live on through the years. Brothers of Mercy will continue to adapt to the industry changes while maintaining the core values and standards the Brothers set.

What impact do you believe The Brothers of Mercy has had on the community and how has it influenced the quality of senior care?

The Brothers of Mercy is one of the first to have a continuum of care. People on campus receive the same care no matter what building they are in.



BROTHER KEN





BROTHER TERRENCE

THE BROTHERS OF MERCY

Brother Terrence

What are your earliest memories from when you became a Brother on campus?

When I started here on campus in 1957, I was 19 years old and not a Brother at that time. I was a novice for two years and then took my first vows to become a Brother. I took temporary vows for six years, and then made my final vows in 1963. At that time, the Brothers lived in the White House. My official position was the formation director, and I held that position for six years.

How many Brothers were there when this opened in the very beginning?

There were 30 Brothers on campus when I began. I was in a class of six in training to become a Brother and was the only one from that class that succeeded. During our training, we were put in nursing school, and after I graduated as an RN, I went back and became a COTA as it became obvious there were other rehabilitative needs on campus. I was granted my first vacation after many years of working and was given \$40 to spend for my trip. I spent that time with family and was so proud that I was able to bring back the \$40. My last 14 years of service were spent as an activities aide in the nursing home.

What was a day in the life of a Brother when you began?

We began our day with morning prayers and mass. I worked in the kitchen doing dishes, and we would get a coffee break at 10 a.m. There was no eating in between meals as we took a vow of poverty. There was a Brother in charge of cooking all our meals. After working for the day, we would have evening prayers, eat dinner together and then prayers at 9 p.m.

What is something you are most proud of?

I am most proud of the ability to accompany so many people in their sickness and wellness.

What was the Founders mentality, their beliefs and goals?

The goal was always to give people good compassionate care. It was never about the money, as many of the Brothers never got paid, and some received items such as food as payment.

What do you see the future looking like for Brothers of Mercy in the next 100 years?

The hope is that all the lay people will carry on the good quality care that each person deserves.

What impact do you believe The Brothers of Mercy has had on the quality of senior care?

The Brothers of Mercy has always been known for our quality of care. We were pioneers of quality care and that has never faltered over the years. We are also known for doing the work of God.



2023-2024

Centennial Events & Campus News

On June 23, The Brothers held a special Mass to commence the 2024 Centennial Celebration in the Chapel at the original Sacred Heart Home.

On July 18, the Sacred Heart Home staff was pleased to welcome the Uhlman family as they dedicated the beauty salon to Marcella Uhlman, who was a Sacred Heart resident. The dedication was made possible by a generous gift from the family, including Frank, her husband, and daughters, Maggie O'Toole and Liz Berg, to The Brothers of Mercy Wellness Campus. Thank you to the Uhlman family for this wonderful gift to honor Marcella!

On August 9, The Brothers, staff, and volunteers gathered behind the skilled nursing home to kick off the year-long centennial commemoration by forming a 100 in the grass.

On August 13, The Brothers held a German Mass in the Center Chapel with The Brothers from Trier, Germany, who were visiting to participate in the start of the centennial celebration.

On August 17, The Boys of Summer, members of The Buffalo Music Hall of Fame, performed a free community concert on the back lawn of the Skilled Nursing Facility. A bike was raffled off to a lucky resident as a tribute to the early days of The Brothers traveling by bicycle through Buffalo to care for residents.

On September 4, The Brothers of Mercy staff marched in the Clarence Center Volunteer Fire Department's Labor Day Parade.

On September 8, The Brothers of Mercy hosted its annual Oktoberfest and 5K race. More than 250 runners and walkers participated and more than 500 attended the event, which featured the music of The Polka Boyz and a gift basket raffle with more than 100 items.

On September 29, The Brothers of Mercy participated in the annual Clarence Hollow Association's Scarecrow Contest with a "Nurse on a Bicycle" scarecrow on Main Street.





2023-2024

Centennial Events & Campus News

In October, Jeanne Blankenberg, a volunteer at Sacred Heart Home Assisted Living & Memory Care, suggested enhancing the Memory Care courtyards for the enjoyment and use by residents. She mentioned the project to her husband Greg Stamm, from the Stamm Law firm, who is the Trustee of the Rose A. Krayski Trust. Rose, who passed away in April, was an avid outdoors person who would be thrilled to know the courtyards were improved for residents to enjoy. New perennials & turf areas were added this week, and phase two in the spring will include bed clean-up, trimming & new mulch. This project was funded to honor and remember Ms. Krayski.

On October 7, the Human Resources Department hosted its second annual community “Trunk-or-Treat” event in front of the original Sacred Heart Home. More than 100 families attended and the children had a costume parade before prizes were announced.

On November 14, The Brothers of Mercy Skilled Nursing & Rehabilitation Center received a High Performing rating from the U.S. News & World report for the 2024 Best Nursing Homes. This national recognition cited positive patient outcomes and ample staffing. Thank you to our employees & volunteers for their dedication to high-quality care that improves quality of life for our residents.

On November 16, the Skilled Nursing & Rehabilitation Center staff presented nine residents who are 100 years or older with a special Centenarian Celebration. These residents were alive when The Brothers of Mercy was founded in Buffalo in 1924.



On November 19, Trier Woods residents enjoyed their November dinner party with a full Thanksgiving spread. “Trier Treasured” awards were presented to residents for their contributions. Sentimental Journey finished the evening with a musical performance.

On December 2, Sacred Heart Home Memory Care unit staff hosted its first community open house in a partnership with the Alzheimer’s Association of Western New York.

On December 8, the Montabaur Heights staff & residents gathered for their annual Christmas Party with great food, holiday music, presents, gingerbread house contest & a visit from Santa!

On December 14, The Brothers of Mercy hosted the annual Spiritual Care Volunteer luncheon to celebrate those who so freely give of themselves to enrich our campus residents! Father Walt, Father Gene and Deacon Steve joined The Brothers in thanking the volunteers for their generosity and dedication throughout the year.

On February 8, The Art Gallery at Montabaur Heights opened with the inaugural “Legacy Artists” exhibit. There will be a new exhibit every quarter with a different theme.



2023-2024

Centennial Events & Campus News

On February 22, staff held a chili competition as part of our monthly Centennial celebration activities. There were entries from every building on campus, and a champion was crowned. The Skilled Nursing & Rehab Center received the most votes for best chili. Congratulations to Kyle Higgins, Executive Chef, and TJ Stockweather, Food Service Supervisor, for making the best batch & winning the trophy.

On March 23, the Human Resources Department hosted the third annual community Easter Egg Hunt in front of the former Sacred Heart Home. Despite the snow and 27-degree temperature, many families turned out to enjoy the morning's activities.

On April 17, staff hosted the annual Volunteer Recognition luncheon at the Skilled Nursing & Rehabilitation Center. Thank you to our volunteers for everything they do to help residents & staff! Congratulations to Alice Sosa for being named Volunteer of the Year! Since January 2021, she has served more than 700 hours of transporting residents and patients, delivering mail, visiting with residents and assisting at our Campus Foundation special events.

On April 18, the second exhibit called "The Nature of Things" is now open at The Art Gallery at Montabaur Heights! The public is invited to view the gallery daily from 11 a.m. - 3 p.m. It featured more than 30 transparent watercolor paintings by Dan Meyer, a Williamsville artist, illustrator and founding member of the Niagara Frontier Watercolor Society. Gallery visitors can also have lunch between 11 a.m. - 1:15 p.m. in the Montabaur Heights dining room by calling 716-407-5102 to make a reservation at least 24 hours in advance.

On April 19, staff gathered with Dr. Michael Noe, a member of The Brothers of Mercy Board of Directors, on the 4th floor East Rehab wing in the Skilled Nursing & Rehabilitation Center to unveil a plaque in honor of his wife Paula S. Noe.

On April 26, To commemorate Arbor Day, staff transplanted Blue Spruce trees to their new home along the Bergtold Road entrance between Trier Woods Apartments & the Skilled Nursing & Rehab Center. By spreading them farther apart from other locations on our Campus, they will have more room to flourish.

On April 29, Dr. Kenneth Snyder from the University at Buffalo Neurology gave a presentation on strokes to the campus and community residents at Sacred Heart Home. It was the first in a monthly series of free community health care seminars.

On May 2, Dr. Assaf Berger from the University at Buffalo Neurosurgery gave a wonderful presentation about neuromodulation solutions for chronic pain & movement disorders at Sacred Heart Home Assisted Living & Memory Care.

On May 9, the 23rd annual Caritas Awards Gala benefiting The Brothers of Mercy was another big hit with nearly 400 people filling the banquet center at Salvatore's Italian Gardens! This year's honorees were recognized for their contributions to the greater Buffalo community and included The Network in Aging, the Behind-the-Scenes support team at Brothers of Mercy and Amy Betros, co-founder of St. Luke's Mission of Mercy. The event is the biggest fundraiser of the year for The Brothers of Mercy Campus Foundation and features a live auction reverse raffle and gift-card raffle.



TECHNOLOGY FUELS CONTINUED

Campus Growth & Operations Improvement



Every year The Brothers of Mercy management team and staff examine ways for continuous improvement for many areas across the Campus. With the adoption of new technology, software and enhanced communications functions, staff has improved the speed of the admissions process, streamlined therapy procedures and care management to ensure we are always providing high-quality support and care for patients and residents. This tradition of innovation dates back to the early therapy and enrichment programs The Brothers of Mercy developed over the decades to meet the mission of compassionate care for Western New Yorkers.

Tablets, kiosks and mobile workstations are used by staff in the Skilled Nursing & Rehab Center as well as Sacred Heart Home for monitoring efficiencies to streamline the logging of medical data, medication management, therapies and enrichment activities.

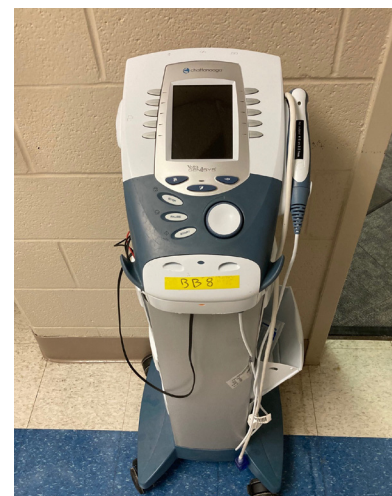
Trier Woods Independent Living Apartments were innovative lifestyle options when it opened in 1972 for working and retired residents, 55 years of age and older. It has always provided a safe, secure home with two types of one-bedroom apartments, rents include all utilities, cable and internet. Onsite are four laundry rooms, an exercise room, beauty/barbershop, chapel and comprehensive activity calendar.

The opening of Montabaur Heights Independent Living Apartments in January 2016 provided a modern, all-inclusive luxury living for residents over 65. The community offers a fitness room, movie theatre, Event Center, dining room with private dining room, and community rooms. The theater features surround sound for the ideal viewing experience, while the Event Center has large televisions and is equipped with audio for Chapel, presentations and meetings.

Since its opening in January 2018, the Russell J. Salvatore Outpatient Clinic has been one of the few community rehab clinics to provide all three types of 1-on-1 therapy rehabilitation, including physical, occupational and speech, for the campus and surrounding communities. The therapists use the latest equipment to provide personalized, 60-minute therapy sessions. The clinic uses an Accu-Shield kiosk for clients to check in for their weekly therapy appointments which helps ensure staff has the most current contact information.

When Sacred Heart Home Assisted Living & Memory Care opened in December 2020, it featured an innovative “Wellness Neighborhood” design concept that features Dutch doors, circadian lighting and enclosed courtyards to attain maximum comfort and convenience for residents with dementia.

Each building is equipped with a Campus closed-circuit TV channel that provides weather, local news, health information campus activities and upcoming events. Staff produces short video interviews for the website, YouTube channel and the Campus TV to educate residents, staff, visitors and volunteers about campus services, events and fundraising initiatives to help sustain our mission.



ORIGINAL SACRED HEART HOME TRANSFORMS INTO The Russell J. Salvatore Health Center

The Brothers of Mercy Wellness Campus is adding primary care and research to its senior living campus in Clarence with both Highgate Medical Group P.C. and the University at Buffalo taking space in a former assisted living facility onsite. The two organizations will be on the first floor north wing of a 60,000-square-foot building left vacant when Sacred Heart Home moved into a larger \$21 million facility in 2021 on the 126-acre campus.

The Brothers of Mercy CEO Peter Eimer said the partnerships continue the expansion of services for residents. “Campuses like ours have to keep up, and that’s why we’re doing this,” he said. “We’re getting ahead of the game in terms of new plans, new programs, and new ideas in aging. It is unique and that’s what we want to be.”



The campus has seen \$50 million in additions over the past five years. With an operating budget of nearly \$39 million and a staff of about 600, the campus serves more than 550 residents through independent apartments, assisted living and memory care, outpatient rehabilitation, skilled nursing & rehab center, companion care and a hospice unit operated in collaboration with Buffalo Hospice. The building will be renamed the Russell Salvatore Center in recognition of a \$300,000 gift from the philanthropist. Additional funding came from the Mother Cabrini Health Foundation, the James H. Cummings Foundation, the Margaret L. Wendt Foundation, Luke and Anthony Santiago Fund, and Daniel C. and Beatrice M. Fisher Fund.

The first phase of development for the Russell Salvatore Center, a \$1 million project, will include the development of a 1,200-square-foot primary care clinic for Highgate Medical along with a 1,400-square-foot geriatric services program to be called the UB Aging Resilience and Research Center. The center will focus on the biology of aging and frailty as well as resilience, or what allows some older adults to bounce back more quickly from injuries or illnesses, said Nikhil Satchidanand, director of the center and assistant professor of geriatrics and palliative medicine at UB’s Jacobs School of Medicine & Biomedical Sciences.

While Brothers of Mercy residents will be the main focus, the programs will be open to the larger community as well. The building will also house a chiropractic care center and a retail pharmacy. Dr. David Pawlowski, the managing partner at Highgate Medical, said the site will serve as a satellite clinic but won’t take the place of its existing practice sites in Williamsville and West Amherst. “The Brothers of Mercy has enough residents all along the continuum of care who won’t have to travel to see their doctor if they’re enrolled with Highgate Medical. “It’s really convenient to have doctoring and medical care on campus,” he said. “We think the model of care has changed, and we want to take care of you in the place you’re at.”

Personalized Enrichment Activities Enhance Quality of Life in Memory Care

By Michael R. Perez, LPN, Assistant Director of Health Services at The Brothers of Mercy

Family members often struggle to get their loved ones living with dementia to participate in activities that they have always enjoyed. This is very common in the disease process for dementia, and it leaves many family members and caregivers puzzled on what to do next.

It is important to understand that dementia is progressive, meaning it gets worse over time. As the disease advances, it is essential to develop a plan for daily activities that align with an individual's cognitive abilities and embrace their remaining functions. This means that the activity your loved one used to do has now become too difficult to initiate or complete. It's also possible they no longer can identify the parts, resulting in the activity no longer being of interest. Take knitting, for example. To your loved one, those knitting needles may now resemble pens or large tooth picks. Leaving these individuals with no guidance can often lead to safety risks.

How do dementia care providers plan accordingly? The first step is to establish a baseline. Prior to initiation, the individual's overall cognition should be established. A few great tools used in the medical community to assist with this assessment are the Mini Mental State Exam and Brief Interview for Mental Status. This will give insight to thought formation, recollection, object identification, and application of thoughts, ideas and new information. These assessments ask common questions like name this object and tell what it is used for, what date is today, remember these three words and recite them back when prompted. They need to be completed periodically to help identify further progression or loss of ability.

Once the baseline and progression are identified, alterations can be made to daily activity routines to enhance those abilities such as speed, interaction with the program participants or leaders, and the setting in which the activity takes place. As an individual declines further, these assessments and adjustments become more crucial and the level of assistance necessary to complete the activity will eventually increase.



Assisted living facilities with memory care are creating individualized enrichment activity programs to enhance the overall care and attentiveness to each resident. One example, "The Stellar Program," aids staff in navigating each resident's transition to facility living and helps staff better engage for the duration of their stay. The purpose of the program is to categorize residents into separate "Stellar Groups" allowing for those at the same or similar stages to come together and participate in activities designed for their needs.

These tiers are what gives the program its name. Residents are categorized as a "Sun" for higher functioning, "Moon" for moderate functioning and "Star" is the lowest cognitive level. For ease of remembering these tiers, the metaphor "The farther out in the Galaxy, the farther out in the mind" is used.

With the knowledge to differentiate these group activities, staff discover residents are more engaged in the enrichment programming, which ultimately provides an interactive atmosphere for residents to still live with dignity and thrive with purpose, resulting in an increased overall quality of life.



NEW YORK STATE DEPARTMENT OF HEALTH Recognizes Skilled Nursing & Rehabilitation Center

The Brothers of Mercy Wellness Campus has been recognized by the New York State Department of Health for being in compliance and exceeding the minimum staffing requirements at its Skilled Nursing & Rehabilitation Center. The nursing facility has consistently been able to maintain a highly effective staff-to-patient ratio while also recruiting new nurses and aides to address the needs of current and future patients.

“Receiving this recognition from the Department of Health gives our staff great pride. Our dedicated staff always maintains our five-star level of care and service to our patients as they enjoy a happy work-life balance,” said Teresa Dillsworth, Executive Director of the Skilled Nursing and Rehabilitation Center. “We recently welcomed new nurses and aides who have quickly embraced their roles in upholding our mission of ensuring supportive, compassionate care for Western New Yorkers in a healing environment.” The Brothers of Mercy offers a variety of benefits for nurses, aides, dietary, housekeeping and laundry positions, including weekly pay instead of bi-weekly, shift differential pay, sign-on and employee referral bonuses, free parking, and college tuition assistance partnership program with Trocaire College.

Russell J. Salvatore Outpatient Therapy Clinic

In 2023, the Russell J. Salvatore Outpatient Therapy Clinic celebrated its fifth year in business, which was its most successful year yet. While welcoming new and returning clients to the clinic, staff saw an increase in census by 11% and proudly maintain the one-on-one treatments for all physical, occupational and speech therapy clients. Community word of mouth has proven to be the greatest form of new client referrals. Clients have traveled from as far as Grand Island and Orchard Park but we have also had the pleasure of meeting quite a few of our surrounding Clarence neighbors, with some who are just a stone’s throw away from the Campus.

As we prioritize serving residents on campus, we appreciated the request to present on the topic of aphasia at Sacred Heart Home. The speech therapist provided information on this topic to assist team members in understanding how to most effectively care for residents with communication difficulties, especially those with dementia. Providing educational opportunities also extended into the community, as 10 wellness presentations were given to members of the Akron, Amherst and Clarence Senior Centers.

A variety of topics were presented by request, including fall prevention, walking with the right device and exercising with Parkinson’s.

The rehab clinic always strives to go beyond just patient care. Last year, staff hosted several students working towards a degree in therapy. The uniqueness of the clinic offers an excellent opportunity for clinical instruction and its proximity to the nursing facility adds additional experience to their internships. The clinic staff is proud to contribute to The Brothers of Mercy Campus history by serving campus residents as well as our surrounding communities and looks forward to continued future success in its dedicated to the 100-year tradition of compassionate care.



THE BROTHERS OF MERCY

Volunteers Honored

The Brothers of Mercy Nursing and Rehab Center is genuinely blessed to have more than 35 active volunteers return after our Covid shutdown. Our volunteers are individuals who want to help others, are retired, concerned citizens, professionals, friends/family members, former rehab patients, college students required to learn and gain experience, and high school students completing community service. The dedication and compassion of our volunteers is truly impressive.

Our volunteers provide an extra dimension to add to the comfort, care and happiness of our residents/patients. They are scheduled to specific assignments by the volunteer coordinator. Some assignments include in-house therapy transport, activities, spiritual care, gift shop, clerical, friendly visitor, dog visits, in-house beauty shop transport, in-house podiatrist transport, sewing, sorting and delivering mail to staff, residents and patients. The rapport between volunteers, residents, patients, staff and visitors contributes to our great community reputation and makes for a successful program of activities that help improve quality of life.

As money is not part of the volunteer's incentive, motivation is achieved in other ways. Encouragement, respect, support, flexibility and friendship are essential to coordinate a successful, organized volunteer program. We would like to congratulate three of our wonderful volunteers for being named the 2021, 2022 & 2023 Volunteers of the Year:

- Mary Sondel was a volunteer for 19 years; she sorted and delivered mail and completed many assignments
- Mike Coon has been a volunteer for 11 years & is a Eucharistic Minister in the Spiritual Care Department
- Bob Coffey has been a volunteer for six years & is a Eucharistic Minister in the Spiritual Care Department

The staff recognized all three volunteers at a special luncheon held at the Brothers of Mercy Nursing and Rehab Center during National Volunteer Recognition Week in April. They were also recognized at a Leading Age banquet in May at Samuel's Grand Manor.



On April 17, The Brothers of Mercy honored Alice Sosa of Williamsville as its 2024 Volunteer of the Year. The award was presented at the annual Volunteer Recognition luncheon as part of National Volunteer Week, which recognizes the impact of volunteer service and the power of volunteers to tackle many challenges to build stronger communities.

“Alice is very kind, gentle and friendly to everyone, and she is so dedicated to her responsibilities at the Skilled Nursing & Rehabilitation Center,” said Valerie Sonnenfeld, Volunteer Coordinator at The Brothers of Mercy. “We are pleased that she enjoys helping improve quality of life for so many people on Campus.”

Sosa joined the volunteer program at The Brothers of Mercy in January 2021 and has accumulated more than 700 hours during her service to the organization thus far. When New York State permitted volunteers to return to active service, Sosa was one of the first volunteers to return to the campus. She transports patients and residents to and from the Skilled Nursing Center's beauty salon and therapy appointments as well as assisting with activity programs, visiting patients and helping at special events.

THE BROTHERS OF MERCY

Patient & Resident Testimonials

"I was so impressed with The Brothers of Mercy facility after I was transferred there from the Atlas Surgical Center. The staff was compassionate and kind, and my experience there helped facilitate my healing after surgery. I would recommend The Brothers of Mercy to everyone, especially after having surgery."

~ Nancy, Niagara Falls

"Thank you for all you did to care not only for my dad, but for supporting me in caring for my dad while he was there at Sacred Heart Home! I never doubted that my dad was receiving the best care possible in the best place outside of his home. Your overall care for every resident was very evident!"

~ Karen, Amherst

"Thank you for the lovely dedication of the salon for our wife and mother. We really enjoyed seeing everyone and sharing memories of her time living at Sacred Heart Home. It also made my dad more comfortable with the idea that he may need to live at Sacred Heart Home one day. Thank you for the opportunity to celebrate her life in such a special way."

~ Frank, Elizabeth & Margaret, Clarence

"I would like to thank everyone on the 4th floor for taking great care of me. Thank you to all the PT, OT and staff who helped me get the training I needed to go home. Thank you to all social workers, housekeeping and dietary staff! My CNA always had a smile on her face and would help with anything."

~ Rosemond, Williamsville

"The staff at the Outpatient Clinic is professional and caring. The exercise program they designed for me assists me in living with Parkinson's. I use some of the exercises at home to help me through the day."

~ Patrick

"A great rehab. I enjoyed this rehab from the first session. The staff was warm, helpful and made the workout fun. I know that we chose the best rehab. Thanks guys. You couldn't have made it more fun!"

~ Kevin

"This is the 2nd time I have had the pleasure of using the outpatient therapy. All of the people working there are both professional & courteous. They also make your experience there feel like you are part of a family. I wouldn't think of going anywhere else for care."

~ D. D.

"I was a patient at The Brothers of Mercy Physical Therapy for several weeks for a pain in my neck. After much massaging and other treatments by all members of the therapy team my pain is gone. I would like to commend Lauren, James and John for their proficient hands-on treatment. I looked forward to my appointments. Every one of the staff was friendly and appeared to be happy that I was there. I would recommend the Brothers of Mercy outpatient physical therapy to anyone needing this service."

~ Lois

THE BROTHERS OF MERCY

Campus Foundation

The Brothers of Mercy has provided compassionate care for 100 years in Western New York. Your support helps this legacy of a faith-based mission continue. Those that we help are your family, your friends and your neighbors. Your gift can truly make a difference.

Foundation (n): The basis or groundwork of anything.

I continue to be amazed at the number of people that I meet throughout Western New York whose lives have been touched directly by the mission of The Brothers of Mercy. Aunts, uncles, grandparents and parents, not to mention patients who have rebounded from surgery and injury thanks to our rehab therapy, all have benefited from the work of our dedicated staff.

The Campus Foundation at The Brothers of Mercy supports the 100-year mission of providing compassionate health care to all Western New Yorkers.

What began in 1924 when The Brothers would ride their bicycles to visit the sick and dying has grown into a 5-star, nationally-ranked Wellness Campus in Clarence.

The Foundation helps raise charitable gifts to that this mission will continue into the next century. But our work would not be possible without the generous support of our donors, community partners and corporate sponsors.

Throughout the year, the Foundation presents special community fundraising events, such as the annual Caritas awards dinner, and on campus, summer concerts and Oktoberfest.

Every day, countless stories are shared across the Brothers of Mercy Campus, and more of them have a positive outcome because of generous donations from kindhearted community members like you. When you donate to Brothers of Mercy, you're directly affecting the lives of not only our residents and staff but your very own neighbors and communities as well.

At The Brothers of Mercy, there is no expensive overhead such as high salaries, company cars, club memberships or other perks often associated with large, nursing home corporations, your gifts help us purchase medical equipment directly related to patient care or activities that enhance the quality of life. Help us continue our mission to support Western New York communities with a donation today. Gifts to our Wellness Campus are essential to the high-quality services we're able to provide and maintain for our residents and neighbors alike.

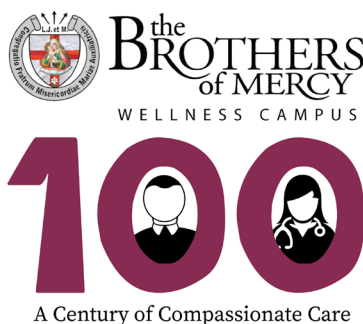
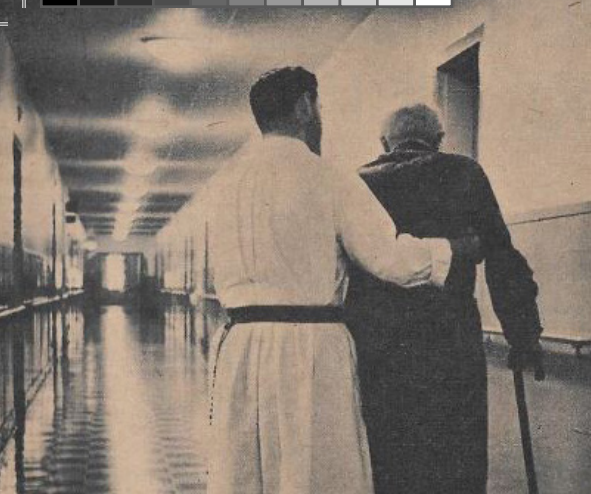
Please know that Gifts to the Brothers of Mercy Foundation are tax-deductible to the fullest extent of the law. Receipts for tax purposes will be provided for all gifts.

Thank you for your continued support!

Anthony V. Fulgenzio, CFRE, M. Ed.

Executive Director, Campus Foundation





They are Your Family, Friends & Neighbors

Please support our Centennial Benevolent Care Fund

They, through no fault of their own, have run out of the necessary funding for their ongoing care. If they were at any corporate long-term care facility, they would be out on the streets.

But they are residents at The Brothers of Mercy, a 5-star rated, faith-based Wellness Campus dedicated to a 100-year-old mission of providing compassionate health care to Western New Yorkers.

Just ask Barbara:

"I enjoy knitting and attending group discussions to get to know other residents. My favorite part of Sacred Heart Home is the relationship with table mates. I love watching the view outside my apartment. This is my home!"



Your support of The Brothers of Mercy Centennial Benevolent Care Fund can help fill the gap left by state and federal government subsidies and insurance coverage.

Your gift can have an impact on residents like Margaret "Mary".

"50 years ago, Brother Fidelis would come to my home on his bike to care for my father. My husband Jim was a resident in skilled nursing, and now, I call Sacred Heart my home. I enjoy reading, going to Rosary and looking at the view outside my window."

What "your" gift can do:

- Ensure continued quality of life for indigent residents who have no family in Western New York
- Pay the cost of monthly rent and food for residents on our campus
- Support personalized enrichment activities

You can make a profound impact on the lives of Western New York seniors with a gift to The Brothers of Mercy Centennial Benevolent Care Fund.

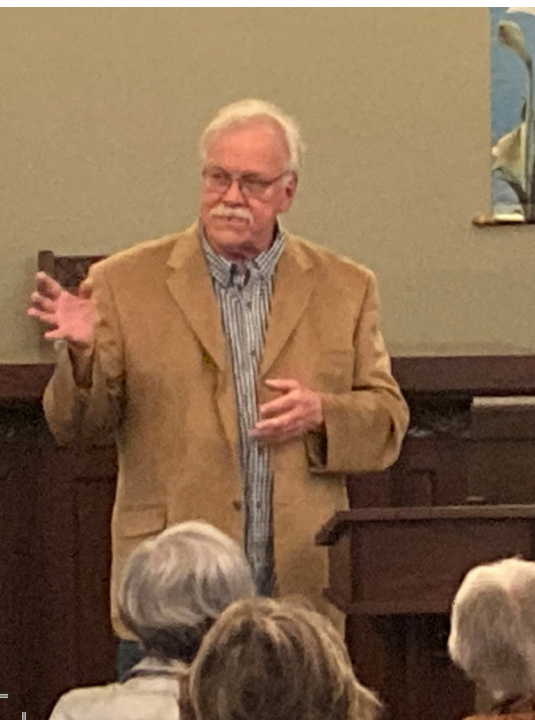
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The Art Gallery at Montabaur Heights

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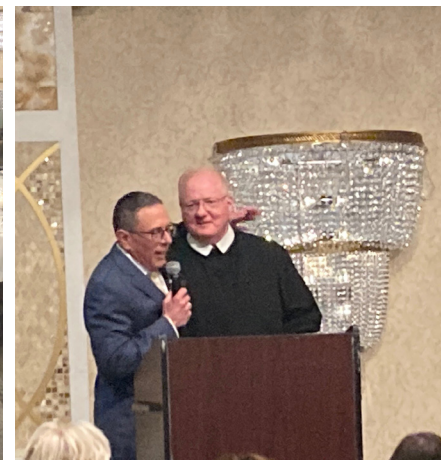
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THANK YOU TO RETIREES WITH 10 or More Years of Service!

Employee	Hire Date	Retirement Date
Balcerzak, Katherine	10/30/1978	05/30/2020
Beitz, Jeanette	05/17/2004	06/12/2020
Brunner, Audrey	09/05/1975	11/27/2020
Cole, Patricia	11/15/2005	09/23/2021
Hinsken, June	02/21/2011	12/31/2019
Kahabka, Robert	06/07/2010	11/04/2020
Kane, Valerie	10/14/1985	07/06/2022
Lukaczyk, Sandra	01/30/1995	10/31/2021
Mahagan, Stephanie	02/07/2000	02/20/2021
Meyer, Cynthia	11/21/1974	06/26/2022
Piersa, Carole	04/15/1996	06/19/2020
Post, Gracie	05/04/2004	12/03/2021
Samson, Maureen	07/10/2006	03/01/2024
Schiefer, Janet	05/05/1975	07/04/2020
Schlager, Lynda	06/06/1983	01/13/2020
Slomba, Eugene	12/21/2013	05/26/2021
Stephan, Cherylann	06/05/2000	06/08/2020
Yanik, Sam	11/16/2006	09/09/2022
Zito, Wendy	06/17/2013	07/02/2021



CONGRATULATIONS TO EMPLOYEES WITH 10 or More Years of Service!

Employee	Hire Date	Employee	Hire Date
Barnett, Lynn	12/23/1982	Filipski, Justin	04/28/2005
Bedford, Bonnie	08/19/1996	Graber, Dawn	11/03/2014
Beilein, Dawn	07/15/1996	Groll, Wende	04/10/1991
Bennett, Megan	11/29/2010	Gronwall, Kimberly	11/03/2014
Blasko, Sue Ann	05/23/1983	Haefner, Anne	07/11/2011
Brady, Lynn	04/04/2011	Hamilton, Nancy	02/24/2014
Caruana, Florence	10/27/2008	Harrison, Renea	04/12/2010
Chatt, Brenda	07/13/1998	Hinton, Tanya	12/07/1995
Coleman, Thomas	06/08/2011	Hodges, Khalil	10/24/2011
Devoe, Karen	11/08/2010	Johnston, Cheyanne	03/26/2012
Diliberto, Melissa	11/04/2013	Jordan, Erica	10/21/2013
Eaton, Janice	02/06/1984	Kaczmarczyk, Julie	11/22/1995
Eimer, Peter	03/04/2001	Kersch, Shari	02/04/2008
Evertt, Cheryl	05/01/2000	King, Mary	07/19/1983
Fields, Demeta	11/07/2011	Klyczek, Cheryl	04/18/1988



CONGRATULATIONS TO EMPLOYEES WITH 10 or More Years of Service!

Employee	Hire Date	Employee	Hire Date
Kohlhagen, Ashlie	06/04/2007	McNutt, Amy	03/01/1993
Kopcho, Maria	05/30/1995	Metzger, Mark	01/03/1989
Kostanciak, Janis	04/20/1980	Moyer, Deborah	10/15/2001
Kostanciak, Joanne	03/06/2006	Munn, Lori	06/09/1986
Kramer, Barbara	01/17/1994	Nabozny, David	02/25/2006
Lavrincik, Kelly	12/30/1996	Nguyen, Trang	07/16/2009
Lippert, Francis	12/22/1986	Niemet, Andrew	12/09/1977
Lippert, Sandra	04/15/1996	Nolan, Susan	02/06/1989
Livingston, Luanne	07/26/2004	Nye, Lisa	12/05/2005
Maiorana, Lisa	02/08/1993	Olaf, Ellen	10/06/1981
Maloney, Leann	06/06/1988	Partridge-Tybor, Mary	10/01/2012
Mancia Beckwith, Estrella	01/28/2013	Rainville, Michael	11/15/2003
Matuszewski, Kelly	03/10/2014	Ramadan, Murad	11/01/2010
McDonald, Mindee	10/14/1998	Reitz, Linda	07/09/1985
Mckenrick, Janine	02/18/2013	Renkas, Vicki	02/26/2007



CONGRATULATIONS TO EMPLOYEES WITH 10 or More Years of Service!

Employee	Hire Date	Employee	Hire Date
Rhodes, Cynthia	12/06/2004	Sztukowski, Jeffrey	05/22/2006
Saraf, Erin	04/22/2003	Umpfreyville, Linda	08/05/1987
Schmigel, Connie	03/18/1988	Waite, Laura	08/06/2001
Schmit, Linda	09/13/1971	Walkowiak, Mitchell	09/10/2005
Sexton, Jennifer	06/13/2007	Walkowiak, Robi	06/25/1979
Shunknecht, Peggy	05/16/2011	Wick, Debra	06/12/1982
Smith, Nancy	10/07/1991	Widmaier, Amie	09/19/2009
Sonnenfeld, Valerie	03/28/1988	Wilson, Lashante	01/30/2012
Staebell, Justine	01/02/1995	Wojcik, Karen	09/14/1987
Stockweather, Timothy	10/02/1990	Zielinski, Kimberly	06/29/1992
Strohm, Katie	01/28/2013	Zinter, Patricia	03/02/2005
Strollo, Teal	09/15/1986		

Employee Memories & Experiences

“One of my exceptional experiences at the Brothers of Mercy was how our community took care of residents, staff and visitors during the Christmas Blizzard of 2022. Over 4 feet of snow pummeled Erie County on Friday and Saturday, December 23 and 24. A county-wide driving ban was in place for several days. At the start of the Blizzard on Friday, Brothers of Mercy leadership and staff mobilized to keep residents, staff and stranded visitors safe throughout the blizzard event. Anyone who was already on Campus, or arrived to get off impassible roads, were sheltered and fed. Staff remained on Campus, without relief, due to the driving ban. They worked around-the-clock to take excellent care of our residents during the emergency. There are many instances where our staff went above and beyond to care for others impacted by the Blizzard. One particular event stands out. On Friday evening, December 23, 2022, the Nursing Home received a report that a visitor was missing in the snow somewhere on Campus. A Search Party of volunteers was assembled. Eight employees participated in the Search and Rescue in Blizzard conditions. The person was found lying in the snow, was rescued, and taken care of by staff at the Nursing Home over the weekend. Our dedicated staff put their own safety in jeopardy and were selfless in their Search and Rescue efforts. This instance is one small example of the care and love for others that abounds at Brothers of Mercy. The motto of the Brothers of Mercy, “The Charity of Christ Urges Us On,” was clearly demonstrated during the snow emergency.”

~Joe Kabacinski

Systems & Process Analyst in the Accounting & Finance Department for 2 1/2 years

“The talented, professional, caring staff I am privileged to work with on a daily basis and making positive contributions to the well-being of our residents and operations of the Brothers of Mercy Campus. I am fortunate to be a part of the Brothers of Mercy Team. My proudest moment was hearing from numerous highly respected Physicians and Practitioners through their own personal experience in post-acute care, that The Brothers of Mercy is by far the very best Nursing and Rehab Facility in WNY. Recognition from these experienced Medical Providers in my opinion is the best measurement of the excellent quality of care, dedication and compassion of our employees to our residents and patients.”

~John Zygaj

BSN, RN, Director of Business Development for 3 years

“I started over 25 years ago as a dining services aide as a 16-year-old kid and have since done multiple positions at Sacred Heart Home. Currently leading the facility as the Administrator for nearly the last 5 years. My favorite memory and one that I believe has kept me dedicated throughout all these years is right where I started in the kitchen. I say that because at the time I was trained by some of the Brothers themselves who instilled the importance of quality person centered care in everything we did and I also luckily had a very influential boss who continued to instill that in his leadership. As time went on and I worked in other positions I also found myself lucky enough to care for some of the Brothers as their care needs increased; being able to give back to them simply gave me a sense of purpose like no other. The longevity and teamwork approach throughout the collaboration on the campus.”

~Mindee McDonald

RN, BSN, Sacred Heart Home Administrator, RN, BSN - SHH, 26 years

BROTHERS OF MERCY

Employee Memories & Experiences

“My first time on Campus was playing soccer as a child on the fields that used to border Ransom Road. Clarence town league would use the fields regularly. I remember wondering who was sitting in the rooms and if they could see us playing. This was over 20 years ago, and the fields have since been removed. You can imagine how much the Campus has grown, as well. My first time on Campus as an adult was when I walked into Montabaur Heights to interview for my job. I was so impressed by the facility. Everyone was so kind, and the building was so clean. I have only worked here for a few months and yet it seems like I have been with this crew for years. I love both the people I work with and the residents who live here at Montabaur Heights. I feel very privileged to be part of such a wonderful team and I genuinely look forward to the rest of my career with Brothers of Mercy!”

~**Kathleen Basham**

Concierge Manager for Montabaur Heights since December 2023

“Starting when I was 10, we played piano recitals for the residents of the nursing home in the spring and at Christmas time. I eventually started teaching myself and bringing my students along with my aunt and her students. I applied for a job in the activities department when I was 19 and have been here since. Another favorite memory of mine was during my time working in the nursing home we created a ‘band’ called the ‘Roaming Strings’, which consisted of myself on piano, friend/co-worker Julie on guitar and resident Gisela Ederer on violin. Gisela played professionally and had a long history with the Brothers (her husband used to translate for them back in the day). We would practice and perform for the residents several times a year for many years. When we started Gisela was 92 years old and could still play the violin very well. When Montabaur Heights opened, we needed a piano and Gisela’s son was cleaning out her house and had a Grand Piano to sell. We purchased this and “Roaming Strings’ performed here at Montabaur in 2016 where Gisela was able to see and hear her piano being played once more. We had planned to perform again the following Christmas, but Gisela passed away just before. Instead of canceling her son played in her place with her Violin. I truly enjoy making sure our residents have a sense of fulfillment and joy each day. The family-like atmosphere has kept me here for nearly 18 years.”

~**Ashlie Kohlhagen**

Executive Director & Life Enrichment Director for Montabaur Heights.

“Before coming to Brothers of Mercy, I was a traveling physical therapist living outside of Atlanta, GA. When I decided to move back home to Buffalo, I took a chance at asking if the contract company I was working for had any sites in the WNY area. The only location they had in New York was at The Brothers of Mercy. Upon researching the campus before accepting employment, I found that the nonprofit campus was located in Clarence and the Skilled Nursing and Rehab Facility held a 5-star rating. I was also told that there were many team members that had spent their entire career at Brothers. Hearing that people had spent 30-40 years working for the same company spoke volumes to me and directly influenced my acceptance of the position. Five years later, the contract company was released and we were truly Brothers employees (even though it felt like we belonged to Brothers of Mercy the entire time). I’ve had the privilege of working in both the inpatient and outpatient therapy clinics and cannot imagine working anywhere else.”

~**Lauren Grawe**

PT, DPT, Director of Outpatient Rehab Services for seven years



THANK YOU VOLUNTEERS WITH 10 or More Years of Service!

33 Years:

Cheryl Henning - Retired
Marian McAllister - Retired

28 Years:

Deborah Ostroff

23 Years:

Marilyn Brady - Retired
Kirby Snyder - Retired

22 Years:

Gabriel Ciulla - Retired

21 Years:

Judith Stahley - Retired
Brother Kenneth Thomas
Monica Rammer

19 Years:

Jill Lucci
Mary Sondel

18 Years:

Sharon Schwartz - Retired
James Sheehan - Retired

16 Years:

Philip Longo - Retired
Pamela Machniak

15 Years:

Joyce Roberts - Retired
Carol Staebell - Retired

14 Years:

Angela Licata - Retired
Mary Jo Wasch - Retired

13 Years:

Marie Berger - Retired
Mary Ellen Clark
Albert Weber

12 Years:

Walter Conley
Sally Freeberg
David Frost
Kathleen Ola
Susan Seiler - Retired
Jo Ann Szulewski

11 Years:

Michael Coon
Catherine Strickland

10 Years:

James Bartholomew
Sharon Brown
Sean O'Mahony - Retired
Lou Ann Zieziula



Volunteer Perspectives

"I am blessed by all the staff, the volunteers and mostly the patients. Also, in Matthew 25:40, Jesus says, 'Whatever you do for these brothers of mine, you do for me.' So, what a privilege! Our parents volunteered here and became patients and ultimately passed here. I'd say God drew me here, just like he drew every worker here."

~ **Nancy Raquet**

"I previously came to The Brothers of Mercy to drop off flowers for the residents for holidays. One day, I was approached to become a volunteer by Valerie Sonnenfeld and the rest is history. That day changed my life in a very positive way. I look forward to my time as a volunteer at The Brothers of Mercy. I love the sense of belonging to a group of people that I regard as "family." My tasks vary and it is never boring. It makes me feel as if I am helping others, and it gives me a feeling of satisfaction and self-worth."

~ **Sharon**

"A friend of mine who was a volunteer recommended coming here. I love everything about volunteering. I fall in love with all my people and get great satisfaction and I brighten their day."

~ **Monia Rammer**

"While visiting my brother, a resident, I spoke to several volunteers, and I was impressed by their dedication to The Brothers of Mercy. I love working with people I enjoy being with."

~ **Al Weber**

"Valerie Sonnenfeld drew me into the volunteer program as she reeled me in like a fish on a hook! I love the people, the residents and staff. It gives me a chance to give back to society and to learn new things."

~ **Kathy**

"Prior to retiring after 44 years, I was looking to share time volunteering. Mike Coons values his time at The Brothers of Mercy. He asked me to shadow him, and I knew then this the place for me! These patients are an extension of my family. I enjoy being with the patients, and I feel honored to par and distribute the Holy Eucharist to patients!"

~ **Bob Coffey**

"I believe that my love for the Eucharist can be shared, especially for the elderly and the sick, and for their family members. I enjoy getting to know the patients and sharing the love God has for those in need."

~ **Joshua Kloss**

"I wanted to give something back to the community after I retired. I like being part of fantastic team of therapists at The Brothers of Mercy."

~ **David Frost**

"I worked here as a nurse for 22 years and wanted to be able to keep in contact with residents, especially those who do not have consistent visitors. I enjoy interacting with residents and just giving them a chance to talk about their lives, families and occupations."

~ **Sharon Clark**



