

COVENANT HEALTH SYSTEMS COMMUNITY BENEFIT REPORT -- 2007

“A Few of the Stories Behind the Numbers”

Within Covenant Health Systems, our healing ministry is not confined to ministry of the sick. It is fundamentally and essentially geared to building just and inclusive communities in which everyone’s dignity is respected and supported. Our social accountability process has helped us see more clearly that contributing to the conditions for true health requires partnering in the community to improve the environment and the conditions in which people live and work. Through this annual reporting, we are accountable to our community members through stories which take on significance similar to our financial accounting. While the dollar amounts are impressive, it is the stories behind these numbers that really speak to our ministry. The spirit behind these works of compassion permeates those who deliver care daily in our organizations and who deliver that care with quality, compassion, mission, and vision.

We are pleased to provide you with a few of our “stories.” Each represents Covenant’s distinctive culture steeped in those of our founders, the Sisters of Charity of Montreal, “Grey Nuns,” and of the 14 other sponsors with whom we partner.



Saint Joseph Hospital, Nashua, New Hampshire

Established 1908 by the Sisters of Charity of Montreal, “Grey Nuns”

Sponsored by Covenant Health Systems

- 208-bed Acute Care Hospital
- Breast Care Center
- Cardiovascular Center
- Childbirth Center
- Oncology Center
- Rehabilitation Center
- Adult Day Health Center
- Center for Neuropsychology
- Learning & Behavioral Health
- Community Health & Wellness
- Diagnostic Imaging
- Emergency Room & Trauma Services
- Granite State Mediquip Occupational Medicine
- Outpatient Rehabilitation Services
- Rockingham Regional Ambulance
- School of Practical Nursing & Health Occupations
- Senior Adult Mental Health Unit
- Sleep Disorders Center
- SJ Physicians Services Inc.
- Souhegan Home & Hospice Care SurgiCenter

At St. Joseph Hospital, being a good neighbor goes beyond providing outstanding medical care. We have implemented a broad spectrum of programs that combine outreach, education, health screenings and financial assistance to respond directly to the needs of the greater Nashua community. In the past year, St. Joseph Hospital positively effected change through its comprehensive and responsive community benefits initiatives in the following areas:

The Greater Nashua Dental Connection (GNDC)

The Greater Nashua Dental Connection, Inc. is a non-profit agency which began in 2000 as a collaboration of many social service agencies, area hospitals, and local dentists in response to a community needs assessment citing access to affordable dental care as a top priority. It has evolved into a fully operational dental clinic, referral service and preventative school program. The clinic has over 4,000 patients on record. Over 3,300 appointments are given each year, and many patients are in dire distress suffering from pain and infection when they arrive for their first appointment.

As the single largest funding source for the Greater Nashua Dental Connection, St. Joseph Hospital has helped the non-profit agency to grow. This funding supported the hiring of a full-time dental director, as well as the addition of another dental chair and diagnostic equipment. The hospital is represented on the board and provides assistance with grant writing, and developing and distributing promotional letters and educational brochures.

Prescription Assistance Program

The Prescription Assistance Program of Southern New Hampshire was initiated by Southern New Hampshire Health System (SNHHS) as a community benefit to help uninsured or underinsured patients receive medications through pharmaceutical companies. It is now a partnership program between Southern New Hampshire Medical Center (part of SNHNS) and St. Joseph Hospital. Pharmaceutical companies supply some of the medications they produce at reduced or no cost to patients in need, and the program assists all patients of both health systems.

St. Joseph Hospital joined forces with Southern New Hampshire Medical Center in October 2007 to help our community gain access to free and low cost prescriptions. For the last 3 months of 2007 (October – December), 23 patients from St. Joseph Hospital's physician practices received assistance by having 87 prescriptions filled with a value of over \$54,000.

Parish Nurse Program

The mission of the St. Joseph Hospital Parish Nurse Program, established in 1994, is to assist local faith communities with efforts to provide spiritual, physical, psychological and social care to their congregation and neighborhood communities. The program fosters collaboration between health care organizations and churches, establishes wellness and preventative services and provides ongoing education and support to parish nurses and health ministers. There are currently 12 parishes participating in the program. The role of the Parish Nurse is to assist and empower individuals to become more active partners in the management of their personal health resources. Parish nurses serve as a valuable liaison for elderly individuals who need health information, guidance, and perhaps referral to a physician.

Sharing Soul Prints

A new program in collaboration with Caregivers, Inc., this is a community outreach effort for frail elders to decrease readmissions and provide a continuum of care. The program, which got underway in late 2007 with 8 volunteers, begins with visitation in the hospital and follows the participants home.

Our Place

This is another new program begun through a partnership between Catholic Medical Center and New Hampshire Catholic Charities. The referral focus is young mothers with limited resources. It provides prenatal education and support for up to 18 months after the delivery of the child.

The Edward V. Karg Day Away Program

Developed in 2005, this program is targeted specifically to those suffering with early stage Alzheimer's and other related dementias, and their caregivers. In 2007, the Day Away Program accounted for \$79,230 in community benefit dollars. The program serviced 232 patient encounters with 3,900 volunteer hours given for a value of \$39,000 and in kind staff hours totaling \$38,500. Lunches and various craft activities were also provided.

Free Health Screenings

A variety of free health screenings are offered to the public throughout the year through Souhegan Home and Hospice Care, Parish Nurse, the Cardiovascular Center, the Breast Care Center, the Oncology Center and other departments within St. Joseph Hospital.

Area residents received the following free health screenings in 2007:

- 525 blood pressure screenings
- 508 peripheral vascular disease (PVD) screenings
- 200 stroke risk assessment screenings
- 180 diabetes screenings
- 138 breast/cervical cancer screenings
- 137 prostate cancer screenings
- 70 skin cancer screenings

Additional free health screenings include memory, vision and hearing.

St. Joseph Hospital's Medical Express Van

This service provides free transportation to/from the hospital and medical office buildings for our patients to help vulnerable populations access health care. There are approximately 4,000 trips/year and over 20,000 miles/year driven at an expense of approximately \$48,000/year.

The St. Marguerite D'Youville Fund

The fund was established at St. Joseph Hospital in 1988 to address the needs of those most in need. The fund assists hospital employees, patients, and persons in the community service area who have emergency needs and are unable to receive help from other sources.

The fund is administered by our Mission Activities Coordinator, who personally meets with each prospective recipient and reviews their case individually. In 2007, the emergency needs of 632 clients were met. Fiscal Year 2007 expenditures totaled \$49,745.

New Hampshire Catholic Charities (NHCC)

The NHCC Office of Immigration and Refugee Legal Services is housed on the St. Joseph Hospital campus, rent free at a cost to the hospital of \$25,000 per year. The four staff members are lawyers and accredited representatives, helping low income clients file the necessary paperwork to secure their future in the United States.

Community Health Education

Each year over 100 different classes are offered which range from childbirth education to stress management, nutrition, CPR, and “Strong Living™” strength training offered to seniors. Over 4,000 people attend classes each year.



Mary Immaculate Health/Care Services, Lawrence, Massachusetts

Established 1868 by the Sisters of Charity of Montreal, “Grey Nuns”
Sponsored by Covenant Health Systems

MI Nursing/Restorative Center

- 250-bed Skilled Nursing Facility
- Specialized Alzheimer’s Care Unit

MI Residential Community

- 194 Apartment Units (Independent Living and Marguerite’s House; 106 Units of Assisted Living for the Elderly and Frail)

MI Adult Day Health Centers

- La Casa de Maria Inmaculada
- MI Adult Day Health Center (main campus)

MI Transportation

Mary Immaculate (MI) is located in Lawrence, Massachusetts which ranks 415th out of 417 communities in Massachusetts based on median household income.

“Helping Hands”

This has become known as MI’s own United Fund. The purpose of the program is to respond on behalf of all MI employees with excellence, timeliness, and compassion to any employee who is experiencing a “time of crisis” in their life. Financial assistance is available, as well as information and direction related to special circumstances in the form of community resources and short-term counseling. Each situation is handled individually and confidentially. All employees are offered the opportunity to make a voluntary deduction from their checks to assist other employees in their time of need. Examples of impact:

- Approximately 35 individuals were assisted by the “Helping Hands” Program in the form of rent payments, gas payments, gift certificates for food, payment for health insurance, as well as referrals to outside agencies for counseling.
- The Giving Tree at Christmas allowed 21 families to experience a joyful holiday.



Sister of Charity Health System, Lewiston, Maine

Established 1888, transferred to Covenant Health Systems by the Sisters of Charity of St. Hyacinthe in 1992

Sponsored by Covenant Health Systems

Community Clinical Services - Primary Care Physician Network Health

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| <ul style="list-style-type: none"> • Discount Prescription Drug Program (340B) • Employee Assistance Program • Federally Qualified Health Center (FQHC) • Family Practice Medicine • Geriatric Medicine | <ul style="list-style-type: none"> • Internal Medicine • Midwifery • Obstetrics/ Gynecology • Psychiatry • School-Based Health Care |
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Marcotte Congregate Housing

- 128-Apartment Independent Living Center for Elderly and Disabled

St. Marguerite d'Youville Pavilion

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| <ul style="list-style-type: none"> • 210-bed Long Term Care Facility (including 112- Skilled Nursing Facility Beds) • Subacute Care Unit • Transitional Life Care Unit • Dementia/Alzheimer's Unit | <ul style="list-style-type: none"> • Eden Alternative Facility • Senior Outreach Programming • Senior Health Line Service • Lifeline Response Systems |
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St. Mary's Regional Medical Center

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| <ul style="list-style-type: none"> • 233-bed Acute Care Hospital medical, surgical, obstetrics, gynecology, orthopedics, pediatrics, ambulatory care, emergency services • Adolescent and Adult Chemical Dependency Units • Breast Health Program • Breathing Center • Continence Clinic • Eating Disorders Program • Employee Assistance Program Provider • Endoscopy Suite • Congregational Nurse Program | <ul style="list-style-type: none"> • Family Birthing Service – Women's Health Pavilion • Group Home for Adolescent Boys • Pastoral Care Department Lithotripsy • Medical Rehab Services, Geriatric, Adult, Adolescent and Children's Psychiatric Program • Raphael House-Housing for AIDS/HIV Patients • Renaissance House-Residential Treatment • Renaissance Schools • Sleep Disorders Center |
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- Total Wound Center and Hyperbaric Medicine
- Urodynamics Laboratory
- WorkMed Occupational Health Services

Celebrate Health!

Sisters of Charity Health System sponsors several educational programs throughout each month designed to improve the physical, emotional, and spiritual well being of the members of our community. Two such programs are “Entrées to Health” and “Successful Aging.” At each session, approximately 70-100 guests are treated to a nutritious meal at no cost to them while they are informed about various topics related to health. A wide array of speakers from physicians and therapists, to financial planners and educators are invited to present on topics of interest to people of all ages. In 2007, subjects presented included the Lewiston-Auburn Senior College program, Preventing Diabetes and Stroke Disease, TB and Bird Flu: Get the Facts, and Fall Prevention to name a just few. The audience varies in age from early twenties to those over 65. In the past guests were predominantly women, however, in 2007, we noticed an increase in the number of men participating. This we feel has been attributed to the free meals, as well as having fewer, more focused sessions offered each month.

Trekkers Club

At Sisters of Charity Health System, we recognize the importance that exercise has on living a long and healthy life. It is with this in mind that St. Mary’s Medical Center teamed up with the Auburn Mall to provide a safe and clean environment in which people can walk year round and not be adversely impacted by inclement weather. Kiosks are located at each end of the mall and brochures are available highlighting various warm-up and cool down exercises, cardiac health, and walking maps. The mall opens its doors daily to all walkers two hours prior to the opening of the department stores, and remains available to walkers until close at 9:00 p.m. Once a month, clinicians from various departments volunteer to provide free blood pressure screenings to all walkers. In addition, quarterly health presentations are offered with such relevant topics as foot health, asthma, and cardiac disease prevention. These are held in the center court where free, light, and heart healthy refreshments are provided. Membership is not required for any of the aforementioned benefits. However, those who choose to become members of the Trekkers Club are given additional benefits such as discounts to participating Auburn Mall merchants and St. Mary’s Gift Shop. There are currently 151 members of the Trekkers Club.

Medical Equipment to Go (METGO)

This is a new community service ministry of Sisters of Charity Health System. Identified as a need by a prominent community member who had seen a similar program in Israel, this gentleman approached St Mary’s confident that this outreach was consistent with our Mission. Equipment in good repair and still serviceable is donated to METGO and then after a thorough check and cleaning, items like crutches, commodes, walkers, IV poles and hospital beds become available for loan to those unable to buy or rent on their own. Still in the early stages of this program, loans of equipment have already been made. Brochures and posters are now available to spread the word about this equipment loan program.

The Nutrition Center of Maine

The Nutrition Center of Maine is one of the newest health services offered by Sisters of Charity Health System. Located in downtown Lewiston, the center provides nutrition-related services for all residents in the community and is a resource for others in the state doing similar work. This year, in partnership with Lots to Gardens, the Food Pantry, area Cultural Brokers, and our dietitians, the Nutrition Center's kitchen offered an array of different cooking and nutrition programs, including:

- ***Monday Night Meals:*** In partnership with the Vineyard Church in Lewiston, volunteers from the church and the Food Pantry served a nutritious meal to downtown residents and food pantry patrons every Monday night. Each meal used food from the pantry and included a cooking demonstration. Part of this focus was to ensure these people had a meal provided to them on an evening when no other soup kitchen was open. In addition, participants learned how they could cook the foods that were available to them from the Food Pantry.
- ***Cooking Clubs:*** This year "Lots to Gardens" hosted their bi-monthly teen and monthly adult cooking groups in the Nutrition Center's kitchen. Sessions included hands-on preparation of healthy meals and snacks emphasizing the use of fresh fruits and vegetables from the gardens.
- ***Adult Intensive Class:*** "Lots to Gardens" also helped host an intensive 6-week healthy eating series called "Fast, Cheap and Healthy" for 10 low-income adults from Lewiston. The overall focus of the series was to show people easy ways to eat more fruits, vegetables, and whole grains without spending too much money. Participants had the opportunity to prepare and eat a meal, and then take home the ingredients used in that meal to help practice the recipes at home. Hannaford, a local grocer, supplied support for groceries and provided a grocery store tour at the conclusion of the series.
- ***Enrichment Cooking Classes:*** In partnership with Lewiston Adult Education, "Lots to Gardens" hosted several different cooking programs open to the general public such as: How to Make Your Own Pasta, Soups and Stews, and Kids Kitchen.
- ***Fitness Programs:*** Every Monday, Wednesday and Friday, in partnership with St. Mary's HealthSteps, the Nutrition Center provided space for the senior fitness program.
- ***Clinical Nutrition Programs:*** Twice a month the Nutrition Center's kitchen hosted presentations and cooking classes for the general public that addressed specific nutrition-related health conditions. These included programs such as Gluten-Free Cooking, Eating Well, Living Well with Kidney Disease, and Heart Healthy Eating, which were presented by St. Mary's Clinical Dietician staff and other respected area clinicians.



St. Mary's Villa, Elmhurst, Pennsylvania

Sponsored by the Poor Sisters of Jesus Crucified and the Sorrowful Mother
Member of Covenant Health Systems

St. Mary's Villa Nursing Home

- 112-Bed Skilled Nursing Facility

St. Mary's Villa Residence

- 64 Personal Care Residences

Again in 2007, the staff of St. Mary's Villa reached out in charity and compassion to organizations and individuals in need both locally and internationally.

In January, in conjunction with Right to Life Month, we collected baby clothes for "Birthright of Scranton," a non-profit, non-denominational organization that provides baby items, free of charge, to needy mothers. Our staff was very generous and we donated 100 new baby outfits as well as disposable diapers and baby formula.

In February, we supported the American Cancer Society by selling and wrapping daffodils for "Daffodil Days." During the year, we also raised money for the Alzheimer's Association from the Nursing Home and the Personal Care Residence. St. Mary's management team answered phones at the Jerry Lewis Labor Day Muscular Dystrophy Association telethon.

The department heads donated non-perishable food to the neighboring North Pocono Food Pantry. Also helping the local area, our Maintenance Director donated time and equipment to the Elmhurst/Roaring Brook Fire Company to repair flood damage to their picnic grounds (the site of their fund-raising events). We continued our cooperative relationship with the closest parish, St. Eulalia's, by sending volunteers to help set up for the monthly fund-raising breakfast, as well as the summer picnic.

We had a large and very successful collection of new and gently used sheets and towels for the St. Boniface Haiti Foundation's hospital in Haiti. It took two trips to Massachusetts to deliver all that was donated so St. Mary's volunteers traveled to Haiti could bring the linens with them.

St. Joseph's Center in Scranton, a sponsored mission of the Servants of the Immaculate Heart of Mary which provides residential and community-based services to mentally and developmentally disabled children and adults received a generous donation

A family in need was adopted for Christmas and received at least 50 gifts.

In addition, there are many examples of individual acts of generosity and kindness. "Personal Time Off" hours were donated to co-workers in need of the additional time in order to be paid. Gift certificates to the local supermarket were donated by staff and delivered in confidence by the Chaplain to staff members who were in need financially due to illness or injury. (No staff, no matter how great their need, asked for the certificates. Typically, when approached, they would answer "someone else needs it more.")

A resident, worried that he had nothing for his granddaughter for Christmas, was supplied with gifts to give her when she visited – all quietly and anonymously.

Nurses, aides and therapists continued, on their own time, to visit a resident during her lengthy hospitalization to cheer and comfort her, even though she had officially been discharged from the Villa.



Youville Hospital & Rehabilitation Center, Cambridge, Massachusetts

Established 1895 by the Sisters of Charity of Montreal, “Grey Nuns“

Sponsored by Covenant Health Systems

- 180-bed Chronic Care Hospital and Rehabilitation Center
- Outpatient Geriatric Center
- Geriatric Primary Care Services
- Outpatient Rehabilitation Center

Providence House Refugee Center

Refugees are very probably the most destitute people in our world. They have no home, no country, a fractured cultural identity, and only the very basic minimum of food and clothing. Almost all of them have been persecuted on one way or another. At Youville Hospital, we feel very privileged that we are able to offer hospitality to some of them who come to settle in the Boston area. Since we first opened the doors to Providence House in February of 2005, this collaborative initiative with “Catholic Charities Refugee Services of Boston” has hosted 85 refugees (from Somalia, Burma, Afghanistan, Eritrea, Cuba, Liberia, Uzbekistan, Sudan, and Ethiopia) for temporary lodging in Providence House, Youville’s 3rd floor apartment. Eventually the refugees are placed in more permanent housing throughout greater Boston. Often with young children, the refugees stay with us for from two weeks to several months. We have occasionally incorporated ways in which the residents who stay with us for an extended time can be more a part of hospital life. When language isn’t too much of a barrier, some of the refugees have shared their stories with us. The stories are challenging, moving and disturbing, giving us a much deeper insight into the struggles of so many in our world. We feel privileged that they can be with us for a time. We have begun investigating ways of employing refugees who have the interest and skills to work here – work training sessions would be included.

Salvation Army Meal Program

The Salvation Army in Cambridge dedicates itself to providing meals and other necessities to homeless men and women in the greater Cambridge area. Each week, Youville Hospital participates in this outreach by donating 80 meals to the local Salvation Army meal site in Central Square. Additionally, several Youville employees stay to help prepare and distribute the meals. During the holiday season, the number of meals and participating employees increases.

Triangle Program

Triangle is a state program dedicated to providing training and job opportunities for older adolescents and young adults with learning (and often physical) disabilities. It has been a part of our community outreach for approximately five years. Youville hosted 21 triangle students in fiscal 2007. We arranged for staff members to become job mentors for the students, helping them to understand job expectations, training, and setting realistic expectations for their own future jobs. Typically the students have trained with mentors from the departments of nutrition, reception, food service, engineering, communication and shipping.

Equipment Donations

Over the last three years, Youville has shifted from sending used equipment (hospital beds, ventilator pumps, wheel chairs, etc.) to the land fill, and instead now sends our good used equipment to hospitals and clinics in developing countries...primarily working through Por Cristo, a Boston Archdiocesan group which arranges transport of usable equipment to hospitals in Latin America. To date, Youville has donated ten's of thousands of dollars worth of hospital equipment. Without this equipment, those hospitals would not be able to give the kind of care they are now able to give to the people they serve. A small portion of this equipment has also been donated to facilities in need in this country.

Gift of Space

Youville regularly donates space to outside groups. Among those groups are Local Community Groups (such as Alcoholics Anonymous and Overeaters Anonymous); Archdiocesan Confirmation retreats, and Providence House.

Free Care (Medicaid subsidy)

Free care is given to poor and/or uninsured patients. In fiscal 2007, Youville accounted for \$1,139,985 loss on Medicaid, and \$99,024 in cash & in-kind donations.



Youville House Assisted Living Residence, Cambridge, Massachusetts

Managed/ Sponsored by Covenant Health Systems

- 95-unit Assisted Living Community

A story from Youville House's Executive Director

What would you do if you had the homeless in Harvard Square arriving for the noon meal and you knew that there wasn't enough food to feed them? The volunteers of the St Paul Church who serve these hungry people sat down and prayed. When the door opened and the staff from Youville House arrived with extra food they had that day, it was like an apparition. "Our prayers are answered." The staff of Youville House did not know whether to laugh or cry but were awfully glad they brought the food that day.

That's when the relationship took on new meaning. We set up an established noon meal program where we would bring food once a week to the shelter. What would these people eat when the hunger pangs returned? Why not make some "take along" food?

That is how the bagged sandwich project was born. On Wednesday morning, while the kitchen staff at Youville House cooks nutritious meals to take to the homeless program and the volunteers at St Paul Parish also cook and ready the church basement, residents and staff at Youville House are busy bagging sandwiches. First the nonperishable ingredients are spread on the bread, then sandwiches are cut and bagged with cookies and fruit for later snacks.

On Wednesdays, the Youville House van delivers residents and staff to St Paul Church. Residents go to Mass while some staff lend a hand with setting tables and serving meals.

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**Maristhill Nursing & Rehabilitation Center, Waltham, Massachusetts**

Established 1970 by the Missionary Sisters of the Society of Mary; acquired by Covenant Health Systems January, 1997  
*Sponsored by Covenant Health Systems*

- 123-bed Skilled Nursing Facility

Maristhill is an active participant in the United Way Campaign with employee contributions in 2007 totaling over \$2,900.

The facility held a spring raffle to benefit the Holy Family Day Care and Self-Help Center in Jamaica. The Self-Help Center is a sponsored project of the Marist Missionary Sisters, our founding order.

Maristhill participates in the Sacred Heart Parish Food Pantry on a weekly basis, providing supplies and services as requested. This is an ongoing effort. In 2007, Maristhill increased its participation by assisting with a special holiday food drive.

Maristhill participated in the Salvation Army Thanksgiving Dinner Food Pantry, assembling meals for those in need in the Waltham community.

Maristhill participated in the Greater Waltham Association of Retarded Citizens (GWARC) "Harvest Breakfast" by donating a door prize. GWARC is a private, non-profit organization that serves over 600 children, adolescents and adults with developmental disabilities and their families each year.

The facility donates each year to the Waltham Fire and Police Department Employee Fundraising Campaigns.

Maristhill hosted the Filicudi Associates of Waltham annual Santo Stefano Festa and Family Picnic. This organization is a Catholic, non-profit group created to preserve the cultural

heritage of immigrants from the Filicudi Islands in Italy, many of whom have settled in the greater Waltham area.

The facility hosted the Massachusetts Association for the Blind Community Services annual meeting, at no cost to the agency. This is a state-wide organization serving visually impaired elders.

Maristhill serves as a clinical site for the American Red Cross Certified Nursing Assistant Program in Waltham, providing opportunities for hands-on training and mentoring for new nursing assistants seeking certification.

The residents joined with the Maristhill Activities Department to bake cookies for the Waltham Fire Department as part of a September 11<sup>th</sup> remembrance.

Maristhill invited the public to educational presentations on discharge planning/home care, ethical directives, and the health care proxy act.

Staff contributed their time to “REACH” which is a local domestic violence prevention program by volunteering to care for the children while parents attended support groups and classes.

Maristhill participated in the dictionary distribution program coordinated by the Waltham Partnership for Youth, visiting third grade classrooms at Our Lady’s Comforter of the Afflicted Parish to hand out dictionaries and educate children about the importance of community involvement.

Many local high schools and colleges utilize Maristhill as a site to fulfill community service programs and requirements. For many young people, this represents an opportunity to learn about long-term care and the needs of the elderly.

Maristhill participates in the Geriatric Task Force, a community service organization made up of local health care providers who gather monthly to discuss the efficient and optimal provision of health care services and education to the local community. Maristhill participates in the annual Health Fair sponsored by the Task Force for elders in the community.

Staff from Maristhill participated in a “spring cleaning” at the local senior housing development, and also helped decorate the premises for Christmas.

Maristhill has a formal commitment with the Marist Sisters that grants priority to those of the Sisters needing skilled nursing care.

The facility is a member of the Waltham Non-profit Council, a coalition of non-profit organizations that meets monthly to collaborate about the needs of the local community and to help stabilize non-profit services in the Waltham area.

Maristhill maintains partnerships with local schools and daycare centers to promote and support intergenerational programming such as cooperative parties and visits, especially during the holiday season.

The President/CEO is a member of the Waltham Rotary, which is a very active civic organization involved in undertaking multiple fund-raising projects and donations to designated programs and charities.

Maristhill provides training for Eucharistic Ministry for those from the local parish community who are interested in pursuing opportunities for service.

The facility collaborated with the Marist Missionary Sisters to offer a computer learning course open to staff free of charge and at hours complementary to their schedule.

Maristhill provides daily religious services to relatives and friends of residents and to the elderly and disabled members of the community.

Maristhill participated in the “Partnership for Youth” fundraising spelling bee, which raised money for before and after-school youth programs in the Waltham schools.

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St. Mary Health Care Center, Worcester, Massachusetts

Sponsored by Covenant Health Systems

- 124-bed Skilled Nursing Facility
- Alzheimer’s Unit

St. Mary Health Care Center is located in the heart of a city neighborhood and is aware of the needs of the surrounding community. Many of our staff reach out on their own in personal efforts that are done quietly. The following represent our more formal efforts as St. Mary:

St. Mary offers meeting space and staff participation in the local *Neighborhood Watch* group, promoting neighborhood pride and assisting the police with maintaining a safer environment.

Staff from our dietary department reach out to the local soup kitchen (“*Stone Soup*”) with loans of tables for special events, donations of food, and have conducted instructional programming for young people on good nutrition and cooking skills.

In collaboration with Catholic Charities of Worcester, our maintenance department is available to repair and refurbish used durable equipment (wheelchairs, walkers, etc.) which

are donated by families who no longer need them and can then be used for others in the community.

Our admissions and marketing staff offer *craft classes* at the local senior center.

For the year ending 12/31/07 our loss (at cost) on Medicaid residents was \$538,420.

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## St. Joseph Manor, Brockton, Massachusetts

Sponsored by the Poor Sisters of Jesus Crucified and the Sorrowful Mother  
*Member of Covenant Health Systems*

- 118-bed Skilled Nursing Facility
- Adult Day Health Center
- Hospice Services/Palliative Care Programs

St. Joseph Manor is pleased to share with you our social accountability activities for 2007. We believe our activities demonstrate our commitment and dedication to our associates, residents/clients, youth and our community-at-large.

### 1) EDUCATIONAL AFFILIATIONS

During the year 2007 several educational institutions continued to access our facility's workspace, training and clinical resources. Students and interns, licensed and non-licensed individuals, have been welcomed to further their education and careers at St. Joseph Manor.

- ***Massasoit Community College of Nursing:*** In 2007 the Manor continued to work with the Massasoit RN Program as they accessed our facility for training. During the months of October through December Massasoit selected the Manor as one of their clinical rotation sites for their LPN Program.
- ***Massasoit Community College:*** In 2007, a Massasoit Human Services major did an internship from September to December. The student worked with our Director of Social Services helping with care plan meetings as well as interviewing residents. Another intern worked in the Activities Department for three months.
- ***Southeastern Regional Vocational Technical High School:*** On Sundays for all of 2007, one student volunteered in the activities department for a total of 168 hours. During the months of January through May and September through October, 10 to 15 students did a clinical rotation at the Mater Dei Adult Day Health center on Mondays and Wednesdays. During the 1<sup>st</sup> quarter of 2007, the Manor and Southeastern collaborated on a new project, providing exposure and education to senior students on rehabilitation services in the long-term care setting.

- ***Stonehill College:*** The Manor continues its association with Stonehill's Community Learning Program. A total of 15 students volunteered at the Manor during the first and second quarter of 2007. The Manor participated in the annual community service event "Into the Streets" in August. This day long community- wide event exposes students to the rewards of volunteerism. During the fourth quarter our Director of Adult Day Health worked with one student intern who researched and planned a marketing program for the Mater Dei Adult Day Center.
- ***Catholic Charities of Brockton:*** During the second through fourth quarter, Catholic Charities utilized space in our Mater Dei building for their classroom instruction for the C.N.A. Program for Welfare to Work Applicants
- ***Cardinal Spellman High School:*** During the first quarter of 2007 students of Cardinal Spellman High School actively committed to community service work at the Manor. Approximately 5 students volunteered every Saturday.
- ***Boston College High School:*** Boston College High School students performed community service work assisting the Director of Activities at the Manor during the 4<sup>th</sup> quarter of 2007.
- ***CPR/First Aid Training:*** During 2007, 14 associates were trained.
- ***Phoenix Alternative Program:*** In collaboration with Brockton High School, St. Joseph Manor is participating in the Phoenix Alternative Program. This program offers job instruction and immersion as an alternative career path to those students who lack the education credits to graduate high school. The goal is to provide the needed training and job participation necessary for success in the workforce
- ***Community Service Board Member:*** BAWIB is one of 16 Workforce Investment Boards statewide working to build links between the business community and the workforce. The Board (the St. Joseph Manor CEO is a member) is composed of private sector business people, labor, education, and community leaders, and serves as conduits for federal and state workforce development funds. The Board also helps to connect employers with job seekers and provide current members of the workforce, and those seeking employment, with the training they need.
- ***My Turn:*** An organization whose mission is to help develop youth goals, skills and the confidence to transition successfully into post-secondary education, training or the workforce. The Manor participated in My Turn during July through September 2007.
- ***Brockton Workforce Grant Training Fund:*** This fund provides resources to Massachusetts businesses and workers to train current and newly hired employees.

## 2) COMMUNITY OUTREACH

- ***Community/Pastoral Outreach:*** In 2007 we remained committed to the St. Joseph Manor Pastoral Community Outreach Program. Currently, we have four volunteers who continue to support the program.
- ***Care Giver Support Group:*** Our Adult Day Health Program continues to offer our elder care-givers a support group. The program normally meets once a month and addresses a variety of topics and issues of concern to care-givers, which include legal, financial and care-giving.
- ***Spousal Support Group:*** During 2007 a Manor representative along with our Social Services Consultant facilitated 10 support groups that lasted approximately one hour each.
- ***Mater Dei Adult Day Health Program:*** The Manor continues it's much needed Adult Day Health Services to individuals in the greater Brockton area. The program still serves an extended continental breakfast for an average of fifty (50) clients per day (258 breakfasts during 2007).
- ***Food Donations:*** During the 2007 year, surplus food from meals at ADH was given to approximately 8 needy clients per day.
- ***Hospice Walk:*** Old Colony Hospice held their annual Hospice Walk fundraiser on April 22, 2007. There were approximately 8 individuals from the Manor that participated in the walk to support Old Colony Hospice.
- ***Brockton Community and Family Resources-5k Walk for Victims Safety:*** We presented an introduction to St. Joseph Manor and how the Manor can be a resource to clients and their families.
- ***Senior Citizens Reception:*** We participated in the Senior Citizens Reception at Massasoit Community College. Over 500 seniors participated and we showed our mission video and supplies give-aways.
- ***Community Services of Greater Brockton (CSGB):*** This inter-agency organization promotes communication and cooperation between human service providers and professionals in Greater Brockton. Some of the staff participated in some of the community services events.
- ***Community Health Fairs:*** Our Director of Adult Day Health, and Admissions Coordinator participated in four different health fairs during 2007.

- ***Muscular Dystrophy Association (MDA):*** Our Director of Activities participated in the MDA Lock-Up which is when local business and community leaders agree to be “arrested” for a good cause. The proceeds earned helped the MDA in their cause.
- ***Friends of the Unborn:*** A Christian based organization, Crisis Pregnancy Center and sheltering-homes for pregnant, homeless young women.
- ***Jimmy Fund:*** A fund that has supported the fight against cancer. Time Steppers, entertainment that regularly performs at the Manor, donated their earnings in the Manor’s name to the Jimmy Fund.
- ***Avon Walk for Breast Cancer:*** The two day walk was on May 19 and 20, 2007. There were 2 individuals from the Manor that participated in the walk.

### 3) OTHER INITIATIVES:

- ***Gift of Time Program:*** During the 2007 year, 11 associates donated and 5 distributions were authorized from the Gift of Time Program. Donations were valued at \$2,178. Distributions were valued at \$1,800. It remains available as a financial resource for those of our associates who are out for an extended time and no longer have paid time off benefits.
- ***Cell phones for Soldiers:*** During the second quarter of 2007, the Manor was listed as a drop off site for “Cell Phones for Soldiers”. The program was started in 2004 by then 13 year old Brittany and 12 year old Robbie Bergquist in Norwell, Massachusetts. Their goal is to provide as many soldiers as possible with prepaid calling cards with an ultimate goal of providing a stock of satellite phones, video phones and VOIP (Voice-Over-Internet-Protocol) Communications. Throughout the year we collected and sent approximately 180 phones.
- ***Notary Services:*** The Manor provides free notary services for associates and residents alike.
- ***Volunteer Appreciation:*** During the second quarter of 2007 St. Joseph Manor offered a volunteer luncheon celebration in recognition of National Volunteer Week. We honored all of our volunteers during a special luncheon held at the Manor. The approximate un-reimbursed cost was \$100.
- ***Resident Remembrance:*** Each year St. Joseph Manor offers a Mass of Remembrance in honor of our deceased residents.
- ***Giving Tree:*** The Manor has seen the need to reach out to some of the needy families within the Manor community. During the holiday season, our goal was to help make Christmas special for approximately 16 families (31 children) all from within the Manor.

- **Flu Vaccinations:** The Manor administers a free flu vaccination for associates who require vaccination.
- **Mantoux (TB) Tests:** The Manor requires that all associates receive a Mantoux test on a yearly basis free of charge
- **Lithuanian Children Relief Program:** During the 2007 year, almost \$27,000 in clothing, beds and other personal items were donated by residents, family members and associates of our facility. Sr. Helen at Our Lady of Sorrows Convent administers the program.
- **Thanksgiving Dinner:** ADH hosted a Thanksgiving dinner for 48 of their clients and 11 family members.
- **TOPS Organization:** During January through November 2007 this outside agency used rented space at the Adult Day Health Center to conduct their meetings.
- **Paid Medicaid Services:** St. Joseph Manor provides payment for half the cost for Medicaid conversion services for our needy residents when they are converting from private to Medicaid.
- **Earth Day:** In recognition of Earth Day, on April 20, 2007, 10 Manor associates participated in a clean-up of the Adult Day Health Center. Five truck loads of debris were collected.
- **Blood Pressure Clinics:** During 2007, we held blood pressure clinics for one hour each month.
- **Volunteer Transportation:** The Manor pays the transportation cost for one of our disabled volunteers who volunteered at the Manor 3 times per week during the 1<sup>st</sup> Quarter of 2007.
- **KOPS Board Meeting:** The KOPS Board Committee utilized space for their meetings during the third quarter of 2007 at our Mater Dei Adult Day Health Center.
- **Recycling:** During the 4<sup>th</sup> Quarter of 2007 we recycled 6 totes weighing 64 gallons each. This equals 924 pounds of office paper and 4 tons of cardboard. For every ton of paper and cardboard recycled, St. Joseph Manor is saving 17 trees. Those 17 trees convert 22 tons of CO<sub>2</sub> into 15 tons of oxygen a year. Additionally in the manufacturing process a ton of recycled paper saves 410 gallons of fuel and 4.3 tons of CO<sub>2</sub>.

- **Donated Coats Program:** During the 4<sup>th</sup> Quarter of 2007, we held a coat drive at the Manor. Our annual Coat Drive is offered for associates to pick up a warm coat for those that might know someone in need.



## Youville Place Assisted Living Residence, Lexington, Massachusetts

Established 1996 by the Sisters of Charity of Montreal, “Grey Nuns”

*Sponsored by Covenant Health Systems*

- 92-unit Assisted Living Community

Youville Place’s main focus was contributing to projects within our greater Lexington community to help those in need. However, there are two projects that did have an international focus. In addition to the projects which are listed below, Youville Place continues to subsidize 20 units for low and moderate income seniors. In total this subsidy amounts to \$350,000.

- **Lexington Food Pantry:** In our efforts to reach out to the community and to help our residents feel useful and a part of the community, we try to find simple but meaningful projects to get our residents involved in. After reading about the Lexington Food Pantry and talking with its organizer, we had the residents fill 65 small canvas Valentine bags with an assortment of “goodies” including tea, muffins, cookies, hard candy, and a Valentine box of chocolates. These were given out to the clients of the Lexington Food Pantry on Saturday morning, February 10<sup>th</sup> when they arrived to receive their food staples for the week.
- **Lexington Food Pantry:** Then again in November we held a Thanksgiving Food Drive for the Lexington Food Pantry. Over \$1,000 was raised to donate to the food pantry in addition to 17 bags of food that had been donated. Residents, staff, and the Associates of Marguerite d’Youville all contributed. The donation was made so that they could replenish their shelves after the Thanksgiving holiday.
- **Mustard Seed Communities:** Mustard Seed Communities, for handicapped and abandoned children, was the focus this year for Youville Place’s annual Christmas Outreach Project. Our Wellness Director was making a mission trip in January to the community in Jamaica and had a “Wish-List” of items requested by Mustard Seed Communities. Our residents and staff were very generous. Staff held raffles, and donations were raised to purchase the items on the wish list. Additionally, the residents hand-made beautiful Christmas cards for the children.
- **Prayer Shawl Ministry:** Our prayer shawl ministry continues to provide both the givers and the receivers many blessings. Over the course of the year, five blessings

took place for residents of Youville Place who were either in the hospital or at a Rehab center. The prayer shall ministry group continues to expand and now includes both residents and family members who have taken to making prayer shawls for those in need. Typically residents attend the blessings to pray with the resident in need and embrace them with their shawl of comfort and hope.

- ***Build a Well Program in Solola, Guatemala:*** In honor of St. Marguerite, foundress of the Grey Nuns, we held a raffle to help in the building of a well. At the Grey Nun’s general chapter last year, they committed themselves to helping to build wells in indigenous nations over the next five years. It seemed only fitting that we do our part in this endeavor. The response was enormous. We raised over \$500 for a well to be built in Solola, Guatemala, whose village and water system was devastated by a hurricane.
- ***Brown Bag Meals for the Homeless:*** Twice last year, the residents of Youville Place made Brown Bag meals for the homeless who visit the soup kitchen at the Immanuel Methodist Church in Waltham. Over 500 Brown Bag Meals were made in 2007.
- ***Clothing Drives:*** On three separate occasions, Youville Place participated in the following clothing drives: collected coats and jackets for the coat drive sponsored by the National Heritage Museum, collected clothing for the Good Will, and lastly we collect blankets and linens for the Home Goods Blanket Drive.



**Covenant Health Systems Corporate Office, Lexington, Massachusetts**

Donation to Catholic Charities: In lieu of sending Christmas Cards and giving Gifts, Covenant donated \$5000 to Catholic Charities.

Christmas and Thanksgiving Donations: Covenant “adopts” families each year and buys and wraps gifts for families in need. In addition to employee donations, Covenant donates approximately \$400 in food coupons. We rotate locations each year and select families where Covenant has a member facility.

Back to School Drive: Each year Covenant collects back to school items for school children and donates them to children in need.

Lewiston Food Pantry: Sixty blankets were collected to give to those who come to the St. Mary’s Regional Medical Center food pantry.

Sock Drive: Covenant participated in a sock drive to benefit two shelters in neighboring Waltham.

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St. Andre Health Care, Biddeford, Maine.

Established 1976 by the Servants of the Immaculate Heart of Mary, "Good Shepherd Sisters of Quebec"; transferred to Covenant in 2001

Sponsored by Covenant Health Systems

- 96-bed Skilled Nursing Facility
- Dementia Unit

The following story from the Catholic Health Association describes St. Andre's commitment to its residents. The staff held a fund raiser in February in order to be able to afford their residents a camping experience at Camp Waban.

St. André defies convention and takes its patients on vacation

Printed with permission of JUDITH VANDEWATER, Editor, Catholic Health World

With more than 5,000 miles of coastline, 6,000 lakes and ponds, and an average summer temperature of 70 degrees, it's easy to see how Maine got its tagline as the "Vacation State." In summer, everyone who can heads for the water, and that includes residents and staff of St. André Health Care Facility in Biddeford, Maine.

This summer about half of St. André residents spent some time on the shores of Bauneg Beg Pond at Camp Waban, a handicapped-accessible sleep away facility in Sanford, about 25 minutes from their nursing home residence. Camp Waban was built to accommodate children and adults with special needs.

St. André is home to more than 90 residents, all of whom have serious health issues. Many are wheelchair bound or use walkers; some have Alzheimer's disease or other forms of dementia. Dayna Larson-Hurst, chief executive of St. André, thought the logistical challenges of moving disabled patients off-site were far outweighed by the benefits of a summer getaway, and last year she arranged for staff to take all willing seniors to the camp. The St. André credo is that patients' lives should never be limited by a lack of ingenuity on the part of staff or management. "For us it's not, 'Can we do it,' it's 'how can we do it?'" Larson-Hurst said.

Admittedly, there was initial trepidation on the part of some staff and residents. But that evaporated in the pine-scented air. Staff quickly warmed to the change of routine and residents became downright whimsical in the woods, gamely stepping up for squirt gun fights and T-ball. This summer, St. André increased its reservation to 10 weekdays from the inaugural year's five-day camp facilities rental. The program attracted triple the number of campers.

Residents chose their length of stay. Some came for an afternoon, others stayed for up to three days. St. André staff and residents bunked together in dormitory-style quarters in a

rustic group cabin equipped with electricity, a kitchen and accessible bathrooms. A nurse and a certified nurse assistant from St. André were always on hand at camp. Campers stayed up late and ate pretty much what they wanted, when they wanted it. "It's their vacation," said Fran Kelley, a recreational therapist at St. André. Camp proved to be liberating for patients and staff. In the relaxed setting, the caregivers and campers got to enjoy each other's company. The novel setting "levels the playing field," between staff and residents, Larson-Hurst said, and they get to know each other as people first.

During a pontoon boat ride, Larson-Hurst remarked to Lyman Huff, 89, a flirtatious retired lobsterman, that any day on water is a good day. She asked if he missed the ocean. "No pretty women on the ocean," he replied.

Residents who had long seemed resigned to their physical limitations surprised themselves as they climbed into a kayak or paddleboat piloted or towed by one of the nursing home staff. The adventure went a long way toward restoring patients' sense of confidence and autonomy, Kelley said.

Residents and staff carried their new sense of possibilities back to St. André. Kay Welch, 85, a patient who had been reluctant to participate in activities at the nursing home, really engaged at camp. When she returned to St. André after her vacation, she organized a group breakfast at a local restaurant and now is lobbying to make it a monthly event. Staff stepped out of their job descriptions and pitched in as needed at camp. Kelley was impressed that Larson-Hurst spent the night in the dormitory. "Where else do you get a CEO who will jump out of bed in the middle of the night to help a resident go to the bathroom?"

John Taylor, facilities director at St. André, made the drive to camp three times in the two weeks. "I sat with one resident for two hours," he said. "That is time you don't get when you are doing nine-to-five work."

Kelley said the shared experience brought everyone closer. Back at the facility, residents are interacting more often with one another and with staff. "Our residents are now asking staff if they are going to be stopping in to a program. How amazing is that?" Kelley asked. At a recent "Country Fair Day," dietary staff danced with residents and finance staff entered the pie-eating contest.

"Most of our days are touched by joy and laughter," Kelley said.

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