

**COVENANT HEALTH  
SYSTEMS**

**2009  
COMMUNITY  
BENEFIT  
REPORT**

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# COMMUNITY REPORT -- 2009

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## *INTRODUCTION*

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Covenant's community benefit initiatives are integral to our mission and philosophy. We know that our healing ministry is not confined to ministry to the sick. It is fundamentally and essentially geared to building just, 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 our annual reporting, we account 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 permeate those who deliver care daily in our organizations, who deliver that care with quality, compassion, mission and vision.

Covenant takes community benefit a step beyond the definition by serving as a strong voice for everyone's right to high quality health care. We also believe that our six year commitment to environmental stewardship greatly serves the health of our community, patients/residents and staff members.

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 and of the 16 other sponsors with whom we partner.

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## ***HOSPITALS***

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### **St. Joseph Hospital, Nashua, New Hampshire**

172 Kinsley Street  
Nashua, New Hampshire 03060  
[www.stjosephhospital.com](http://www.stjosephhospital.com)

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.
- St. Joseph 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 ten years ago 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 5,000 patients on record. Over 4,166 appointments were provided last year (2009). The majority of patients are children 65% and many patients are in distress suffering from pain and infection when they arrive for their first appointment. The clinic also continues to offer the school age program, where students from 16 schools throughout greater Nashua are bussed to the clinic for appointments.

As the single largest funding source for the Greater Nashua Dental Connection, St. Joseph Hospital has helped the non-profit agency to grow. Funding has supported the hiring of a full time dental director, an additional dental chair (for a total of 3) and diagnostic equipment, and helped expand the screening program in elementary schools. The hospital is represented on the board and provides assistance with grant writing and fundraising activities.

### **PRESCRIPTION ASSISTANCE PROGRAM**

The Prescription Assistance Program of Southern New Hampshire is a community partnership between Southern NH Medical Center and St. Joseph Hospital. The program helps uninsured or underinsured patients receive medications through pharmaceutical companies. Pharmaceutical companies supply medications they produce at reduced or no cost to patients in need, and the program assists patients of both health systems. St. Joseph Hospital joined forces with Southern NH Medical Center in October 2007 to provide this valued service together. Last year (2009) over 690 patients were served in total, filling over 4,900 prescriptions at a value of approximately \$2.4 million.

### **PROJECT SEARCH**

St. Joseph Hospital in Nashua is one of the founding collaborators of, and host site for Project SEARCH, a community-based initiative to assist disabled workers in finding meaningful employment. A school-to-work program for students with disabilities, Project SEARCH provides real-life work experience combined with training in employability and independent living skills. The goal for each student is competitive employment within the community, thanks to the skills they acquire during Project SEARCH. By collaborating successfully with other medical facilities and local agencies—and providing classroom space and worksite experience for able students with disabilities—St. Joseph is providing an incredible learning experience for students and staff across the entire organization. In June 2009, St. Joseph Hospital graduated 5 students from the program, and hired one student into a permanent employed position. The Director of Volunteers is the coordinator in charge of this successful new program.

### **THE 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 10 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 a referral to a physician.

### **SHARING SOUL PRINTS**

A new program, in collaboration with Caregivers Inc., is a community outreach effort for frail elders to decrease readmissions to the hospital and to provide a continuum of care. The program, which got underway in 2007 with eight volunteers, begins with visitation in the hospital and follows participants home. There were 150 visits or patient encounters in the year 2009.

### **THE EDWARD V. KARG DAY AWAY PROGRAM**

This program which was developed in 2005, is targeted specifically to those suffering early stage Alzheimer's and other related dementias as well as their caregivers. In 2009, the "Day Away Program" serviced 226 patient encounters with over 4,000 volunteer hours given.

### **FREE HEALTH SCREENINGS/SUPPORT GROUPS**

A variety of free health screenings are offered to the public throughout the year through St. Joseph Home & Hospice Care, The Parish Nurse Program, The Cardiovascular Center, The Breast Care Center, The Oncology Center, The Roger Dionne Senior Center and other departments within St. Joseph Hospital. Area residents received the following free health screenings in 2009: blood pressure screenings, foot clinics, Stroke risk assessment screenings, diabetes screenings, memory screenings, breast/cervical cancer screenings, prostate cancer screenings and skin cancer screenings.

### **COMMUNITY HEALTH EDUCATION – CLASSES & SUPPORT GROUPS**

Each year over 100 different classes are offered which range from childbirth education classes to stress management, nutrition, CPR and Fit & Young for Life (strength training offered to seniors). There were over 5161 registrations in 2009 at a value of \$89,000. There are also 25+ different support groups offered at St. Joseph Hospital, ranging from the Adult Diabetes Support Group, Brain Injury Support Group, to the Empty Cradle Support Group. Most support groups are run by the dedicated clinical staff of St. Joseph Hospital and some are run by other community members but held at St. Joseph Hospital, such as the various 12-step Recovery programs, or the Parkinson's Support Group.

### **ST. JOSEPH HOSPITAL MEDICAL EXPRESS VAN**

This service provides free transportation to/from the hospital and medical office buildings for our patients in order 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 within the community service area who have emergency needs and are unable to receive help from other sources. The fund is administered by the Mission Activities Coordinator who personally meets with each prospective recipient and reviews their case individually. In 2009, the emergency needs of over 700 clients were met. Fiscal Year 2009 expenditures were approximately \$70,000

### **NEW HAMPSHIRE CATHOLIC CHARITIES (NHCC)**

The NHCC Office of Immigration and Refugee Legal Services is housed on the St. Joseph Hospital campus, rent free. The staff members are lawyers and accredited representatives helping low income clients file the necessary paperwork to secure their future in the United States. Through the program, individuals and families that are eligible for immigration benefits, but who cannot afford private assistance, are provided with low-cost immigration counseling and legal representation. The program also offers social services to both immigrants and refugees.

**CHARITY CARE**

St. Joseph Hospital cares for all of its community members regardless of ability to pay, and offers a generous free care policy. St. Joseph Hospital is a member of the New Hampshire Health Access program. We assist clients with the application process to improve access to health care within our community and the state. In 2009, over 4700 persons qualified for charity care, totaling \$2.4 million of traditional charity care. In addition to traditional charity care, the unpaid costs of Medicaid totaled close to \$3.4 million and the unpaid cost of Medicare totaled over \$30 million.



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## St. Mary's Health System, Lewiston, Maine

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Campus Avenue  
Lewiston, Maine 04243  
[www.stmarysmaine.com](http://www.stmarysmaine.com)

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 – A Federally Qualified Health Center (FQHC)/Physician Practices

- Discount Prescription Drug Program (340B)
- Employee Assistance Program
- Campus Avenue Family Practice
- B Street Family Health Center
- Second Street Family Practice
- Poland Family Practice
- Lisbon Falls Family Health Center
- Court Street Family Practice
- St. Mary's Medical Associates
- L-A Internal Medicine
- Sabattus Street Internal Medicine
- Lewiston Medical Associates
- Dr. Miller Internal Medicine
- Dr. Morrissette Internal Medicine
- Dr. Kappelmann Internal Medicine
- Center for Senior Medicine
- Women's Health Associates (Obstetrics, Gynecology and Nurse Midwifery)
- CCS Psychiatry
- Family Behavioral Health
- School-Based Health Care: Lewiston Middle School, Lewiston High School, Auburn Middle School, Edward Little High School

### St. Mary's Residences

- 128-Apartment Independent Living Center for Elderly and Disabled (110 HUD subsidized units)

### St. Mary's d'Youville Pavilion

- 210-bed dually certified nursing facility
- The Rehab Center – 42 beds with focus on skilled nursing
- 168 beds with focus on intermediate care nursing
- Memory Care Secured Neighborhood
- Eden Alternative™ Registered Facility
- Senior Health Line Services
- Lifeline Response Systems

### St. Mary's Regional Medical Center

- 233-bed full service acute care hospital including: medical, surgical, obstetrics, gynecology, orthopedics, cardiology, oncology, neurosciences, pediatrics, ambulatory care, emergency services
- Family Birthing Service – Women's Health Pavilion
- St. Mary's Neurology Associates
- Center for Cancer and Blood Disorders
- Center for Joint Replacement
- St. Mary's Pulmonary Associates
- Breast Health Program
- Women's Imaging Center
- Diagnostic Imaging

- Lithotripsy
- Cardiac Cath Lab
- Chest Pain Center
- Cardiac Rehab Services
- Adolescent and Adult Chemical Dependency Units
- Geriatric, Adult, Adolescent and Children's Psychiatric Program (inpatient and intensive outpatient)
- Eating Disorders Program
- Renaissance School
- Diabetes Center
- Ah! Asthma Program
- Center for Physical Rehabilitation
- Endoscopy Suite
- Pastoral Care Department
- Sleep Disorders Center
- Center for Hyperbaric and Wound Care
- Urodynamics Laboratory
- Venous Care Center

*St. Mary's Health System*

- WorkMed Occupational Health Services
- Prevention and Wellness
- Genesis House Group Home for Adolescent Boys
- Renaissance House Group Home for Adolescent Girls
- St. Mary's General Surgery and Neurosurgery Practices
- The Nutrition Center of Maine

**Foster McGaw Prize for Excellence in Community Service from the American Hospital Association**

St. Mary's Health System received the prestigious Foster G. McGaw Prize for Excellence in Community Service, one of the most esteemed community service honors in health care, at an awards ceremony in Washington, D.C. in April 2009. We were recognized for our efforts to serve the poor and most vulnerable in our area. One example is the B Street Health Center: a full-service medical practice located in the heart of downtown Lewiston, Maine that offers family medicine, behavioral medicine, and dental services as well as an international clinic that provides comprehensive refugee and immigrant health services in a culturally sensitive and affordable manner.

In addition St. Mary's Nutrition Center houses one of the largest emergency food pantries in New England and also coordinates Lots to Gardens, a youth and community driven organization that uses sustainable urban agriculture and teaches people how to grow their own food, provides affordable access to fresh food and involves youth as leaders. There are currently 15 community gardens in the area and 60 citizens are involved in cultivating for the gardens. Ultimately these efforts and our daily efforts to offer healing and comfort to our patients, residents and families are reflections of the way we are answering God's call through the spirit of St. Marguerite d'Youville, foundress of the Sisters of Charity.

## **Flu Shot Clinics in Local Schools**

St. Mary's partners with local schools in Lewiston/Auburn to provide school-based health clinics. When children were identified as a high risk population for the H1N1 flu epidemic, St. Mary's offered to coordinate the flu shot clinics held in the schools of Lewiston/Auburn.

Our school-based health clinic and our pharmacy participated by ordering, storing and distributing the vaccine and disposing of hazardous materials. We also provided some staff to administer the vaccines. We provided 6500 flu shots (seasonal and H1N1) for K-12 students in Lewiston/Auburn and we are proud that Maine has one of the highest immunization rates for children in the United States! In fact, the federal CDC has been studying the process used in our community because of the outstanding immunization rate.

## **Clever Cooks Program**

*Clever Cooks* is a program of the Nutrition Center of Maine through St. Mary's Health System. The program was developed to create a paid opportunity for at-risk youth to gain job skills, cooking skills, and have a positive impact on the community, in spirit with the mission of St. Mary's Health System. The goal is to offer wholesome, seasonal and local meals made by young cooks *from* the community *for* the community.

The primary goal is to equip participating youth to be able to feed themselves and their families well; a secondary goal is to offer food service/leadership experience to youth for future jobs as well as the opportunity to practice public speaking and working alongside a diverse peer group. Some of the most active teen caterers were hired to cook and cater an annual fundraiser for St. Mary's Food Pantry, called the Chef Soiree. This event involves local chefs who donate their time to prepare, present, and serve 5 star food for charity. Chef Soiree tickets are then sold to the community who get to support the Food Pantry and enjoy a 5-course gourmet meal. The youth were asked to prepare dessert. This event was unique in it allowed the youth the opportunity to meet and observe professional cooks and caterers as well as hear positive feedback from them.

Scott Johnson, professional chef from Blairhouse Inn in Greenville, ME (named as a Top 5 Chef in the USA by *Esquire* magazine) has been donating his time to offer topic-specific training for our teen caterers on various topics such as *Knife Skills, Stocks and Broths, How to Cook Meat, and Bread making*. The goals of these trainings have been to equip our youth with the skills necessary to raise their confidence level around food preparation, improve their job performance and skill set, and provide them with applicable knowledge that could better their chances in getting a job in food service. Ultimately, we hope to impact their confidence and interest around cooking healthy food. For the youth involved in these trainings, it has been one of their favorite parts of the program.

### ***Renaissance House***

Inspired by the work of the Sisters of Charity to reach out to young people in need, St. Mary's Health System runs residential programs for adolescent boys (Genesis House) and girls (Renaissance House.) The Renaissance program aids young women 13-20 who have seen the harsher side of life, experiencing violence/ trauma, neglect, and substance abuse while struggling with mental health issues. Here they find a "safe haven" with a therapeutic team that solely focuses on them and their healing or recovery. Together we rebuild trust and various aspects of these important young lives. Environment is a key element in creating this warmth and sense of safety. We have long wanted to relocate from our more institutional-type environment to a real home.

This goal was met December 31<sup>st</sup> when we moved into a beautiful new home in a residential neighborhood. The large windows and natural light offered in this open concept home exude warmth and welcome. Each teen has her own room, including some with enhanced safety features to allow for the best support and supervision during difficult moments. When our current residents first saw their new space, they were in awe. Comments like "It's beautiful!", "Someone did this for us?" and others made this process so rewarding. The most precious perhaps, was the comment from the young lady initially most ambivalent about the move: "This is what I pictured when I first heard the name Renaissance House...this is perfect." With this enhancement, we can now take into even greater consideration the emotional safety and sense of well-being of those most fragile in our community.

### ***HIV Case Management***

St. Mary's Health System offers a rare service for our geographic area: HIV case management. This program encapsulates our values of respect, excellence, compassion and stewardship; it focuses holistically on physical, emotional, social and spiritual needs of some of the most marginalized and disadvantaged in our community. The comments from clients speak more eloquently than any description we could write:

"Ten years have passed since I was initially diagnosed with HIV and referred to St. Mary's marvelous case management program from which I have received a vast array of services and life enhancing benefits. I cannot let a decade pass without expressing my sincerest gratitude to you personally as well as to St. Mary's Case Management for ten years of support. There are TWO particular benefits I received which mean the most to me and for which I am most thankful: (1) Dental care & treatment when all my teeth were permanently and beautifully capped resulting in my never needing dental work for the rest of my life. (2) When I returned from Honolulu, without money, without a car, and without a place to live you allowed me to live in Case Management's apartment rent-free for three months until I could find and afford my own place.

I have received so many other life affirming benefits from the program over the past ten years that I cannot fail to say a HUGE thank you for all the food cards, help with bills, medication, but most important of all, I am eternally grateful for your warmth & understanding, & for just being there for your clients. My life has been truly & visibly & measurably ENHANCED & IMPROVED as a direct consequence of all the wonderful work you & St. Mary's do on behalf of all your clients. THANK YOU" JP

“When I first came to St. Mary’s as a client over 6 years ago, I had just been diagnosed with AIDS, was terrified, suicidal, living way below poverty level and knew less than 5 people in Maine. I was taken into the Case Management Program at St. Mary’s and given a case manager that helped me to get started living with this disease rather than dying with it. My case manager not only helped me to find a doc, get financial, transportation, and medication help, she also helped me to face and accept living with this disease. Because of her strong never failing support I have not only regained my health, but I have become an advocate for myself and others living with HIV/AIDS. For the past 3 years I have even been a member of the St. Mary’s Advisory Board, where I am very much a respected and listened to part of the St. Mary’s Case Management Program.” GG

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## Youville Hospital & Rehabilitation Center, Cambridge, Massachusetts

1575 Cambridge Street  
Cambridge, Massachusetts 02138  
[www.youville.org](http://www.youville.org)

Established 1895 by the Sisters of Charity of Montreal, “Grey Nuns“  
*Sponsored by Covenant Health Systems*

### *Youville Hospital & Rehabilitation Center*

- 180-bed Long Term Care Hospital
- Outpatient Geriatric Primary Care Center

At the event marking the transition of Youville Hospital & Rehabilitation Center (Cambridge), the leadership of Youville Hospital, Covenant Health Systems and the Grey Nuns (who established the hospital in 1895), presented **Catholic Charities, Archdiocese of Boston**, with a gift of \$500,000 "for the sole use of the Refugee and Immigration Services Program operated by Catholic Charities." "As the sale approached, we saw a final opportunity to advance our mission through a gift to the Refugee Resettlement Program which offers hope to some of the most vulnerable in today's world," said, Daniel P. Leahey, Youville's president/CEO. Youville has played a role in Catholic Charities' refugee resettlement initiatives for more than 15 years. The Providence House Refugee Center, which has been housed at Youville for the past five years, will continue to be operated by Spaulding.

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## ***SKILLED NURSING FACILITIES***

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

66 Newton Street  
Waltham, Massachusetts 02453

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

- *123-bed Skilled Nursing Facility*

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 2008, Maristhill increased its participation by assisting with several holiday food drives, which has continued in 2009 and was supplemented by a cash donation of \$250.

The facility donated to the Waltham Police Department Employee Fundraising Campaign, as well as the Waltham Partnership for Youth, the St. Joseph Manor Golf Tournament, Mary Immaculate Annual “Evening of Sharing and Caring”, the Waltham Historical Society, Mass. Senior Care, and the Greater Waltham Association of Retarded Citizens.

Maristhill hosts a youth group facilitated by the Reverend Mike Harrington, the Assistant Vocation Director for the Office of Vocations, Archdiocese of Boston.

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. In 2008, we increased our involvement with the Filicudi Associates by hosting their bi-annual business meetings and in 2009 we volunteered our space for their monthly meetings.

The facility hosts 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. In 2008, Maristhill became the home for the American Red Cross classroom, providing the space and equipment for students wishing to obtain certification as nursing assistants.

Maristhill hosted its first blood drive in conjunction with the American Red Cross and the Waltham Rotary in 2009. There were 40 donors and 31 units of blood collected during this event.

Facility staff came together in 2008 to form the “Circle of Friends”, a voluntary donation system to assist fellow staff in crisis, whether from sudden illness, loss, or financial difficulties. Maristhill set up automatic payroll deductions for those who chose to contribute, and this has been very well received by all staff as a means of helping those in need close to home. During 2009, the Circle of Friends Fund collected \$5,440 through kick-off and payroll deductions, and distributed \$4,150 to employees in need.

Maristhill delivered cookies to the Waltham Fire Department on September 11<sup>th</sup> to thank them for their service. We also participated in “Waltham Firefighter Appreciation Day”, an event organized by the Jessica Locke Firefighters Fund involving distribution of take-out food from local restaurants to all the fire department stations in Waltham.

Maristhill once again served as host site for the dictionary distribution program initiated by the Waltham Partnership for Youth, coordinating the delivery of books to all public and private schools in Waltham.

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 Waltham Elder Care Providers 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.

The facility routinely donates furniture and equipment no longer needed to staff or local organizations.

The facility is a member of the Waltham Non-profit Council, a coalition of non-profit organizations that meets regularly to collaborate around 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. During 2009, the facility partnered with St. Jude’s Catholic School in Waltham to hold a joint fund-raiser at the school.

The facility conducts a monthly blood pressure clinic at the Waltham Senior Center and substitutes for other organizations as needed.

Maristhill participated in the “Adopt-a-Child” program through the Waltham division of the Salvation Army, purchasing clothes from a “wish list” for under-privileged children in the area. We also help with holiday food drives and bagging for the Salvation Army.

The President/CEO is a board 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. During 2009, the facility donated holiday gift baskets for the Rotary auction to benefit a military family whose deployment had created financial hardship.

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

The facility collaborates 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.

The facility hosts an annual ecumenical memorial service, incorporating Christian and Jewish faith traditions. This is open to all who lost a loved one over the past year, both residents and staff, and was a means for previous family members to re-visit the facility and remember their loved ones as a community.

Maristhill offers its chapel and Pastoral Care support for residents and their families who wish to hold funeral or Memorial services for their loved ones at the facility. Maristhill encourages and supports staff who wish to attend services of residents they have cared for.

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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## Mary Immaculate Health/Care Services, Lawrence, Massachusetts

172 Lawrence Street  
Lawrence, Massachusetts 01841  
[www.mihcs.com](http://www.mihcs.com)

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

189 Maple Street, Lawrence  
978-682-7575

- 194 Apartment Units (Independent Housing for the Elderly)

### 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

- Chair car transportation for the elderly/disabled

“We consecrate our time, our days, our work, indeed our lives to provide for the poor...”  
Grey Nuns Original Commitment  
February 2, 1745

Marguerite d’Youville, Mother of Universal Charity, began a rich tradition of caring for the most vulnerable. The Grey Nuns and Covenant Health Systems have continued this tradition by focusing on programs serving the poor and underserved. In the spirit of Marguerite d’Youville and the Grey Nuns, the community of Mary Immaculate continues to serve those most vulnerable through its sponsorship of a wide variety of “Good Neighbor” Activities.

During 2009 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 Mary Immaculate.

#### **Educational Affiliations:**

- ✦ Notre Dame Education Center places CNA's from the center at MI Nursing twice yearly for them to gain experience in a geriatric center.
- ✦ 80 students from the University of Massachusetts/Lowell who are in the clinical nursing program provide services to residents in the nursing home. They function at the level of their clinical ability.
- ✦ The American Red Cross students come monthly to the nursing home and work toward their nursing assistant certificate.
- ✦ Greater Lawrence Family Health Center Residents work under the direction of the physicians with the nursing home residents.
- ✦ Northern Essex Community College Nursing Students are placed at LaCasa de Maria Immaculada to assist the staff.
- ✦ Middlesex Community College students are placed at the Adult Day Health Center at Mary Immaculate Residential to spend time with the participants.

#### **Good Neighbor Fundraisers and Activities:**

- Susan G. Komen for the Cure- World's largest grassroots network of breast cancer survivors and activist working together to save lives, empower people, ensure quality care for all and energize science to find the cure. A very popular event, MIPD VIII raised funds earmarked for this organization.
- Lazarus House Ministries- serves the poor and homeless, gives shelter, food and job training. MI donated food, clothing and sheets.
- Neighbors in Need- Fights hunger directly on a local level by serving the poor and hungry of Greater Lawrence. The Clothing Bin Program distributes clothing to pantry guests, homeless shelters, nursing homes, social service providers and day care centers.
- Merrimack Valley Catholic Charities- is a multi-service agency committed to serving the needy families and children of the Merrimack Valley Region. MI donated cash to their program.
- St. Mary of the Assumption has a mission in the Dominican Republic. MI donated walkers, canes and commodes to the mission.

#### **Community Service Programs:**

- American Training
- Central Catholic High School
- Bellisini Academy
- CCD Students from Our Lady of Good Counsel
- MI staff donated a day to a local school

**Community Boards:**

- ❖ Mass Care Self Insurance Group
- ❖ Merrimack Valley Workplace Investment Board
- ❖ Board of Trustees of Mass Aging

**Internships:**

Notre Dame High School Corporate Internship Program  
Merrimack Valley Workplace Youth Program

**Support Groups:**

“Join the Journey,” is a monthly support group hosted by Marguerite’s House staff to assist families in dealing with issues associated with dementia.



## St. Andre Health Care, Biddeford, Maine.

407 Pool Street  
Biddeford, Maine 04005

Established 1976, transferred to Covenant Health Systems by the Servants of the Immaculate Heart of Mary, “Good Shepherd Sisters of Quebec” in 2001

*Sponsored by Covenant Health Systems*

- 96-bed Skilled Nursing Facility
- Dementia Unit

### **SUPPORT AND ADVOCACY FOR PERSONS AND FAMILIES LIVING WITH ALZHEIMER’S**

St. Andre’s offers a monthly support group for caregivers of persons with memory loss or Alzheimer’s facilitated by a St. Andre social worker. Here, persons from the local community and family members of residents find a safe place to share feelings and experiences, receive valuable education on understanding behavioral changes and information on available resources.

As active members of the Alzheimer’s Association, St. Andre’s participates in the annual walk for a cure. In addition to a generous donation from St. Andre, staff and administration organize and encourage a team of volunteers to participate as team leaders and walkers. Together, with others from the larger community we raise awareness and funds.

#### **Education: Learning skills and compassion**

Each year, St. Andre Health Care welcomes students preparing for careers in health care as Licensed Practical Nurses, Certified Nursing Assistants/Medical Technicians and Medical students from the University Of New England School of Osteopathic Medicine.

These future health care personnel and physicians work alongside our staff practicing their skills and learning compassionate, person- centered care from their experience at St. Andre.

#### **Understanding Health Care Directives:**

In an effort to provide better understanding of Advanced Health Care Directives, St. André Health Care collaborated with the Catholic community of Biddeford/ Saco to offer an informational evening on Advanced Health Care Directives. The panel of speakers included a St. Andre Social worker and our Medical Director as well as a lawyer specializing in elder health care and a Catholic priest. Together, they provided valuable information and responded to questions and concerns of those present. Those in attendance left with greater clarity, and resources for next steps.

### **Aging passionately**

During our annual celebration of Mission Week, St. Andre sponsored a public presentation on Aging, Marilyn Gugliucci, Ph.D., Director of Geriatric Education and Research at the University of New England College of Osteopathic Medicine, educated and entertained the audience as she spoke on the misconceptions of aging and offered insight and example to overcome these misconceptions.

### **Learning with the young**

“When you leave us, do you go to school or are you a grown up?”

Is one of the many questions our CFO is asked as she spends one morning each week in a local Catholic school. First grade children are assisted in strengthening reading and math skills while our CFO discovers the invaluable wisdom of the young.

## **LOCAL COMMUNITY INVOLVEMENT**

Ever month, St. Andre staff volunteer at a community program called “In A Pinch Pantry.” Housed at the Episcopal Church, this pantry provides non-food items to individuals and families in need. Clients who come also are invited to have a small meal of hot soup, bread/rolls and desserts. Each quarter, St. Andre’s dietary department prepares 10 gallons of a hot nutritious, tasty soup and many staff volunteer to provide bread, rolls and desserts. Staff who assist in serving and greeting the clients of “In A Pinch” are humbled by the experience and express a desire to help more frequently. The experience allows volunteers to see the person behind statistics about poverty.

### **Volunteer of the Month**

St. Andre Health Care employees have an opportunity to volunteer in their local community through our “Volunteer of the Month” in which a name is drawn and the employee is paid to give a day to a site of her/his choice. Some of the many places our staff have served in are; local schools, town Library, animal Shelters, soup Kitchens Day Care facilities, food pantries and many more.

### **Toys for Tots**

“It’s just so much fun!”

“I get so much enjoyment out of shopping for toys for a child.”

These are a few of the remarks as St. Andre Health Care invited staff, family members and residents to donate a new toy for a young child or teen as part of the Toys for Tots campaign.

Our unique approach was offering a five star brunch for those who donated a toy. The spirit of sharing was strong and generous in spite of the current economic climate as staff, residents, family, and friends took delight in the array of toys for children that were donated.

### **Coping with Stress**

Two staff members collaborated to provide a “Coping with Stress during the Holidays” to staff of the local Catholic Community. Participants commented that a program on coping with stress may be helpful to parishioners. St. Andre staff continue to work with parish leaders to continue this in-service opportunity.

### **Saving lives by donating blood**

St Andre sponsors a yearly blood drive with the Red Cross. Staff volunteer in clerical work, assisting in a variety of ways and donating blood.

### **An ounce of prevention...**

Our nurse educator provided in-service on hand washing to local schools, a city outreach center and an elderly housing complex. Adults and children alike learned what really clean hands look like.

### **Keeping a family tradition alive**

For many families, gathering together for a meal on special days is part of their tradition. When a loved one becomes a resident at St. Andre, that tradition does not have to stop. On Thanksgiving Day, on the Sunday before Christmas and on Easter Sunday, families and friends are invited to make reservations (without cost) for a truly festive meal. Family members young and old gather with their loved one, tell stories, share laughter and express appreciation for the sumptuous meal prepared and served by St. Andre dietary and volunteer staff. Cooks enjoy meeting families and friends of residents in the context of these special family meals. Staff of St. Andre volunteer to serve residents and family members, they also to join in the conversation and laughter. Families are deeply grateful that they are able to continue their family tradition.

## **SERVICE ON BOARDS AND LOCAL ORGANIZATIONS**

St. Andre presence is evident in the Biddeford/ Saco community through active involvement in Rotary International, the Episcopal Seeds of Hope Neighborhood Center, Southern Maine Area Agency on Aging Long Term Care Working Group, and the Biddeford/Saco Community Resource Group.

Our involvement extends to the broader southern Maine area as St. Andre staff serve on boards of institutions such as So. Maine Community College, Mercy Health System of Me, and St. Joseph's College.

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## St. Joseph Manor, Brockton, Massachusetts

215 Thatcher Street  
Brockton, Massachusetts 02302  
[www.sjmbrockton.org](http://www.sjmbrockton.org)

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
- Community Pastoral Outreach
- Short-term Rehabilitative Services
- Respite Care

St. Joseph Manor is pleased to share our social accountability activities for 2009. We believe our activities demonstrate our commitment and dedication to our associates, residents/clients, youth and our community-at-large.

### **EDUCATIONAL AFFILIATIONS**

During 2009 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.

- *Boys and Girls Club* – Boys and Girls Club members volunteered at the Manor in the Activities Department twice a month for 1 hour. The students volunteered for a total of 24 hours.
- *Massasoit Community College RN Program* – The Manor worked with the Massasoit Community College RN Program as they accessed our facility twice per week for training. Training began at the beginning of September. Our Staff Development Coordinator oriented the 18 students for a total of eight hours, approximate cost of \$264.
- *Brockton High School Students in Health Care* - The Manor worked with the Students in Health Care Program as they accessed our facility for training. Our Staff Development Coordinator oriented the 5 students for three hours at the beginning of their training.

- *Southeastern Regional Vocational Technical High School* – The Manor worked with the Southeastern CNA Program as they accessed our facility approximately 3 days per week for training. Our Staff Development Coordinator oriented the 29 students for five hours, approximate cost of \$165. Our Director of Nursing, and Assistant Director of Nursing, were invited to participate in their advisory committee, approximate cost of \$96.
- *Catholic Charities of Brockton* – The Manor subsidized cost of classroom space at Mater Dei Adult Day Health for Catholic Charities’ CNA Program. The approximate value of the donated space was \$1,200. The Maria II Nurse Leader, Angelica Ortiz provides oversight for the program and our Staff Development Coordinator oriented a total of 124 students attending the program for eleven hours, approximate cost of \$363.
- *Health Care Resources Training* - The Manor worked with the Health Care Resources Training of Avon as they accessed our facility for training. Our Staff Development Coordinator oriented the 79 students for a total of 41 hours, approximate cost of \$1,369.
- *University of Connecticut* - Anne DeMinico, CEO, provided a job shadowing opportunity to a student from the University of Connecticut for a total of six hours at an approximate cost of \$330.

## **COMMUNITY OUTREACH**

- *Community Pastoral Outreach* - During 2009, we remained committed to our Pastoral Community Outreach Program. Currently, we have four volunteers who continue to support the program. These individuals pick-up donated food items and deliver to needy organizations or individuals within our community (Caffrey Towers, Campello High Rise, Crosby Gardens and Dorn Davies Senior Center). The non-reimbursed labor costs were approximately 48 hours, totaling \$936 and the estimated value of the donated food was \$24,356.
- *Community Service Board Member* - Anne DeMinico, CEO, is the Vice-Chair of the Brockton Area Workforce Investment Board (BAWIB). BAWIB is one of 16 Workforce Investment Boards statewide working to build links between the business community and the workforce. The Board is composed of private sector business people, labor, education, and community leaders, and serve 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. Anne spent a total of 28 hours on her duties with BAWIB, approximate value of \$1,500. Anne is also on the MassAging Board. Anne spent a total of 23 hours fulfilling Board responsibilities, approximate value of \$1,300. In addition, Anne is on the Massosoit Community College Foundation Board and spent 10 hours fulfilling Board responsibilities, approximate value of \$560.

- *Grow Associates Board Member* – Our Director of Environmental Services, Margaret Scholl, is a member of the “Board for Grow” Associates. Grow Associates provides services that capture and support the needs of adults with developmental disabilities. Their goal is to place, train, and support individuals in gaining meaningful work that leads to competitive, community based employment. Margaret spent a total of 32 hours fulfilling Board responsibilities, approximate value \$1000.
- *Care Giver Support Group* - Our Adult Day Health Program continues to offer a support group to elder care-givers in the community. The group meets once a month and addresses a variety of topics and issues of concern to care-givers. Our Adult Day Health Director and her assistant held eight meetings, donated approximately 20 hours of time with a value of \$986. Food costs were \$529.
- *Mater Dei Adult Day Health Program* - The Manor continues our valuable Adult Day Health Services to individuals in the greater Brockton area. The program serves a full breakfast for an average of 55 clients per day with approximately 10,000 breakfasts served in 2009, approximate cost of \$9,900.
- *Food Donations* - During 2009, surplus food at the Mater Dei Adult Day Health Program was given to approximately 10 clients in need per day, with an approximate value of \$3,600.
- *Blood Pressure Clinics* - Our Admission Coordinator and Director of Mater Dei ADH held 11 blood pressure clinics during 2009. The clinics are provided at the Brockton Council on Aging and Brockton Commons. Approximately 17 hours were dedicated to this community service, approximate value of \$374 and food costs totaled \$138.

### **OTHER INITIATIVES**

- *Notary Services* – The Manor provides free notary services for associates, residents and families. During 2009, 17 notarizations were provided, approximate value of \$170.
- *Lithuanian Children Relief Program* – During 2009, clothing and other items were donated by residents, family members and associates to this organization, approximate value of \$23,000.
- *Tops Organization* - This organization used our Mater Dei Adult Day Health Center to conduct their meetings, approximate value of \$450.
- *Medicaid Application Services* – St. Joseph Manor helps families with the cost of Medicaid conversion services for our needy residents when they are converting from private pay to Medicaid, approximate cost was \$3,750.
- *Furniture Donation:* - Furniture that is no longer needed or is useful to the organization, is donated to associates in need, approximate value \$500.
- *Resident Remembrance* - St. Joseph Manor offers a Mass of Remembrance in memory of our deceased residents. Approximately 100 community members attended, Mass costs totaled \$690.

- *Christmas Dinner* - ADH hosted a Christmas dinner for 57 of their clients and 10 family members, approximate cost of \$200.
- *Giving Tree* - The Manor partnered with My Brothers Keeper to help 50 individuals this Christmas season. The Manor also donated stocking stuffers to “Grow Associates”, approximate value of \$100.
- *Cellphones For Soldiers* – The Manor has been a drop off site for “Cell Phones for Soldiers” since 2007. The program was started in 2004 by then 13 year old Brittany and 12 year old Robbie Bergquist in Norwell, Massachusetts. Through the donation of used cell phones, they are able to recycle the phones and provide calling cards to soldiers who are far from home. During 2009, the Manor shipped 65 phones, for a value of 4,680 usable minutes for the soldiers.

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## St. Mary Health Care Center, Worcester, Massachusetts

39 Queen Street  
Worcester, Massachusetts 01610

Acquired by Covenant Health Systems in June 1998  
*Sponsored by Covenant Health Systems*

- 124-bed Skilled Nursing Facility
- Alzheimer's Unit
- Short-term Rehabilitation/Respite Services

Providing skilled nursing care, rehabilitation, and palliative care in the heart of Worcester, St. Mary Health Care contributes to the surrounding community by its presence in the neighborhood and its outreach efforts.

This year our Maintenance Department refurbished six wheelchairs, nine walkers, two shower/tub chairs and one commode. These pieces of durable equipment were recycled into the community through a partnership with Catholic Charities.

Our Activities Department continues to be an important work experience site for the Department of Transitional Assistance.

At St. Mary our commitment to care of those with Alzheimer's disease includes direct outreach and support as well as comprehensive staff training. This year our "St. Mary Team" sported purple t-shirts and raised \$2,000 at the Alzheimer's walk. On site efforts to promote awareness for the Alzheimer's Association involved bake sales and tokens for purchase. Our annual pasta night was an opportunity for families to come together in our dining room and be served dinner by many of our staff members. The evening included a stress reduction training facilitated by our Director of Admissions.

The Admissions Director also provides four hours a month of outreach programming for seniors at two local gathering sites.

We support our local parish food pantry with staff and visitor donations which we collect here and forward to St. Paul's Cathedral.

This year we provided a loaner harp and practice space for a religious sister who has always wanted to learn to play this instrument. We helped connect her with our own therapeutic harpist and both are enjoying the experience immensely.

Three times a year we host elementary school children from Worcester's *Blessed Sacrament School*; who enjoy an evening of bingo with our residents and often bring seasonal cards they have crafted.

During their school semesters, 20 volunteers from *Holy Cross College* meet 1:1 with our residents. The relationships forged through these sessions continue past college in many cases.

Two of our staff are involved in the local *Neighborhood Watch* meetings on a regular basis and work alongside other volunteers to facilitate special celebrations in the community.

When one of our adjacent neighbors suffered a break-in, we quietly supplied personnel and materials to repair her broken door.

The local Humane Society was the recipient of 100 used blankets which provided comfortable bedding for animals in need.

Once again our annual Christmas giving tree provided toys and clothing for a dozen local families.

Our Administrator has committed five hours per month on the Board of Directors for the Latin American Healthcare Alliance, donating time to mentor one individual and working on fundraising efforts for this group. She also served on a scholarship committee through the Greater Worcester Foundation, helping to choose a recipient for the Lt. James F “Jay” Lyons III scholarship in honor of this Worcester firefighter killed in the infamous warehouse fire in this city.

Our facility sponsors one Certified Nursing Assistant each year from our staff who wishes to pursue an LPN degree. This collaboration with the Intercare Alliance is a \$12,000 commitment on our part.

We also provided \$2,050 in paid guardianships this year.

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## St. Mary's Villa, Elmhurst Township, Pennsylvania

Elmhurst Township, Pennsylvania 18444  
[www.stmarysvilla.com](http://www.stmarysvilla.com)

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

*St. Mary's Villa Nursing Home*  
675 St. Mary's Villa Road  
Elmhurst Township, Pennsylvania 18444

- 112-Bed Skilled Nursing Facility

*St. Mary's Villa Residence*  
One Pioneer Place  
Moscow, Pennsylvania 18444

- 64 Personal Care Residences

In 2009, St. Mary's Villa Campus donated \$36,551 in dollars, goods and services to the community.

We began the year by supporting the North Pocono Catholic Youth Group's "Souper Bowl", a collection of canned soups for the North Pocono Food Pantry.

In February, we supported the American Heart Association with a special heart-healthy luncheon for staff – food donated by the Villa and proceeds going to the Heart Association, for a total of \$400. Employees helped at local benefits.

The American Cancer Society was helped in March with a basket raffle, and staff wrapped daffodils for the Daffodil Days fundraiser.

April – celebrated Earth Day by donating flowers and plants to the Elmhurst-Roaring Brook township park. Employees cleaned up the park and planted flowers and plants.

In May, we supported a benefit for a local high school student with Amniotic Fluid Embolism \$668, and a bone marrow donor drive for a toddler \$331.50. Our Personal Care Residence hosted an informational session open to the public on Veteran's benefits.

In June, the Villa sponsored a team in a volleyball tournament held in memory of a local young woman killed in a car accident. The young woman had been engaged to the son of a long-time dietary employee in the nursing home. The cost of sponsoring a team was \$100. Along with other events, the total for the month was \$1,863.

July – once again we supported the St. Joseph’s Center in Scranton’s annual fundraiser, “Go Joe,” and raised \$840. Our efforts were covered by a local TV news affiliate.

Volunteers worked at St. Eulalia’s church picnic, the local community chicken BBQ, the Senior Air Patrol, township picnic and Catholic Social Services golf tournament.

To support our military we collected and mailed \$200 worth of personal care items, snacks, magazines and paperback books to our troops serving in Iraq.

For back to school in September, we collected new backpacks for the Friends of the Poor in Scranton (\$140) food for the food pantry, and made a \$100 donation to Leukemia & Lymphoma Society. Eight management employees worked the phones at the MDA Labor Day telethon for 5 hours.

In October, the Alzheimer’s Memory Walk donation was \$1050 plus a gift basket donation worth \$75. The Diocesan Annual Appeal received \$100, and the Deutsch Institute a similar amount for a monthly total of \$3,304.

The Villa hosted a Haunted Hayride on the campus for Halloween. Staff members prepared games and food, scary tableaux and played ghosts and goblins. Free tickets were given to local boy and girl scout troops.

For Christmas, the Villa Staff purchased “Angel Tree” toys and gifts for 75 children in need. The names were supplied by the Salvation Army in Scranton. Value of the gifts \$2,250. At the suggestion of our Chaplain, Father Menghini, a “Help Box” was initiated so that staff members could anonymously recommend fellow staffers who are experiencing financial hardship. Special lunches were offered with the proceeds going to a help fund. Father handled the distribution confidentially. We also helped a local family referred to us by St Catherine’s Church in Moscow. We raised and gave out a total of \$1,575. Given the economy, we continue to collect non-perishable food for two food pantries: the North Pocono Food Pantry and the Cortez Country Cupboard. 132 items valued at \$264. Total for the month: \$5,384.56.

We supported St. Eulalia’s parish by sending volunteers on Villa time to assist with the setup for their monthly fundraising breakfast.

Our nursing home receptionist helps, again on Villa time, at the North Pocono Dry Goods Pantry once a month. Staff donated \$1,951.82 in Gift of Time, and used \$4,354.56.

Our staff is very generous with their time and resources. They respond over and over again to the needs of the community. The year 2009 again proved their commitment our mission and values.

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## ***ASSISTED LIVING RESIDENCES***

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### **Youville House Assisted Living Residence, Cambridge, Massachusetts**

1573 Cambridge Street  
Cambridge, Massachusetts 02138  
[www.youvillehouse.com](http://www.youvillehouse.com)

*Sponsored by Covenant Health Systems*

- 95-unit Assisted Living Community

#### **PROGRAMS FOR THE UNDERSERVED**

**Catholic Charities-** Youville House hires through programs at Catholic Charities.

#### **ADOPT A FAMILY**

One of our employees experienced hardships when diagnosed with a terminal illness. Youville House provided transportation to therapies, made food for the family and brought over home-made menus as well as raw ingredients for the family to cook. This project continued until the staff member passed away.

#### **PROGRAMS FOR THE BROADER COMMUNITY**

Youville House hosted a dinner for the St Paul Ethics Committee when they needed meeting space for a project that collaborates with a Parish in Kungu to build a hospital in Uganda.

#### **NURTURING ROOM**

A leader is hired to host moms and tots from the neighborhood to an afternoon of play and sharing with the residents, once/week.

#### **MEDITATION**

Sponsored with Cambridge at Home, this group meets weekly with neighbors from Cambridge at large and some of our residents.

#### **CREATIVE WRITING**

Several groups hold sessions to leave a legacy through writings to families and the larger community. One of our residents, who has taught the course at colleges in the Boston area as well as churches, leads these groups.

### **EXERCISE**

Space was provided to a neighborhood exercise class that regularly meets in the Cambridge Public Library. This building was closed for major renovations and Youville House offered use of the large atrium. An elderly group of neighbors met there weekly for an extended period. We provided snacks and a lunch once to promote Youville House. Participants were most appreciative and learned about our residence.

### **HARVARD UNIVERSITY, Memorial Church Breakfasts**

Memorial Church has speakers present at a Forum before the service on Sunday mornings. Breakfast is shared by the group before the presentation. Youville House hosts the breakfast on the first Sunday of the month.

### **Harvard MINHUET**

We invite students from Harvard reach out to our residents, bring music into the building and socialize with our residents.

### **LESLEY STUDENT**

A student from Lesley College fulfilled her requirements by interviewing residents on stereotypes. We provided space and residents for this project.

### **HARVARD STUDENT**

A student from Harvard College needed elders to interview on accessibility to community events. This project was well represented by our assisted living population. Youville House provided a meeting area and the residents to question.

### **COMMUNITY PROJECT FOR YOUTH**

A young man mandated to perform community outreach fulfilled his requirement by bringing friends from Berklee School of Music to perform for our residents week after week. Youville House benefitted from the rapport with these students who even coaxed one of our residents (who had sung cabaret professionally all his life but had felt “washed up”) to return to the stage. The resident began to sing again and even his health improved as a result of this interaction.

### **BLOOD PRESSURE CLINIC**

An intergenerational program with Rindge and Latin High School in Cambridge brings students need participants on whom to practice what they learn in the classroom. Our residents and staff volunteer to sit while the students hone their skills.

### **FEEDING THE HOMELESS**

At different times of the year, we make over 150 sandwiches, our kitchen staff prepares hot foods and makes cookies for St. Paul’s “Feed the Homeless Program.” Often, we (residents and staff) go and help serve and eat with the participants.

### **CHARITY CARE**

Adopt a Family- We called the rectory of St. Mary's Parish to get name of a needy family to provide them with food for Thanksgiving. Food was bought, made and gathered to send over a basket plus other necessities. The driver delivered the beautiful arrangement and he reported that the children were ecstatic as they saw the fruits, hot chocolate, and goodies in large quantity. Our response to the tough economic times that we are experiencing was worth this response from the children.

This program was extended for Christmas. Money was collected and gift certificates distributed to needy families through a parish.

### **GIFT OF MEETING SPACE**

**St Paul Ethics Committee** (space offered for meeting)

Meets in the country kitchen of YH a few times per year

### **EPISODIC**

**St. Vincent de Paul**

Clothing drive organized for St Vincent de Paul twice per year at YH. Clothing is taken to depository by YH driver.

### **ALZHEIMER'S WALK**

One of our residents, who had nursed her husband at home as he eventually died of AD, wished to give back to the AD agency. She organized for two residents and one staff to walk with her. Youville House raised funds.

### **CONTEMPLATING SERIES**

Youville House offered a series on spirituality and aging to the Boston area community. Presenters were sought and each week a different aspect of aging was considered. Following the question and answer period, socialization occurred and residents mingled with participants from the neighborhood. The series was very successful prompting another series in the fall.

### **AGING AND DIFFERENT RELIGIONS**

This series considered how the different religions viewed aging. A general overview of aging in Christianity, Judaism, Islam, Hinduism and Buddhism was presented by different speakers. Exercises were led to have a better appreciation of the teachings of each religion and to follow up with discussion on aging from these perspectives. Participation was encouraged and welcomed especially by the residents who interacted not only with other residents but with the participants from the area.

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## **Youville Place Assisted Living Residence, Lexington, Massachusetts**

10 Pelham Road  
Lexington, Massachusetts 02421  
[www.youvilleplace.com](http://www.youvilleplace.com)

Established 1996 by the Sisters of Charity of Montreal, “Grey Nuns”  
*Sponsored by Covenant Health Systems*

- 92-unit Assisted Living Community

In keeping with our mission and the spirit of St. Marguerite d’Youville, Youville Place continues to respond to the needs of the poor and underserved through reaching out to the local community.

### **SUBSIDIZED UNITS**

- Youville Place continues to subsidize twenty (20) units for low and moderate income seniors that have a connection to Lexington or to the Grey Nuns. In total, this subsidy amounted to \$350,000.

### **COMMUNITY BOARDS and ORGANIZATIONS**

- Minuteman Senior Services
- Lexington Rotary

### **COMMUNITY OUTREACH**

- Brown-bagged meals for the homeless – Four times a year residents and staff of Youville Place gather to make brown bagged meals for the homeless and then deliver the meals to the soup kitchen at the Immanuel Methodist Church in Waltham. Over 800 meals were made and served in 2009. Approximately, \$1800 in food costs, plus staff time.
- Food Drive – A Thanksgiving Food Drive was held for Cor Unum Meal Center in Lawrence, MA.
- Christmas Outreach Project for Marguerite’s Place – Marguerite’s Place is a transitional home in Nashua, NH for women and children in crisis. Youville Place invited the CEO of Marguerite’s Place to speak about their work and discuss how Youville Place may assist in a Christmas project. The CEO established a wish list of one item for each mother and each child and told us that our donations would be used for their Christmas Party with Santa. Residents and staff donated funds so that a Christmas gift could be purchased for each mother and each child. The staff did all of the shopping and the delivering of the gifts, while our residents completed the wrapping. Approximately \$500 in goods, along with staff time.

- Lexington Interfaith Food Pantry- Youville Place organized its own “Walk For Hunger” to raise money for the Lexington Food Pantry. Residents and staff sponsored each other as they walked laps around Youville Place’s pond and earned .25 cents per lap. Our residents and staff raised \$1300 which was donated to the local Lexington Food Pantry.
- American Red Cross Blood Drive in August – Donated staff time to hold the Blood Drive at Youville Place.
- Operation Clean Sweep – Donated clothing to the organization and staff time to assist with the event.
- Mustard Seed Communities – Donated used draperies, plastic bags, toilet tissues, and batteries. \$125 in goods.
- Neighbors Who Care - Neighbors Who Care host an annual brunch as a fundraiser. Staff donated their time to work the event and assist with the raffle.

**DONATIONS TO NON-PROFIT ORGANIZATIONS**

- |                            |        |
|----------------------------|--------|
| • Mustard Seed Communities | \$50   |
| • Gifts that Give More     | \$158  |
| • Lexington Food Pantry    | \$1300 |

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***FOUNDATION***

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Fanny Allen Foundation  
790 College Parkway  
Colchester, Vermont 05446

Established in 1894 by the Religious Hospitallers of St. Joseph  
Sponsored by Covenant Health Systems

**Fanny Allen Corporation, Inc.**

This past fiscal year, the Fanny Allen Corporation, Inc. contributed \$305,000 to support families and children at risk, emergency assistance to the working poor, homeless shelters, elderly outreach and various forms of prevention and crisis intervention throughout Vermont.

We actualize the long-standing mission of the Religious Hospitallers of St. Joseph by partnering with other agencies and organizations that share our mission and promote our values, thereby improving the quality of life and promoting healthier communities.

**Committee on Temporary Shelter (COTS)**

COTS is the largest provider for the homeless in Vermont and has expanded services by opening a homeless prevention Housing Resource Center that keeps the working poor in their homes and out of shelter during a financial crisis. By providing low-income households in financial crisis with emergency grants, housing resources and assistance securing local resources:  
404 households averted homelessness;  
34 households were able to pay security deposits and move into permanent housing;  
73 low-income households received housing resources and secured permanent housing.

**Faith in Action**

Faith in Action Northern Communities Partnership is a volunteer powered outreach program with a mission to help the increasing number of elderly and disabled neighbors enjoy safe, healthy, active and independent lives in their own homes as long as possible through revitalization of community spirit and participation. Over 20,000 hours of volunteer time in two locations, Cabot and the North East Kingdom, directly assisted 5,000 people. Assistance includes: transportation; snow removal (car, walkways, plowing); visits and telephone check-ins; in home chores; home repairs; baking, respite; Senior's Enrichment Program; Senior's Computer Literacy Class; Community Nursing; Foodshare program; errands for shut-ins; and other enrichment activities.

### **Joseph's House**

Joseph's House is the parish outreach center of St. Joseph's Co-Cathedral, fulfilling the social and educational mission of the church. The primary goals of Joseph's House are to provide a leadership role in the Old North End and implement Catholic Social Teaching through supporting those who are socially, politically, and economically disadvantaged, particularly single mothers and their children. Joseph's House provides direct aid through financial assistance to the economically poor for basic needs, such as utilities, security deposits, back rents, medical exams, prescriptions or other essential personal needs. The space is also utilized for educational purposes by other nonprofits serving this population, including, Mercy Connections; Prevent Child Abuse VT; and the Kidsafe Collaborative to name a few. Joseph's House provides assistance to 60-80 families a month with an additional 120 families receiving financial assistance between Thanksgiving and Christmas.

### **King Street Youth Center**

The King Street neighborhood in Burlington, Vermont is a diverse neighborhood with a high percentage of subsidized housing and, more recently, an influx of immigrants, many coming from Africa and Asia through Vermont's refugee resettlement program. The King Street Youth Center serves 500 children annually through the following programs: a Five-Star accredited preschool for 15 children ages 3-5; an afterschool program for children in grades K-5 that includes homework help, technology education, athletics, and the arts; an afterschool program for middle- and high-school youth that focuses on academic achievement, job training, and college preparation; a safe, welcoming place where teens meet in the evenings to do homework, use a computer, or play sports with friends; and one of the largest mentoring programs in the state, where children are matched one-on-one with caring adults in the community.

### **LeRoyer Employee Assistance Fund/ Fletcher Allen Health Care**

The LeRoyer Fund, named after the founder of the Religious Hospitallers of St. Joseph, provides Fletcher Allen Health Care employees with emergency assistance due to loss of income or health related needs. Emergency assistance often supports basic living needs, including rent/mortgage, utilities and food, as well as medical emergencies. In 2009, 49 employees received emergency assistance from the LeRoyer Fund.

### **Prevent Child Abuse – Vermont**

The Prevent Child Abuse "Shaken Baby Syndrome Prevention Project" provides training on how to safely console a crying baby, manage our own stress levels, and additional training and support for parents involved with the Vermont Department of Corrections, home visitors, childcare providers, and other high-risk parents and caregivers.

**Resource (formally ReCycle North)**

Resource's mission is to protect the environment by reducing the amount of reusable and repairable items dumped in landfills; give individuals in transition valuable job skills, technical training and more opportunity, and alleviate the effects of poverty by making vital household goods and building materials more readily available. Career Start is a flexible educational and job skills training program for high school students with a range of disabilities who are enrolled in school, but are at risk of falling through the cracks or dropping out of the educational system. In the past four sessions, Resource has enrolled 36 at risk students, graduated 24 students from the program and employed 9 students at Resource.

**Rice High School Student Health Center**

Rice High School is a Roman Catholic high school in Burlington, Vermont, with a mission to guide its students toward the realization of their God-given potential. Rice serves 375 students with 42% receiving financial assistance. The Rice High School Student Health Center is staffed by a professional nurse who provides daily health care coverage. The Center has also updated all student Immunization Records; and created custom health care plans for students with health related issues.

**Samaritan House**

Samaritan House serves homeless men, women and families in the Franklin and Grand Isles community in Vermont. There are 10 emergency shelter beds, day programming and intensive case management as well as a four-bed, individual transitional housing program and a family transitional housing program. Last year, 135 people received shelter; 117 guests moved into permanent housing from shelter; and 28 men and 12 families moved to permanent housing from transitional housing since the programs opened.

**Sara Holbrook Community Center (SHCC)**

The SHCC believes that keeping youth positively engaged is the best means of prevention; hence, the SHCC offers a variety of children's programs focusing on the needs of low-income, immigrant and refugee populations. Programs include a 15 slot pre-school for low-income children five days a week; two teen program sites serving a total of 413 middle and high school students; and a New Arrivals program that provided 27 children ages 4-14 with English literacy and comprehension skills.

**Vermont Campaign to End Child Hunger (VTCECH)**

The mission of VTCECH is to develop programs and advocate policies to prevent hunger and promote good nutrition for Vermont's families. In response to a lack of early childhood programs participating in the federally funded Child and Adult Care Food Program (VT ranked 49th out of 50 states), VTCECH developed the Early Childhood Nutrition Outreach Project and initiated 14 child care sites across Vermont, serving nearly 500 children and helped them start meal programs. Furthermore, 22 centers serving over 600 children have sought out applications in response to this targeted outreach.

**Vermont Catholic Charities, Inc.**

Catholic Charities, Inc.'s Emergency Aid Program gives small amounts of direct financial help to people throughout the State of Vermont who have fallen into financial crisis and/or poverty. Fanny Allen Corporation, Inc.'s support was used as a matching grant to leverage additional contributions and ensured that 488 families received support last year for: utilities, rental assistance, food, medical care, transportation and other basic needs.

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## ***CORPORATE HEADQUARTERS***

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### **Covenant Health Systems, Lexington, Massachusetts**

420 Bedford Street  
Lexington, MA 02420  
781-862-1634  
[www.covenanths.org](http://www.covenanths.org)

- Covenant Health Systems has been a leadership in environmental stewardship since 2004. Because of our efforts, our facilities have received yearly awards for their initiatives and Covenant has received the “System for Change” award for the past five years. By leading an environmental initiative, Covenant members have improved the health of the communities, staff and residents/patients. As a System, Covenant has gone from “having to justify going green” to “having to justify not going green.” It is important to do the right thing for our earth and those we serve.
- Donation to Catholic Charities: In lieu of sending Christmas Cards and Gifts, Covenant donates \$5000 to Catholic Charities each year.
- Several of Covenant members donate their time on not for profit boards including the American Hospital Association, Catholic Health Association, American Association of Homes and Services for the Aging, Massachusetts Senior Care Federation, MassAging, Neighbors Who Care and more.
- 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.
- Covenant donates the proceeds from soda can deposits to charity, and each year Covenant donates back-to-school items for school children.
- Covenant makes its conference rooms available to other not-for-profit agencies in the local area and this past year, we hosted over 30 meetings which enabled these not-for-profit organizations to assemble at no additional cost to them.
- Covenant collected clothes from throughout the system for women in transition in Lowell, MA.