Growing our Family of Care

Loretto
Exceptional People. Extraordinary Care.

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A Letter from President & Chair

2018 was a year of growth and innovation at Loretto. We were excited to launch our new Restorative Care Unit at Loretto Health & Rehabilitation, to break ground on our new memory care building at The Nottingham thanks to a generous donation from the Borer family, and most importantly, to launch some key programs to support the critical needs of our employees.

In keeping with our refreshed mission: “To be a family of exceptional people who care for and about each other,” the pages of this report will give you an inside look at the investments we continue to make in not only continuing to innovate our care but also our investments in the healthy growth and support of our employees.

We are so grateful for the ongoing support of this community, our board, our employees and our families who each day help to advance Loretto’s mission. Together, we can show all of Central New York and beyond how Loretto is – Making Every Day Extraordinary.

Sincerely,

Kim Townsend
President & CEO of Loretto

Kevin Bryans
Chair of Loretto Board of Trustees

Breaking Ground on $5 Million Campaign

An estimated 5.8 million Americans are living with Alzheimer’s or other dementias and these numbers are only expected to skyrocket to 13.8 million by 2050. The development of better treatments will significantly change the experience of Alzheimer’s for millions of people but we still face one of the largest populations of 5.6 million people age 65 and older that need memory care. That’s why we continue looking to the future, keeping up with the rapid changes of our older population and staying committed to offering the highest level of care for residents and their families.

For the last year, raising funds to address our RememberMe Memory Care Campaign has focused on these needs through new improvements at The HenKage, The Nottingham, and Loretto Health & Rehabilitation, to offer secure, homelike environments, enhanced training, increased capacity and key partnerships to further research.

In October, we were excited to unveil our named donor, the Borer family who graciously gave $1 million toward our $5 million goal, at our groundbreaking at The Nottingham, October 18, 2018.

Groundbreaking at The Nottingham, October 18, 2018.

of The Nottingham Campus, where we also announced plans for The Borer Center for Aging Excellence.

This new building will incorporate state-of-the-art designs to help residents live independently for as long as possible without jeopardizing their safety with homelike features and an indoor Winter Garden.

The center will also house 20,000 sq. ft. of space for classrooms, offices and common spaces to support continuing education for staff and family on the care and treatment of those with dementia, as well as accommodate partners advancing the latest research studies.

Additionally under this campaign, The Heritage, Loretto’s designated assisted living dementia facility, will also undergo renovations to incorporate similar design concepts to support residents with dementia, including:

• New apartments that optimize natural light from large windows surrounding on three sides.
• Expanded kitchenettes to accommodate more residents with modern appliances and sensory cues to stimulate appetite.
• A spa bathroom suite to provide an even more comfortable experience for residents.

The Cunningham’s 11th floor, which is a dedicated dementia floor for the most advanced-stage residents, has completed renovations to also implement the latest designs and technology, including:

• Upgraded floor and wayfinding cues to make wandering and pacing more enjoyable.
• Softer lighting and upgraded scent system to address sensory needs.
• Unique gathering areas with themes and calming colors.
• Upgraded window treatments to optimize use of natural light.
• New technology – anatomical pets, headphones and computers to provide various options for residents to benefit from calming music and interactive games to stimulate memory and reduce agitation.

Kim Townsend pictured with the Borer Family, who were recognized at the annual luncheon for their generous donation.
Celebrating Excellence

Restorative Care Unit Wins Innovation of the Year Award
Loretto’s Restorative Care Unit (RCU) was selected as the Innovation of the Year, for the 2018 Healthcare Excellence Awards sponsored by the Central New York Business Journal. The RCU was recognized for implementing a new program that incorporates advanced technology to better help those requiring medically complex care in a more home-like environment, while advancing their rehabilitation.

Kim Townsend Receives Career Achievement Award
The Nonprofit Awards hosted by BizEventz on March 28th, presented our President & CEO, Kim Townsend, with the Career Achievement Award. Her passion for nonprofit work has garnered growth and vast improvements at Loretto, especially within our employees. Through implementation of our Tuition Assistance, Car Buying Assistance, and Diaper Bank programs we have been able to provide support to our employees and see them grow in their careers.

National Recognition as a Leader in Workforce Development
The Commons on St. Anthony Wins Best Nursing Home Facility
The Commons on St. Anthony was awarded with 2018 Frontline Worker Emerging Champion Award by CareerSTAT, a national organization focused on advancing opportunities for frontline workers. Loretto is one of only 36 companies nationwide who received this honor, which is given to employers who continue to make investments in providing quality benefits, training programs and advancement opportunities for its frontline employees. CareerSTAT recognized Loretto’s development of their frontline workforce through their coaching training, highly valued partnerships in supporting Quality of Life programs, and supportive employee programs to help address systematic barriers.

Maureen Cerniglia Wins The 2018 Eli Pick Facility Leadership Award
The American College of Health Care Administrators (ACHCA) presented Maureen Cerniglia, Administrator of the Nottingham Residential Health Care Facility with the 2018 Eli Pick Facility Leadership Award at the ACHCA’s 52nd Annual Convocation and Exposition in Orlando, Florida in April 2018. Maureen was one out of 351 administrators in 45 states to be recognized nationally based on the premise that facility excellence reflects leadership excellence and the provided such leadership for the full 2017 calendar year.

Commitment to Community & Wellness

The Chiefs Wall of Fame Game
Over 1,000 employees, residents and family members joined us at NBT Stadium for a great day of baseball on July 22nd for the 2018 Syracuse Chiefs Wall of Fame game, sponsored by Loretto.PACE CNV driver Carlita Adamy was named by employees through our “Extraordinary Employee” contest to throw out the first pitch, her two sons served as honorary captain and got to yell “Play Ball!” at the start of the game. The first 1,000 attendees also received a commemorative Ray Halladay bobblehead, complete with the Loretto logo, as part of our sponsorship.

Proud United Way Partner
This year, employees truly stepped up to support the 2018 United Way Campaign, raising over $46,000. Some doubled, as part of the Step Up Challenge with numerous staff also donating for the first time. Many also donated part of their contribution to the Loretto We Care Fund. More than 30 employees joined United Way’s Young Leader’s and Women United affinity groups to get involved in leadership opportunities that support United Way initiatives.

The Commons on St. Anthony partnered with the Auburn Doubledays to sponsor “Dickie Malinowski Night” on June 12th. This known Auburn legend and now resident of The Commons was the highlight of the night amongst a crowd filled with fellow peers, community members, Loretto residents and employees. The Commons Recreation Therapist, Abbey Jones sang the National Anthem and Unit Secretary, Christina Rowe’s daughter Kylie threw out the first pitch at the beginning of the game.

Strong Partnership, Great Leadership: The Alzheimer’s Association
Caring For The Long Run
A sea of purple donned sneakers and came out to support the 2018 J P Morgan Corporate Challenge Series to run 3.5 miles to actively promote the importance of health and fitness within the workplace. Over 50 Loretto team members joined the challenge to show how we continue “Caring for the Long Run” within our community as a leading healthcare organization providing an array of services focused on improving the lives of those we care for.

Once again, Loretto was one of the top fundraisers and largest corporate walk teams for the annual Walk to End Alzheimer’s Campaign. More than 120 Loretto team members and their families came out to support this great cause, raising more than $16,000 for the Central New York chapter – not including the additional presenting sponsor donation. In addition to the walk, Loretto staff were actively engaged in partner initiatives including the Largest Day, the Annual Conference and even serving on the Chapter’s Board of Directors.

The Commons Honors Auburn Resident and Local Legend at Doubledays Game

The Alzheimer’s Association’s Great Leadership: The Residential Health Care Facility with the 2018 Eli Pick Facility Leadership Award at the ACHCA’s 52nd Annual Convocation and Exposition in Orlando, Florida in April 2018. Maureen was one out of 351 administrators in 45 states to be recognized nationally based on the premise that facility excellence reflects leadership excellence and the provided such leadership for the full 2017 calendar year.

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**Investing In Our Employees**

**Diaper Bank Gains Momentum**

Having access to an adequate diaper supply may seem simple, but for many of our employees, we found it was an additional expense and potential barrier to getting their kids into child care in order to come to work. With the help of The Loretto Foundation through a seed grant of $10,000, Loretto launched an employee diaper bank to try support this need. Each employee receives 50 diapers per month, providing over 100,000 diapers in 2018 alone. Today diapers a month to moms, dads, and grandparents.

**Loretto Hosts Camp to Spotlight Careers in Healthcare**

In partnership with the Medical Academy of Science and Health (MASH), Loretto hosted a two-day educational summer program for employees’ children in 9th and 10th grade who were interested in exploring careers in healthcare. This was a special opportunity for our future clinical professionals to gain experience of the healthcare industry in a fun and interactive way. The students played the part of clinical employees in Loretto scrubs, engaging with residents, learning how to take a blood pressure, perform CPR, and even gave manicures to some of our residents. During an interactive simulations program, students were able to feel first-hand what older adults experience in their common diagnoses, from blindness in diabetics, to losing sense of taste, even what it’s like to get around in a wheelchair. The eye-opening activity gave students an added sense of empathy toward caring for patients. At the end of the two-day program students were honored at a special graduation ceremony and received a program achievement certificate.

**Supporting Our Employees Through We Care**

**We Care Fund**

No matter how much we plan, prepare, or save, the unexpected can strike any one of us at any time. Such emergencies often cause tremendous financial and emotional hardships on employees. The We Care Fund is a way for Loretto employees to support their peers who may be going through hardship, resulting from a sudden, severe and unexpected event. It also gives employees an opportunity to ask for assistance during these difficult times through a grant application process.

With help from The Loretto Foundation, we are able to provide employees with grants of up to $1,000 with financial relief for unexpected problems such as: a natural disaster, a serious illness or injury, a death, or other catastrophic or extreme circumstances. Employees are able to contribute to the fund through one-time donations, payroll deduction, or even through their United Way Contribution.

**Spawning Generations: Enriching the Lives of our Residents**

**Teaming Up For a Challenge**

To celebrate National Older Americans Month each May, Loretto recognizes how older adults play a key role in the vitality of neighborhoods, networks and lives of our communities. On May 9th, Loretto hosted a Team Trivia Challenge in partnership with Onondaga Hill Middle School. Jason Smorol, General Manager of Syracuse Mets and Loretto Foundation board member, guest hosted the “Engage at Every Age” event, asking the nine teams of residents and students a variety of fun history, art, and geography questions. It was a close call, but The Nottingham Narwhals took the lead, coming in first place.

**A 24 Year Pie-Baking Tradition Continues**

Over 70 students from Tully Junior High School tested out their baking skills, working side-by-side with our residents to bake delicious homemade apple pies. More than 28 pies were baked that day and served as part of the Thanksgiving festivities. This ongoing tradition truly exemplifies the meaning of Thanksgiving, making the holiday season so special for our residents.

**Bishop Grimes Students Spread Holiday Cheer**

The holiday season isn’t just about receiving gifts but remembering to be grateful for what and who you have in your life. Mackey, a Bishop Grimes Theology teacher and daughter of Cunningham resident spoke to her 7th and 8th grade students about the importance of the season and how some residents lack basic possessions or family during the holidays. Immediately the students hosted a series of fundraising events, raising $4,000 in just three weeks. Students purchased, wrapped and hand-delivered over 400 presents for the residents at Loretto Health & Rehabilitation. The residents were overjoyed with one resident saying when opening her gift, “These pajamas are truly wonderful. They are so cozy! I just love them!”

**Meet Ivo Perez Torres, Certified Nurse Aide (CNA) at Loretto Health & Rehabilitation.**

Ivo joined the Loretto family in March 2018 after moving to Syracuse, NY from his hometown in Cuba. He became involved with CenterState CEO’s HealthTrain Program, a Loretto partnership that helps New Americans find healthcare careers. As one of our Every Day Heroes, Ivo uses his language skills to connect with our residents in a unique way, bringing them closer to their culture and making them feel more at home. Recently, Ivo has been able to communicate and assist with the needs of a resident who has been reverting back to her native language, French. He says, “Because I too speak the language, I have been able to connect with her and make her feel more at ease. She feels at home when I’m with her.”

**“She Feels at Home When I’m With Her”**

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The theme of the 2018 luncheon was centered on Loretto’s commitment to Faith, Family and Service—in support of our refreshed mission: “To be a family of exceptional people that care for and about each other.” Paying tribute to two individuals that embody our shared commitment, we honored Frank & Patricia Borer and Monsignor Robert Yeazel.

The event was held downtown at the Oncenter on October 18th where over 400 guests and 105 sponsors showed their support, raising over $300,000 for The Loretto Foundation. The event officially kicked-off Loretto’s RememberMe Memory Care Campaign as we announced the Borer family’s gift of $1 million to support the initiative. Frank and Patricia Borer received the 2018 Legacy Award. A dedicated family man, Frank was the President of Petr-All Petroleum Consulting Corp, and he and his wife Patricia were beloved community leaders actively engaged in their Parish. Accepting the award on their behalf was their daughter, Michelle Schaefer.

Monsignor Robert Yeazel, received the 2018 John J. Costello Distinguished Award for Lifetime Achievement, for devoting 50 years of faithful service to the community, touching the hearts of countless individuals. Thank you to everyone who attended and to all of our valued partners for their generous support.

Annual Celebration Luncheon Announces $1 Million Gift to Support Memory Care Campaign and Raises Over $300,000

Loretto’s RememberMe Memory Care Campaign Hits the $3.4 Million Mark

This campaign will have tremendous impact on Loretto’s current and future residents and their families, by providing cutting-edge research, training, specialized programming and an environment where those with dementia can continue to thrive.

To learn more about Loretto’s RememberMe Memory Care Campaign, and ways you can get involved to enhance the lives of our residents, go to: www.lorettocny.org/rememberme or feel free to contact Patricia Dellonte directly at: 315.413.3480 or pdellonte@lorettosystem.org

The Loretto Foundation Announces a New Director of Development

Patricia Vail Dellonte was hired as Director of Development for The Loretto Foundation. With over 30 years of experience in government affairs, she comes to Loretto after working as the District Director for U.S. Representative John Katko. Dellonte holds a Bachelor Science degree in Organizational Management from Keuka College.

DONATE, VOLUNTEER AND SUPPORT OUR EVENTS!

Since 1974, The Loretto Foundation has helped support individuals served by the Loretto family of care. Through fundraising initiatives and a variety of giving opportunities, The Loretto Foundation provides additional funding to help enhance safe and secure facilities and deliver enriched programming for over 10,000 individuals in Central New York each year. Help us continue to support our community by giving a gift or volunteering.

CELEBRATING
Family, Faith
and Service

SHOW YOU CARE BY GIVING A GIFT TODAY.

• Give a gift in honor or in memory of a loved one
• Give a restricted gift to any of the 19 affiliated Loretto sites and programs
• Give a gift of appreciation toward the 2,500 amazing caregivers of Loretto
• Give a the gift of your time and volunteer

For more information, visit us at: lorettocny.org/foundation.
2018 Grants Support Transformational Projects

PACE CNY Receives State Funding for the Transportation Logistics Center

Last fall, PACE CNY broke ground on their Transportation Logistics Center thanks to The Loretto Foundation’s $60,000 seed grant on top of a $965,000 donation from Empire State Development to build a centralized transportation center to support the growing transportation needs of PACE participants. This includes a bus garage and maintenance facility next to our existing McAuliffe Health Center in East Syracuse. The expansion will enable us to greatly extend the useful life of our vehicles and more efficiently manage transportation needs. Transportation is one of the most significant benefits to our PACE participants and this funding will help us ensure that these participants receive the help they deserve.

The Transportation Logistics Center is expected to be completed by June 2019.

TeliStat™ Restorative Care Unit (TRCU)

Thanks in part to a $150,000 grant from The Loretto Foundation, Loretto launched a new program to help those requiring medically complex care, including those with cardiac conditions, to rehab more comfortably in a more home-like setting, resulting in quicker recovery and reduced hospital readmissions. The first of its kind in Central New York, Loretto’s TeliStat Restorative Care Unit (TRCU) now offers 25 beds designed to utilize telemonitoring technology that helps patients recover quicker and reduces hospital readmissions.

Welcome New Board Members

Loretto Foundation

Claudia Kosty, Owner of The Epidermis Gal.

Crystal Paolelli, Director of Advertising at Del Lago Resort & Casino.

Liza Magley, Associate Attorney at Bond, Schoeneck & King, PLLC.

Barbara Kimm, Nottingham resident and retired President of The New York Health Information Management Association.

Reverend Monsignor Robert Yeazel, Nottingham resident and retired Priest of the Diocese of Syracuse.

Randall Green, MD, Division Chief of Cardiac Surgery at SUNY Upstate Medical University, Co-Director at the Upstate Heart Institute, and Associate Professor of Surgery.

Barbara Kimm, Nottingham resident and retired President of The New York Health Information Management Association.

Loretto Management Corporation

Nancy Williams, Director for Office of Patient Experience & Logistics Center at Crouse Hospital.

Sam Carello, Director of BioMedical Informatics and Digital Pathology at SUNY Upstate Medical University.

Stephen J. Kingston, CPA and Owner of Stephen Kingston Accounting.

Craig Luce, President of EHR Integration Services.

Nancy Williams

Sam Carello

Stephen J. Kingston

Craig Luce
Dr. Kimberly Townsend Launches Lifecircle Leadership: How Exceptional People Make Every Day Extraordinary

In her new book, Lifecircle Leadership: How Exceptional People Make Every Day Extraordinary, Dr. Townsend explores how we can increase the bottom line and succeed personally and professionally, all while making lives better for the people around us. Lifecircle Leadership is more than a leadership style; it’s a philosophy that embraces the power of work-life balance, the value in going the extra mile in everything you do, and the recognition that being your best self allows you to better serve others.

The key tenet of Lifecircle Leadership is pragmatic altruism, which believes that there is almost always a solution to the problem that benefits every party involved, and that working with the common good in mind returns personal rewards. Kimberly uses her book as a platform to embrace this philosophy. She’s lived it. She worked her way from being a 35-year-old single mother with a high school diploma to President and CEO of a multi-million-dollar company with five advanced degrees to her name.

To learn more about Lifecircle Leadership: How Exceptional People Make Every Day Extraordinary, read Kim’s blogs, or purchase her book go to: drkimberlytownsend.com

Dr. Townsend knows her mission is not just to increase Loretto’s bottom line, but to make life better for the employees of Loretto, the patients it cares for, and the people of her wider community. Through the success of her work, while making positive change, Kimberly has donated all proceeds of Lifecircle Leadership to the Loretto We Care Fund, as a way to continue supporting our employees who may be going through financial hardships. To date we have sold over 100 copies, raising over $2,000 for the We Care Fund. This is a perfect example from Kim’s book that in order for you to succeed, we have to help better the lives of those around us.

2019: Major Expansion at The Nottingham

New Dining Options and Gathering Space

The Nottingham campus is expanding, adding a new Clubhouse and Bistro by Fall 2019. The Clubhouse will become the go-to gathering location for all the residents and staff to enjoy all year long. Whether they want to cozy up by the large stone-face fireplace, watch the big game at the built-in bar or even host a private event, they have everything one could ever ask for. For those looking for a quick spot to grab lunch and coffee, The Bistro will be the place to go. The more casual dining experience will offer a variety of options on top of their current menu that will surely fill you up. Residents can stop by for fresh brick-fired pizza, bistro-style sandwiches, homemade soup, and much more. The Bistro will also offer options to take meals to go. The renovated space will add an additional 47 seats to easily accommodate their growing community.

New Upscale Retirement Community Under Construction

The Glens is Syracuse’s newest upscale retirement living community, located on The Nottingham Campus. This quiet, tree-lined neighborhood is the perfect fit for those looking for luxurious living with all the comforts of home. Residents can customize their independent lifestyle while taking advantage of as many of the services The Nottingham has to offer. Our attentive, friendly staff can be responsive to your needs so you can spend your time doing the things you love.

The Glens features exclusive, comfortable living, rich in upgraded amenities and more. We offer options to meet your lifestyle, in a smaller neighborhood reserved just for you.

Choose one of our three different living options:

• 15 – 2-bedroom apartments
• 4 – 1-bedroom apartments with an added office
• 3 – 1-bedroom apartments

The high-end amenities of the new space will include:

• Eat-in kitchens with full-size stainless steel appliances
• Bathrooms with heat lamps and large walk-in showers with built-in benches

Expected to be completed by summer 2019.
Thank You to Our 2018 Donors

Ms. Danielle Burton
Burns Bros Contractors, Inc.

Mr. Robert Bryerton

Mrs. Jacqueline Brusa
Brown & Brown Empire State

Mr. Robert Brown

Bimbo Bakeries USA, Inc.

Dr. William Billingham

Ms. Rita Bergamo

Ms. Robin Bennett

Ms. Denise Bennett

Barclay Water Management

Ms. Mary Carmen Barch

Joan Back

Mr. Anthony Azzoto

Mrs. Susan Archer

American Food & Vending

Ms. Elizabeth Albertini Schetroma

Advanced Mechanical Services, Inc.

Ms. Carlita Adamy

Acosta Foods

Mr. Rennie Abraham

Corporation

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Mrs. Susan Archer
Providing Comfort Care
For Your Loved One

We understand the difficulties one goes through when caring for a loved one who is near the end of life. That’s why we implemented our Palliative Care Program in June 2018 at Loretto Health & Rehabilitation to help guide and care for families by focusing on relief from the symptoms and to improve quality of life for both the patient and the family during one’s final days. Our family-centered program is coordinated by an interdisciplinary team of nurses, social workers, nutritionists, therapeutic recreation and our spiritual care team to create a compassionate presence and individualized care plan in a homelike environment.

SAVE THE DATE – October 10, 2019

Please join us for The Loretto Foundation’s Annual Celebration Luncheon, downtown at the Oncenter. For more information on tickets and sponsorship opportunities, contact Katie Mondrick at 315. 413.3909