



# Memory Care Community Progress Continues



We're excited to report that The Loretto Foundation's *RememberMe* Capital Campaign, has now raised more than \$4 million to enhance and expand our Memory Care Services, including a new Memory Care Community, The Borer Center at The Nottingham. While the COVID-19 pandemic has delayed a few of our open proposals, we are hopeful we will cross the finish line by year end.

Loretto's Memory Care Community is the capstone to The Nottingham's one-campus continuum of care model. With adults living longer and healthier lives, seniors are looking for the opportunity to age in place. This increasingly popular and comfortable approach to senior



living is particularly valuable for individuals wanting to stay together, even if one requires more care than the other.

## *Improving Quality of Life for Memory Care Residents*

Our *RememberMe* Campaign funded extensive renovations and new technologies

for our Memory Care unit on the 11th floor of our Loretto Health & Rehabilitation building, and new kitchenettes on each floor of The Heritage, which were completed in 2019. These fully renovated dining areas were modernized with new cabinetry and appliances, as well as central air conditioning

and new seating for our residents to comfortably enjoy their meals.

## *The Glens at The Nottingham*

Our new luxury apartment building, The Glens retirement community, opened in early 2020, and is fully rented. This two-story building offers a separate entrance to 22 new luxury apartments where residents can customize their independent lifestyle while enjoying the peace of mind that they are part of a continuum of care at The Nottingham.

High-end amenities for each apartment include:

- Private, indoor, temperature-controlled garages with added storage space
- Private porches
- Eat-in kitchens with full-size, stainless steel appliances
- Bathrooms include large walk-in showers with built-in benches

*Learn more at [lorettocny.org/glens](http://lorettocny.org/glens).*

## A Letter from the President & CEO

As we navigate such an uncertain time in our history, I have been very reflective on what success in 2019 meant for Loretto and how our business has transitioned so dramatically in these last few months.

In 2019, we opened our PACE CNY Logistics Center, expanded our services at Loretto Health & Rehabilitation offering Peritoneal Dialysis, and launched comprehensive Telehealth Services with our partner ImagineMIC.

Our *RememberMe* Capital Campaign crossed the \$4 million mark, our We Care Fund continued to support the critical needs of our employees, our LPN Apprenticeship Program will celebrate its first graduates in June, and many nursing staff members passed their licensing boards thanks to our new Test Prep Program. Plus, several staff and programs received accolades through a number of regional and national awards.

And then life changed in March 2020, with the advance of COVID-19 in the United States. Since then, our priorities at Loretto have been laser-focused: protecting the safety and security of our residents and staff in every way we can. Our special update in this report will show you our successes, and how much we value all the support we have received from our community, our board members, and our families. Your patience and generosity is a testament to our shared support of the Loretto mission.

As we go forward, I know that together, we can show all of Central New York and beyond how Loretto is—**Making Every Day Extraordinary.**

Sincerely,



**Dr. Kimberly Townsend**  
President & CEO of Loretto

## Pastoral Care Grant Enhances Sound at The Commons



The Commons on St. Anthony has a beautiful, spacious 8th floor used for gatherings. With a cathedral ceiling making the space even more appealing, it unfortunately also makes hearing presenters more difficult during worship services, workshops and meetings. So, how do you solve this problem without compromising aesthetics? Sound baffling, of course!

With a grant from The Loretto Foundation's Hyacinthia B. Seiter Endowment for Pastoral Care, The Commons was able to purchase and install the perfect arrangement of acoustic panels. This sound baffling decreases echoing and improves sound while maintaining the beauty of this cherished space, enabling residents to more comfortably enjoy religious services, meetings and social activities.

“ I want to express my sincere appreciation for the professional and loving care my father, Ted Tennant, received while at The Commons on St. Anthony. He was respected, encouraged and loved during his time in Rehab and on the Terrace. He was thrilled and honored to be asked to “cut the ribbon” at the grand opening of the Terrace and he cherished his title of “Mayor of The Terrace.” They laughed, cried, read, sang and joked with Dad and me, and were our “family” in Dad’s final days. They treated him with the utmost dignity, and embraced and cared for me, too! I will always be profoundly grateful, and hold them all in my heart forever. ”

—PEGGY LATTIMORE



# Investing in Our Healthcare Heroes

## New LPN Apprentice Program

In July 2019, we launched a new apprenticeship program to help interested staff advance their careers by becoming a Licensed Practical Nurse (LPN). Open to current Certified Nursing Assistants (CNAs) and Certified Home Health Aides (CHHAs), the program was designed in partnership with 1199SEIU, utilizing their Tuition and Upgrading Fund and status as a New York State Workforce Investment Organization, with support from The Loretto Foundation. Classes are held at BOCES in Liverpool with on-the-job training at Loretto. Four students will graduate in June 2020, and a second class will kick off in September 2020.

Program benefits include:

- Flexible schedule
- Paid on-the-job training
- Paid classroom training
- Fully paid tuition
- Educational support
- Mentor transition to practice

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*Our first LPN Apprentice Program Class, pictured here, is scheduled to graduate in June 2020. They are mentored by our new Academic Manager, Johaun Jackson, RN, (center) who also teaches the NCLEX Test Prep Program.*

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## NCLEX Prep Courses Now Available

Funded by The Loretto Foundation, our new 90-Day Test Prep Program supports all Loretto employees who have completed their nursing coursework but need to pass their National Council Licensure Examination (NCLEX). This program is available to anyone who needs to test for an LPN or RN license. The Foundation provides all study materials and reimburses employees for exam fees when they successfully pass their exams.

To date, three nurses have passed, with an additional five students in process.



## Providing Employee Programs for Independence, Security and Family Support



In 2019, The Loretto Foundation expanded its use of grant funding to meet many of the unique needs of Loretto employees. Whether it was ensuring families had diapers for daycare and moms-to-be had prenatal vitamins, or helping employees find safer housing for their families, our 2019 grants provided:

- \$8,000 from The Loretto Foundation's We Care Fund which supports employees experiencing unpredicted financial hardship
- 14,000 diapers distributed each month to parents and grandparents at every Loretto location
- 25 loans through our Loretto Employee Car Buying Program with ACMG to enable the purchase of a first or new vehicle
- Convenient access to free prenatal vitamins for 200 families



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*For years, William Kithcart rode his bike to work at The Nottingham. In 2019, with the help of our Car Buying Program, William was able to purchase his very own 2013 Dodge Ram. William says this purchase changed his life for the better. He said not only is it easier to get to work, but he is now able to go camping with friends and family with his new set of wheels.*

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# Improving and Expanding Care

## New Telehealth Program for PACE CNY Participants

In August 2019, our PACE CNY program successfully launched a pilot to offer participants access to a doctor or nurse 24 hours a day, seven days a week, 365 days a year through ImagineMIC, a new telehealth program.

### How It Works

An individual wears an FDA-approved disposable patch placed on their chest, and it streams real-time data to Imagine Monitoring Intervention Center (MIC), an off-site location staffed with physicians and nurses. It monitors EKG, respiratory rate, oxygen levels, skin temperature and heart rate, and can also detect falls. The network analyzes the data received in real-time to provide predictive insight to help clinicians develop a treatment plan. If immediate attention is necessary when participants are not at a PACE Center, they have mobile access to a virtual audio/visual consultation with a doctor or nurse using either an iPhone, iPad or Android device.



**123** individuals are enrolled in the PACE CNY Telehealth Program, and use the ImagineMIC equipment in their homes.

“ A hugely important part of my mother’s life was the PACE program. Once she became a participant in the summer of 2016, everything about her life got better. She enjoyed regular social opportunities at the day program, her health and medical needs were met at the clinic, and I think most of all, she appreciated the many kind and caring people who came into her life. ”

—CATHERINE NOCK LICKSTEIN

## New Logistics Center for PACE CNY



Thanks to a grant from Empire State Development, PACE CNY expanded its footprint with a centralized logistics center to manage all transportation needs of our participants. Opened in November 2019, the new center is located on the Creek Circle Campus in East Syracuse, adding 34 new jobs to our community.

This centralized transportation center includes:

- Garage space to house a fleet of 50+ vehicles
- Heated garage floors
- Centralized dispatch office
- Spacious offices, break room and storage areas

In addition to improving transportation management, moving operations to this single location makes room for future expansion in the Central New York region, including a third Day Center to increase participant capacity.

## Loretto Health & Rehabilitation Now Offering Peritoneal Dialysis

Based on an increasing need in the Central New York community, in October 2019 we launched bedside peritoneal dialysis for patients transitioning from the hospital into short-term rehabilitation. Provided at Loretto Health & Rehabilitation, we are the only healthcare system offering this service in a 73-mile radius. It enables individuals to leave the hospital quicker, rehab faster and return home sooner, with a reduced chance of a hospital return.

Prior to this program, rehab patients needing this type of dialysis had to go to a hospital or dedicated dialysis center and be dependent on space availability. Now patients can seamlessly complete their rehab by receiving peritoneal dialysis during the day or while they are sleeping in a more home-like setting.

Residents dealing with diabetes, high blood pressure, kidney inflammation or other kidney diseases are the most likely candidates for peritoneal dialysis. Patients who meet the appropriate criteria for Loretto’s Peritoneal Dialysis Program are accepted into the unit on a daily basis.

**Our admissions team is always available to talk with prospective patients at: (315) 413-3400.**





# COVID-19 Response 2020

March 1, 2020 was a game changer for Loretto. It marked the first week, of what would become months, of conversations with our staff, families and residents about the Coronavirus. Loretto's Senior Leadership team sprang into action, taking aggressive, proactive measures to protect the safety and security of our residents and staff, while facing the unknown. Some immediate measures implemented include: strict screening practices, closing our doors to outside visitors, and reinforcing our strict infection control protocols.

Fast forward to June and our system is stable, plus our residents and staff are in good spirits. We have managed the virus well, with a limited number of cases across our system. For a footprint of more than 2,000 beds, cases affect less than 2% of our resident population.

We've completed voluntary testing for residents in Assisted Living, and mandatory testing in Skilled Nursing. We have actively implemented employee testing, and we're beginning to plan for a potential reopening to visitors under guidelines for "the new normal." We are incredibly grateful for the enduring commitment of our staff, and the support of our families, for helping us get through this together.



While our doors have been closed, our staff have been keeping residents' spirits high – replacing visits with video chats, getting creative with music and dance, celebrating milestone birthdays – and putting smiles on many faces.

## A View of COVID-19 "By The Numbers"

As we step back and reflect on our time during this pandemic, we thought it might help to look at this COVID-19 crisis, and what Loretto has done to keep residents and staff safe, while also remaining in touch.



Numbers calculated through May 29, 2020



# Amazing Community Support

As of May 29, 2020, gifts to our COVID-19 Relief Fund totaled \$30,000 cash and \$71,000 in-kind donations. Thank you for this support!

As a not-for-profit organization, donations to The Loretto Foundation are essential to the care we provide. Donor funds are especially important now as COVID-19 related costs continue to rise yet Medicaid reimbursements continue to decline. Contributions are always appreciated, and can be made at: [lorettocny.org/donate](http://lorettocny.org/donate) or by check payable to: **The Loretto Foundation, 700 East Brighton Avenue, Syracuse, NY 13205.**

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List accurate as of May 29, 2020

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## Celebrating Excellence at Loretto

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#LorettoStrong

“ Thank you so much. If I can go home and worry about one less thing, and have those extra few minutes to decompress, it is so helpful! Not having to think about what to bring to work for lunch is a big help, and I really appreciate it. ”

—LHR NURSE RECEIVING A MEAL PROVIDED THROUGH THE LORETTO FOUNDATION COVID-19 RELIEF FUND

## 2019 Heroes & Hope Luncheon

The Loretto Foundation's 2019 *Heroes & Hope* Celebration Luncheon honored two Loretto partners: Congressman John Katko, who received our John J. Costello Distinguished Award for Lifetime Achievement; Center State CEO received our Legacy Award, accepted by their President, Rob Simpson. Thanks to the support and attendance of event sponsors and donors, we raised \$290,000 to support Loretto's mission and vision.



### The Loretto Foundation 2020 Celebration Luncheon is Temporarily Postponed

Be on the lookout for news about a reimagined event!  
Questions? Contact The Loretto Foundation:  
foundation@lorettosystem.org or (315) 413-3909.