



Dear Bethany Benefactors and Friends,

May you experience in your lives, the love you have expressed for our Bethany residents through your generosity. If you have recently given to Bethany or have made a gift this past year, we thank you.

This past October, I was privileged to receive, on behalf of Bethany Health Care Center, notification by The American Health Care Association (AHCA) and National Center for Assisted Living (NCAL) that Bethany had received four tier recognition, as part of the AHCA/NCAL Quality Initiative Recognition Program, for achieving the following Quality Initiative goals:

- INCREASING STAFF STABILITY
- INCREASING CUSTOMER SATISFACTION
- SAFELY REDUCING HOSPITAL READMISSIONS
- SAFELY REDUCING THE OFF-LABEL USE OF ANTIPSYCHOTICS

This recognition is made possible due to the commitment and dedication of Bethany's nursing and support staff. May it also serve as testimony and reassurance to you that your donations are providing support for a nationally known and award-winning long-term healthcare facility. Bethany was named to the 2014 Honor Roll in U.S. News & World Report's annual Best Nursing Homes.

To learn more about our staff responsible for Bethany's success, I would like to introduce you to Bethany's 2014 "Behind the Scenes Heroes" who were featured during our most recent "Making a Difference" award dinner. These committed members of Bethany's team are highlighted on the reverse side of this publication. Perhaps, the best way for you to experience Bethany is through their eyes and testimonies. Please visit www.bethanyhealthcare.org to view the "Behind the Scenes Heroes" video and testimonies in their entirety.

Your support of Bethany's Annual Fund helps Bethany to continue to provide its delivery of quality healthcare and to meet the needs of those who today call Bethany home.

May you and your families be blessed with God's love throughout this Christmas Season and the New Year!

Sincerely,

Sister Jacquelyn M. McCarthy, C.S.J.

Sister Jacquelyn M. McCarthy, CSJ, R.N.
CEO/Administrator

HIGHLIGHTS OF BETHANY'S 2014 "MAKING A DIFFERENCE" AWARD DINNER HONORING GERRY LEONE, JR.

Sister Jacquelyn McCarthy, CSJ, CEO/Administrator of Bethany Health Care Center presented Gerry Leone, Jr., a Partner with Nixon Peabody LLP and former Middlesex County District Attorney, with Bethany Health Care Center's third annual "Making a Difference" award. Mr. Leone received the award for his commitment to Bethany's mission and for "improving and making a difference" in the lives of others.



Gerry Leone, Jr., Partner, Nixon Peabody LLP, former Middlesex County District Attorney, presented with Bethany's 2014 "Making a Difference" Award by Sister Jacquelyn M. McCarthy, CSJ, R.N., CEO/Administrator of Bethany Health Care Center.

In addition to dedicating himself to protecting and serving others in public service, Mr. Leone's philanthropic leadership has served both families and youth.



Sister M. Greta Turner, CSJ, Bethany's eldest resident and member of the Congregation of the Sisters of St. Joseph, who celebrated her 104th Birthday in November, offers a blessing to Gerry Leone during his visit to Bethany.

Co-chairs for the event were Bob Boyle and Henry Luthin. Emceed by Susan Wornick, former WCVB-TV News Anchor and member of Team 5 Investigates, the event was held at the Boston Marriott, Copley Place on November 5th, 2014. Those paying tribute to Mr. Leone during the evening's program included The Honorable Eugene L. O'Flaherty, Corporation Counsel, City of Boston on behalf of The Honorable Martin J. Walsh, Mayor of Boston; The Honorable Paul C. Dawley, Chief Justice of the Massachusetts District Courts; The Honorable Thomas F. Reilly, Manion Gaynor & Manning LLP, former Massachusetts Attorney General; and The Honorable James Vallee, Partner, Nixon Peabody LLP, former House Representative and House Majority Leader. Proceeds from the event benefited Bethany's Cultural Change Program, improving the lives of residents and creating a more home-like living environment.



Left to Right: Sister Jacquelyn McCarthy, CSJ, R.N., CEO/Administrator of Bethany Health Care Center; John Mahoney, member of the Honorary Committee and former Vice Chairman and CFO, Staples, Inc.; Most Reverend Peter J. Uglietto, S.T.D. Auxiliary Bishop of Boston; Susan Wornick, former WCVB-TV News Anchor, Member of Team 5 Investigates, and NewsCenter 5's Consumer Reporter; Barbara Shockley, Director of Mission Advancement for Bethany; Wendy Bicknell Leone, wife of Gerry Leone, Jr.; daughter, Julianna Leone; Gerry Leone, Jr., honoree, and Father Paul B. O'Brien, Pastor, St. Patrick's Church, Lawrence, MA.

Featured Heroes

EXCERPTED FROM THE 2014 "MAKING A DIFFERENCE" AWARD DINNER VIDEO
"BEHIND THE SCENES HEROES AT BETHANY"



"We do something called CARES Training: COMPASSION, ACCOUNTABILITY, RESPECT, ENTHUSIASM, and SERVICE. We train all our staff in these modules. We let them know that we care, that translates into them taking really good care of our residents."
– Jim Argir, General Manager of Hospitality and Building Services



"They make me want to get up and go to work everyday. Nothing is too big or too small for them to undertake. I just can't explain the spirit that is within and among the staff."
– Sister Mary Nagle, CSJ, Director of Mission Effectiveness



"The second floor patients are very special. Sometimes, when you're not expecting it or they are asleep or they don't know who I am, as soon as I turn my back around, they say thank you and that is a very beautiful word."
– Leonor Carneiro, CNA, 2nd Floor, 11PM to 7:30AM



"Bethany Health Care Center has a wonderful reputation and it is possible because of the staff, the families, and the volunteers. Each one comes and works and assists others to make this an even better place."
– Sister Ellen Pumphret, CSJ, Director of Spiritual/Pastoral Care



"The residents are very thankful for everything we do. We get thank you notes two or three times a week. It makes you want to work even a little bit harder to see that smile."
– Melissa Galluzzo, Production Manager, Food Services



"It's a job like I've never had before. It's very personable and very friendly. Everyone appreciates everything that you do for them."
– Dave Rondeau, Maintenance Supervisor



"We all work together as a team to make sure that the residents are safe and cared for."
– Charlene Johnson, R.N., Unit Manger, 4th Floor



"If a resident needs help, they will call and our staff members will go in and if they can help, they help them."
– Lou Simon, Director of Housekeeping and Laundry Services



"I'm usually here at about 3:15 AM. I just start and get the machines loaded, get them going so that when staff come in, and the dryers are running with laundry, they know what to do."
– John "Skip" Moran, Laundry Services Lead



"All the staff here, we all help each other. It's not like can you go do this...here everybody does everything as a team."
– Oswald "Ozzie" Torres, Housekeeping Technician II



"There is the team work not just between our department itself but the teamwork between how other departments all interact with each other. Everybody does their part. They do what is needed from the smallest thing to the biggest thing."
– Ginny Moulaison, Director of Food Services



"The direct caregivers, the CNA's who minister directly to the residents of this facility...don't see them as just residents but as a part of their family. When they minister to them they go beyond basic care and go beyond what they are supposed to do and that is reflective of how they are and the quality of care that Bethany gives."
– Lyra Sicad, R.N., MDS Coordinator

You can hear firsthand from our staff as they share their personal testimonies and from our residents as they talk about their lives as Bethany residents. Please go to www.bethanyhealthcare.org. In the "About Us" pull down section and click on "News and Events" to view both videos.



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