

Thank you to our Healthcare Heroes!



Without all of the hard work, commitment, and dedication of our employees we would not have made it through 2020. Our team remained laser-focused on protecting the safety and security of our residents in every way possible.

“ This has definitely been a trying year for all of our staff. The determination, commitment to our residents, and loyalty to our organization is what allowed us to sustain even the most difficult times. Many days we all felt like we couldn’t take anymore being piled on, however our staff were able to rise above it, and be the Superheroes we all know they are. As I reflect, a simple thank you doesn’t seem merely enough to show them exactly how much they mean to the residents and us here at Loretto. I am truly humbled by our frontline workers and reminded why I continue to love my team!

I am proud to stand beside every employee here, and have endless respect for all they do for those we serve. ”



— MEREDITH BOSS, DIRECTOR OF NURSING,
LORETTO HEALTH & REHABILITATION

NEW Borer Memory Life Community Opens

“I feel that it is important that the Loretto community stay on the cutting edge of research and development and bring a facility to this area that can really make a difference.”

—CLAUDIA KOSTY, DAUGHTER
OF RESIDENT PATTI BORER

With the opening of our Borer Memory Life Community we closed out the **RememberMe** Capital Campaign. Located on The Nottingham Campus, it’s a state-of-the-art memory care facility designated specifically for those with dementia, fully-equipped to meet the urgent needs of this growing population.

Take a look:
visit lorettocny.org/remembe-me
to take a 3D tour of the facility.

New Screening Technology Keeps Staff, Residents Safer



At Loretto, nothing is more important than keeping our residents, our employees and our visitors, safe and protected. During this pandemic, technologies like our new Accushield kiosks have helped us to successfully achieve that goal. And it's not just something we are using in the short term. It will become a permanent part of the "new normal" as we continue to find the best ways to protect our residents and employees.

Accushield kiosks offer a peace of mind for everyone in our community – residents, employees and visitors. Every kiosk is designed to accurately record a person's basic information such as health screening, temperature and other details that may be relevant to the visit. The touchscreen is simple and easy to use. Instructions for the check-in process are simple, clear and easy to follow.

Technologies like Accushield kiosks will be of tremendous help as we continue to navigate the pandemic. In the months and likely years to come, Accushield kiosks will become a common part of visitations – not only screening the health of visitors and employees, but also adding an extra layer of tracking every person who's coming in and going out of our locations, protecting employees, our residents and their family members.



Vaccine Brings "Shot of Hope" to All Loretto Communities

Loretto's "Shot of Hope" campaign to vaccinate residents and staff has been a big success, with over 85% of residents and more than half of Loretto staff members across our organization receiving the Pfizer vaccine. "Since the implementation of the vaccine, we've seen a rapid reduction in COVID cases, which is probably more rapid than we have expected."—Dr. Joel Amidon, Medical Director of Loretto Health & Rehabilitation, said during an interview in February 2021.



"It's a good thing I did it so that we could get back to some kind of normal and be together again," said 95-year-old Betty Lillie, who was the first Loretto resident to receive the vaccination, and right alongside daughter, Betty Hatem, a 40-year employee of Loretto.

Loretto Staff Member, Dajuan Raullerson, was our winner of our "Shot of Hope" Contest

"When I heard Loretto was offering the COVID vaccine to employees I thought: well I think that's great that they are offering it to us! But at first, I was a little stand offish because, I wasn't really sure what was in the vaccine, then you hear and see all these crazy stories in social media and it was just overwhelming. So, when the 1st round came around I didn't take it.



Then I thought to myself, I work in a nursing home. I have family and friends who I want to feel comfortable enough to go around and Loretto is offering us the COVID vaccine that can lower our chances of catching the virus so why not give it a chance? So, when the 2nd time came around I jumped at the opportunity because it's a 'shot of hope' to cure this deadly virus."

A Letter from The President & CEO

2020 was a year of navigating uncertain times and trying to maintain a positive attitude throughout the COVID-19 pandemic. Our employees were faced with challenges everyday and worked endless hours to help maintain a safe environment for our residents while still managing their own personal lives.

In 2020, we closed out our **RememberMe** Capital Campaign with the opening of The Borer Memory Life Community, we raised \$127,600 with our Heroes & Hope Appeal Campaign, our We Care Fund continued to support our employees during this critical time, and we were able to provide 101,100 diapers to our employees.

As 2020 ended we were able to see the "light at the end of the tunnel" as residents and staff received their first COVID-19 vaccinations. Our vaccination efforts continue across all sites as we encourage residents and staff alike to receive their vaccinations.

As we continue through the pandemic and navigating life post pandemic we will continue to show our community how we can *make every day extraordinary*.

Sincerely,

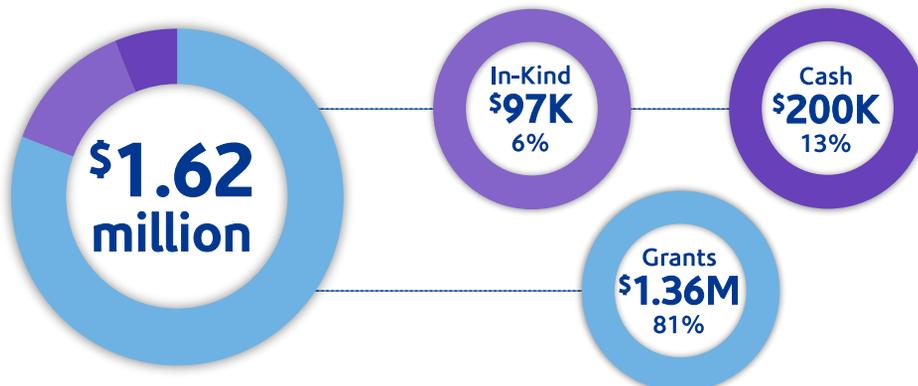


Dr. Kimberly Townsend
President & CEO of Loretto

Thank You to Our Community

Throughout the course of 2020, Loretto was amazed and in awe of the community support that we received. Numerous calls, emails, and texts asking the question, "what can we do to help" came flooding in from March to December. In return we received: masks, meals for staff, hand sanitizer, lotions, heartfelt cards expressing support, holiday gifts for residents and so much more! In total, we received \$97,000 in in-kind donations. Our local communities came together when we needed it most and for this we say **THANK YOU!**

2020 Donation Totals



Leading the Way With Regions' Only Dedicated COVID Transitional Unit



“Providing this leadership to our county is core to Loretto’s mission and purpose to serve all in need. I am incredibly proud of the commitment and resilience of our Loretto family,” said Kim Townsend, President and CEO. “And while challenging, I truly believe we continue to be the best suited healthcare system in this region to provide this care.”

As Onondaga county faced a post-holiday surge in COVID-19 cases, Loretto stepped up as the only COVID-19 facility within the county with a reverse pressure dedicated unit. This temporary transition of our short-term rehabilitation building on our main campus was able to provide critically needed support for our regional hospitals in Onondaga County and across numerous surrounding counties. With great leadership and team effort we were able to successfully care for over 300 patients, relieving a

needed burden from our healthcare system while providing the environment to care for these patients who were well on their way to recovery but did not need hospital care.

As we saw our positivity rates continue to decline with more vaccinations happening every day and admissions continuing to decrease, after a thorough disinfection, the building returned to normal short-term rehabilitation operations at the end of March.

“As you work though each of your shifts, please know we are thankful for all that you do. Your residents are gems who each represent a life worthy of your efforts. Don’t lose heart! You are making a difference! Your patients see it! We see it! God sees it! Thank you!”
—THE FAMILY OF MARY GARVEY

Employee Support When It Matters Most

“Recently, I had to stay in Rochester for an unplanned family emergency. The Loretto Foundation graciously paid for my stay at a local hotel in order for me to remain close by. I am so appreciative of this donation and because of this have decided to also start contributing to The Loretto Foundation, specifically the We Care Fund. I know how essential and meaningful this donation was to my family and I want others to be able to also receive the funds during their time of need.”
—CLARICE MACKEY, RECREATION THERAPIST

Clarice Mackey, a member of the Loretto family for the past 15 years, was faced with a challenge in the fall of 2020. Her husband needed an emergency surgery that would take place an hour and a half away. With little money in their pockets and not much time to prepare, they headed on their journey. When she realized she did not have the appropriate funds for the hotel she panicked and thought she would have to try and sleep in the hospital lobby (which was not an option with COVID.)

Clarice remembered seeing information about the We Care Fund, a program that provides grants to employees experiencing unpredicted financial hardships. The Loretto Foundation was able to coordinate the hotel payment for Clarice during her 25-day stay. As Clarice says,

“it really took the weight off my shoulders.” One thing that always brought a smile to her face was when she returned to the hotel and was presented heartfelt cards that had been mailed to her from her Loretto family.



Clarice and her husband cannot thank Loretto enough. “I wish I could contribute more from my paycheck to the We Care Fund. It took a lot out of me to ask for help but I am so grateful that I did. My Loretto team is not only my support system but also has become my family, thank you from the bottom of my heart.”



Families Reunite as Visitation Reopens

The arrival of spring brings in new visitors, and a “breath of fresh air” for our families. Loretto was thrilled to be able to welcome back the loved ones of our residents in our facilities. Although we are still practicing safety precautions, we are enjoying seeing the smiles on our residents’ faces as they are reunited.

“It was wonderful. They looked great! I was able to bring photos to show them our added new little ones.”

—JOE PATRICK, SON OF
LORETTO HEALTH &
REHABILITATION RESIDENTS



Pictured: Joe Patrick visiting his parents Norm and Donna Patrick at Loretto Health & Rehabilitation

Maintaining a Healthy Mind and Body Throughout the Pandemic



Loretto has made physical and mental health a priority for residents and employees throughout the course of the pandemic. Through health and wellness initiatives, residents and employees are able to take a break from the stressfulness of the pandemic.

“Being able to come together for physical activities was able to obviously help their body through exercise, but even more importantly their mind.”

—JESSICA WOOD, WELLNESS AND FITNESS COACH,
THE NOTTINGHAM

Gentle yoga, walking, and drum circles are just a few of the exercise classes that are available to residents at The Nottingham. Participating in these programs allows residents to have a healthy escape from the stress. “It just creates a lively spark in them,” said Wood. “It’s an outlet and a way to keep their body moving while burning off all that pandemic stress.”

Staff members have also found ways to de-stress by participating in walking groups around our campuses and meditating through our *Tranquil Tuesday* virtual program offered by Kaushal B. Nanavati MD, FACP, ABOIM, ABIHM, Director of Integrative Medicine at Upstate Medical University.

Bright Spots During Dark Times



Numbers calculated through May 2021


93,000+
Tests Total Were Performed
On Staff and Residents to
Help Prevent the Spread


6,420+
Telehealth Visits


1 million+
Family Phone Calls and
FaceTime Sessions


60,000+
Free Meals Served
to Staff

“ My mom is at The Commons on St. Anthony and it’s the best decision we ever made. The people on the 7th floor are like family. They treat her so well and me too. They should get an award. ”
—KIM SMITH-VAN BUREN, DAUGHTER OF RESIDENT



Scott Zimmer, team captain for “Team Depot” at the Home Depot in Auburn and son of one of the residents on the 5th floor at The Commons, donated all the building materials for a shelter, which will be used for window visits between family members and residents at The Commons.



Gifts Provide the Power to Make Ordinary, Extraordinary

Donations to The Loretto Foundation enable us to make significant investments in bettering the lives of our residents and our employees through a variety of programs and initiatives – helping build better lives for the individuals we serve, and the people who serve them. Learn how you can make a difference at: lorettocny.org/foundation