



*Your profound impact on an unprecedented year*



# LETTER FROM THE PRESIDENT & CEO



Dear Friends,

The year 2020 was an isolating and extremely challenging year. Saint Elizabeth Community's team worked to fight an invisible enemy, and staff committed to protecting lives, and supporting each other. Some individuals in our community passed away after contracting COVID-19. We join with their families in mourning the loss of their loved ones.

As we emerge from a year in which change was constant, rules created to keep people safe were imposed, and distancing and isolation became the norm, I hope our staff and families can all heal together from the pain brought forth by the pandemic. The photo to the right was taken on the first day the RI Dept. of Health allowed our family members to hug their loved ones, and I know that moment meant so much to those in our care, their families and our staff.

Compassion, professionalism and teamwork brought us through this year, and I am so grateful to our staff and families for their enormous support. Routine testing and screening of staff continues, and wearing masks all day at work is required. Our team has made great sacrifices, equaled only by their commitment to those in their care, and to each other.

Across our organization we saw wide ranging change. Regulatory change and reporting became a constant, and our leadership worked to meet the new state and federal reporting requirements related to the pandemic. In the pages ahead there is more detail on the pandemic's impact on our community.

I took the helm in July 2020 amidst these challenges, and the strategic work of the organization continued. In late 2019, it was decided that Saint Elizabeth Manor would be sold. The work to achieve this strategic goal continued in 2020, and the Manor was sold April 1, 2021. Although there is sadness in parting, we remain committed to serving the East Bay through our home care agency and adult day center.

Many opportunities and strategic initiatives moved forward in 2020 thanks to many partnerships. I am pleased to announce that Cornerstone will expand and open an adult day center at 283 Post Road in South Kingstown this year thanks to town collaboration. A \$1M grant from the State of Rhode Island provided the funds to renovate six shared rooms at Saint Elizabeth Home, converting them into private suites. Those rooms are now open for short term rehab patients. Additional collaboration with the State resulted in negotiating for funding for SASH (Supports and Services and Home) to help maintain and expand this program.

Centralizing our Certified Nursing Assistant training program was another strategic goal accomplished. We hired an instructor and the first students graduated this spring and have begun working within our organization. Also, we launched a telehealth program through our home care provider, Cathleen Naughton Associates, supporting many of our home care clients.

Later this year updated organizational branding will be announced. Some of our member's names will change, as we convey what service is provided through the entity name, and unite our organization as one Saint Elizabeth Community offering a full continuum of care.

Though this year has been challenging, the financial support from donors has helped bridge the gap of the unanticipated costs and revenue losses associated with COVID-19. I am especially grateful to these individuals, foundations and organizations who provided unprecedented support in the face of the significant financial impact of the pandemic.

As our new normal unfolds, I look forward to our future with great optimism.

Sincerely,



Matthew R. Trimble

President & CEO, CNHA



# LETTER FROM THE CHAIRMAN OF THE BOARD

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President & CEO

Saint Elizabeth Community



Dear Friends,

2020 brought a new year and a new decade, and the often-hoped-for perfection associated with the metaphor, "20/20 vision." Last year was very challenging, living with uncertainty day-to-day, and it was hard to imagine anything close to "perfect"- our true normal. But as an organization we remained committed to excellence and moved forward with our plans.

Strategic planning is critical to the success of any organization. It is a process which channels the organization's energy by focusing the vision forward upon priorities focused on achieving the organization's goals. Such a plan provides a roadmap and a clear view of the work to be accomplished for the next two to three years.

As part of the plan, amidst the pandemic, Saint Elizabeth Community had a leadership transition. Steve Horowitz, our President and CEO, retired. We miss his familiar smile, quiet presence and wisdom which for 36 years had provided leadership and guidance in the rapidly changing world of elder care. However, long before his retirement, Steve's fortitude, and commitment to the mission of Saint Elizabeth Community, unknowingly prepared our next leader for our future. Matt's knowledge of, and familiarity with, our organization brought strength and a continued conviction to our mission.

With insight, foresight, and humility, Steve recognized Matt's talents, and over decades, he shared his knowledge with Matt, to the benefit of Saint Elizabeth Community. And now, I recognize in hindsight, that indeed there was "20/20 vision" in the leadership transition, and how blessed our Community is that the Board of Trustees, with clarity, shared Steve's vision, and selected Matt as the new President and CEO. I cannot imagine anyone other than Matt as Steve's successor.

And this past year, Saint Elizabeth Community has also been blessed to have the support of the donors we so gratefully list on the pages to follow. It is with the help of this dedicated group that we were able to respond quickly and nimbly to the challenges of 2020. Thanks to the generosity of so many, our organization moved into 2021 looking forward to more great things to come, committed to our mission, vision and values. It remains a privilege to be serving as Chairman of Saint Elizabeth Community's Board of Trustees.

Sincerely,

A handwritten signature in black ink that reads "Craig W. Carpenter". The signature is written in a cursive, flowing style.

Craig W. Carpenter  
Chairman, Board of Trustees

*"Life can only be understood backwards.  
But it must be lived forward."* Soren Kierkegaard

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## Vision

To be the organization  
“Where RI seniors  
come first”.



## Mission

To provide exceptional,  
compassionate care in an  
array of settings.  
We embrace the needs  
of each individual in an  
environment where those  
we care for, and work with,  
are treated **just like family.**



## We Value

- the person
- relationships
- leadership and innovation
- education and learning



*The Sarah Hallett Society recognizes the essence and spirit of those who so generously support Saint Elizabeth Community. Through legacy, leadership or endowment giving, these individuals demonstrate an unwavering commitment to exemplary elder care for those we serve each day.*

*Our Legacy members have notified us that they have included Saint Elizabeth Community in a bequest or other planned gift arrangement. Leadership members have achieved lifetime giving of \$10,000 or more, or have established a named endowed fund. Our Visionaries have done both. We invite you to learn more about how you can help and become a part of this special group.*

## Visionaries

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## Leadership

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*To learn more about the Sarah Hallett  
Society, please contact Erica Bryson, CFRE  
at 401.773.7421.*

*\*Deceased*



## DONORS

*THANK YOU! Each charitable gift is important to our work and we cherish your involvement! Thanks to your generous spirit, individuals served by Saint Elizabeth Community continue to receive the quality elder care they so richly deserve.*

### **\$100,000+**

The Gregory and Claire Wilcox Family Foundation

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Alfred Luciano

**James Reynolds**  
Kathie Percival

**Evaline Richmond**

John Kelley and Mark Shea

**Stephanie Rosa**

Alfred Luciano

**Mary C. Rossetti**

Joan King  
Ms. Lisa King

**Marie Rozzero**

Charlotte Rozzero

**Elizabeth I. Russell**

James and Nancy Hagerty

**Saint Elizabeth Community  
Leadership Team**

Grace Pedagno and  
Steven J. Horowitz

**Saint Elizabeth Community's Staff**

Richard and Peg Bianco

**Juanita Barber and the  
Staff of Saint Elizabeth Court**

Marilyn Pelosi

**Saint Elizabeth Court Staff**

Joann Flaminio  
Judith Hoffman  
Evan and Evan Kantor

**Saint Elizabeth Green House Home  
#17 Staff**

Mary Ellen Banisch  
Marilyn and Dominick\* Passaro  
Wayne and Doreen Pelland  
Judith Vigar

**All our Front Line Workers at  
Saint Elizabeth Home**

Donna Birmingham

**Saint Elizabeth Home Green House  
#15 Staff**

Anonymous  
Patricia Durigan  
Steven and Ann Orcutt  
Madeline Turcotte

**Saint Elizabeth Home Green House  
#19 Staff**

Linda and Armond Dilibero  
Gary and Vicki Dorfman

**Saint Elizabeth Home Green House  
#21 Staff**

Theresa Taylor

**Saint Elizabeth Home Memory Care  
Unit 1 Staff**

John\* and Joan Durnin  
Anonymous (2)  
Mr. and Mrs. Diale D. Taliaferro  
Barbara E. Taylor  
Denise Tiemissen

**Saint Elizabeth Home Rehab Staff**

Joan Clarke  
Emelda Paul  
Maureen A. Rotondo

**Saint Elizabeth Home Staff**

Kathleen Devault  
The Solinger Family

**Saint Elizabeth Home  
The Bay Staff**

The Solinger Family

**Saint Elizabeth Manor  
East Wing Staff**

Teddi Galligan and David Diggs

**Elizabeth Schneider**

Alfred Luciano

**Melody Shechtman**

Stacey and Eugene Mihaly

**Deidre Soares**

Joann Flaminio

**Frances M. Taliaferro**

Diale D. Taliaferro

**Jerome Thompson**

Deborah Bacani

**Matthew R. Trimble**

Joseph C. Augustine  
Angela Gora

**Eileen Unger**

Kathie Percival

**John Vasquez**

Lisa Salerno

**Kristen Verducci**

Marilyn Pezzillo

**Mary Kate Villacres**

Marianne Manzi and Joseph Pittle  
Shirley Marchione

**Carol Whaley**

Gail A. Broome

**John Wilcox**

Beth Wilcox

**Sonnie Worwee**

Tom and Pam Dresselhouse  
Alfred Luciano

**Christina Yuras**

Alfred Luciano

**Tara Zinno**

Marilyn Pezzillo



## *In Memory of James “Jimmy” Perkins*

*In January 2021, Saint Elizabeth Community lost long-time employee and friend Jimmy Perkins to COVID-19. Jimmy is remembered with gratitude for his 32 years of dedication and service at Saint Elizabeth Place.*

*Residents and staff have a lifetime of memories shared with Jimmy, a security guard who brought a smile to many.*

*Our thoughts and prayers are with all the families who lost a loved one to COVID-19.*



## **EMPLOYEE GIVING**

*The kindness and compassion of Saint Elizabeth Community employees has long been recognized as one of our greatest strengths. We are proud to recognize the following employees who made charitable gifts in 2020 to support special projects.*

Karin Anastasiades  
Anonymous (2)  
Kristen Arruda  
Briana Aucoin  
Donna Birmingham  
Sarah Bowater  
James Boxser  
Erica Bryson  
Alinda Buonomano  
Linda Carvalho  
Margaret E. Connelly  
Ken Coté  
Johanna Coyle  
Elizabeth Dietz

Lisa A. DiMezza-Barry  
Sergo Dominique  
Yves Dominique  
Sharon Ellis  
Kerri Esteban  
Nancy Ewing  
Martha Farrelly  
Vivian E. Gomez  
Marcelina M. Gorman  
Jessica Gosselin  
Maureen Graziano  
Kimberly Guenette  
Sharon Hartley  
Steven J. Horowitz  
Melissa Hudak  
Mary C. Johns  
Sharon Kupa  
Mark J. Loiselle, CPA, CGMA  
Karla Maciel  
Geri Manning  
Michel Manosh  
Christine McGuire  
Madalena Medeiros  
Zoila Medina  
Everett Melo  
Shirley Mendoza  
Roberta B. Merkle, Esq.  
Kelsey Moore

Beth and Barry Morlock  
Carlos A. Moscadello  
Kathy Parker  
Linda Peckham  
Yvette Pierce  
Debra Polion  
Frances Principe  
Tom Radican  
Glendis Recinos  
Lauren Richards  
Herenia Rivera  
Mary Rossetti  
Caroline Naughton Rumowicz  
Debra J. Rumowicz  
Beth Russell  
Lucy L. Sanchez  
Lisa Schartner  
Donna Shirley  
Linda Sinnott  
Debra Swanson  
Mary Jean Sylvaria  
Eligia Tavarez  
Matthew Trimble, CNHA  
Eileen Unger  
Donna Vinbury  
Richard Vose  
Marianne Wolcott  
Wynetta Zeon



## ADDRESSING THE IMPACT OF COVID-19

*There is no doubt that the year 2020 will be talked about for the rest of our lives. No one could have ever anticipated the challenges and uncertainty that would result from the COVID-19 crisis. In March 2020, when we closed our doors to visitation and sent many staff to work from home, we could never have imagined that more than a year later we would still be working to recover.*

*Though many things seemed to change during COVID, one thing remained...Saint Elizabeth Community's commitment to providing exceptional care to our elders as if they were our own family. Never has "Just like family" been more true as it was in 2020.*



When visitation was halted in our residences, front line staff filled an incredible void left by families and friends, making sure that the social and emotional health of those in our care was nurtured and monitored along with their physical well-being.

left:  
Doreen Monroe, Resident Service Coordinator at Saint Elizabeth Terrace spends time with resident Pauline Nunes.



right:  
Sue Woodford, RN, and Brian Needham

right:  
Heather Waterman, CNA, and Cheryl Archeto, adult day participant have fun baking together at Cornerstone Adult Services center in Warwick.

Our adult day centers were closed for approximately three months following RIDOH guidance. Many Cornerstone staff members pitched in at other Saint Elizabeth Community locations during this time. Centers reopened and attendees were happily reunited with caring staff.



Amidst a global travel ban, geriatric care management nurse Sue Woodford assisted with a major transition working with a family in Europe. Home care client, Brian returned home to England, to be closer to his sons living in Germany and England. After much coordination and many international calls, Sue helped Brian's safe transition to an assisted living residence for the retired Royal Navy veterans.



Staff became masters of virtually visiting, call scheduling and assisting elders with tablets and laptops as they visited loved ones virtually. These visits provided a much needed touchstone for elders, their families and friends, as they endured the pandemic, longing for in-person visits.



Group activities were halted in our nursing homes and assisted living residences at the pandemic's onset. In the meantime, activity staff creatively worked with residents to bring joy and care for the whole person during an challenging time.

*Our amazing staff gave of themselves selflessly to ensure our elders were safe and happy. This dedicated group worked tirelessly to find creative ways to help elders continue to have meaningful life experiences and keep families connected while having to be apart. Though this year was difficult, the spirit of Saint Elizabeth Community remained strong and our mission more important than ever.*

left: George Dresselhouse, GREEN HOUSE® Home resident, is all smiles visiting with family virtually on his tablet.

left: Lillian Wardner enjoys flower arranging at Saint Elizabeth Court.



right: Lucy Sanchez, Certified Med Tech, happily rolls up her sleeve to get the COVID-19 vaccination at Saint Elizabeth Home.

Vaccinations brought relief, joy and also some trepidation, as front line staff in our nursing homes were among the first to be vaccinated in Rhode Island in December 2020. Data on vaccination rates of staff are now posted on our website, and updated monthly.



*We are grateful to all the staff, families, donors and volunteers who made a difference during this unprecedented time. As we begin to recover from the COVID-19 crisis, please know how much your dedication and support have meant to all who are a part of Saint Elizabeth Community.*

# LEADERSHIP

Matthew R. Trimble, CNHA  
*President & CEO*

Erica Bryson, CFRE  
*Chief Philanthropy Officer*

Maggie Connelly, LALA  
*Administrator*  
Saint Elizabeth Court

Kenneth Coté  
*Administrator*  
Saint Elizabeth Place  
Saint Elizabeth Terrace

Jessica Gosselin  
*Administrator*  
Cornerstone Adult Services

Mark J. Loiselle, CPA, CGMA  
*Chief Financial Officer*

Roberta B. Merkle, Esq.  
*Executive Vice President*  
*of Strategic Initiatives*

Katlyn Mullen  
*Executive Assistant to*  
*President & CEO*

Kathleen Parker  
*Director of Admissions &*  
*Care Navigation*

Tom Radican  
*Facilities Engineer*

Mary C. Rossetti  
*Director of Marketing and*  
*Communications*

Caroline Naughton Rumowicz  
*Director*  
*Cathleen Naughton Associates*

Beth Russell  
*Director of Operations*

Marianne Wolcott  
*Administrator*  
*Saint Elizabeth Home*



*Elizabeth "Betty" Yashura, Saint Elizabeth Home resident loved visiting with her daughter and son-in-law.*

*Throughout this pandemic, residents and staff missed in-person visits with devoted and caring family and friends! Although staff worked tirelessly to keep residents connected via virtual visits and phone calls, the in-person connections were missed.*

*There was tremendous joy and relief when visitors were allowed back into our nursing and assisted living residences, and even more joy when families could hug their loved ones again!*

<b>Operating Revenue-</b>		
Resident revenue		\$43,741,200
<b>Expenses</b>		
Salary and labor related	\$30,791,200	
Food, Supplies & other	6,022,400	
Contracted services	5,203,800	
Provider assessment	1,803,300	
Insurance & interest	2,783,300	
Depreciation & amortization	2,731,800	
Utilities	<u>1,201,500</u>	
<b>Total expenses</b>		<u>50,537,300</u>
<b>Net operating loss</b>		<u>-6,796,100</u>
<b>Non-operating revenue</b>		
Contributions & grants,	\$1,316,900	
US/RI stimulus funds & grants	3,693,600	
Other revenue	1,427,200	
Realized gain (loss)		
on investment	743,000	
<b>Total</b>		<u>7,180,700</u>
<b>Non-operating expenses</b>		
Salary and labor related	\$160,900	
Supplies & other	968,200	
Contracted services	128,900	
Insurance & interest	300	
Depreciation & amortization	35,800	
Utilities	<u>18,200</u>	
<b>Total</b>		<u>1,312,300</u>
<b>Net non-operating income</b>		<u>5,868,400</u>
Net income (loss) before		
unrealized gain (loss)		<u>-\$927,700</u>
Unrealized gain		<u>1,433,800</u>
<b>Net income (loss)</b>		<u>\$506,100</u>
<b>Assets</b>		
Cash	\$6,634,000	
Receivables, net	2,590,200	
Property, plant & equipment, net	39,792,600	
Other	<u>26,391,600</u>	
		<u>\$75,408,400</u>
<b>Liabilities &amp; Net Assets</b>		
Payables	\$1,822,400	
Debt	41,622,200	
Other liabilities	6,295,500	
Net assets (deficiency)	<u>25,668,300</u>	
		<u>\$75,408,400</u>

## *The financial impact of Covid-19:*

*Estimated loss revenue* **3,700,000**

*Estimated increased labor and related costs (including those subsidized by stimulus funding)* **1,300,000**

*Estimated increased non labor & related costs* **500,000**

The financial impact of the COVID-19 pandemic was unexpected and significant. COVID-19 brought new restrictions and increased safety protocols which resulted in unanticipated expenses in staffing, personal protective equipment, technology needs, and cleaning supplies. The impact of this increase in expenses was then compounded by a sudden and dramatic loss of revenue as new mandates closed our adult day centers, restricted the use of semi-private rooms for rehab, and required a reduction in the amount of people we could serve in our skilled nursing facilities due to quarantine protocols. As of the printing of this report, Saint Elizabeth Community is on the road to recovery, however the financial impact of the pandemic continues to be felt throughout the organization.



## **Saint Elizabeth Community**

*Where RI seniors come first*

### **Saint Elizabeth Home**

Short-term rehab, long-term care  
and memory care

### **THE GREEN HOUSE® Homes**

at Saint Elizabeth Home  
An innovative concept  
of nursing home care

### **Saint Elizabeth Court**

Affordable assisted living

### **Cornerstone Adult Services**

Adult Day Centers  
Memory Care Center

### **Cathleen Naughton Associates**

Home health services

### **Saint Elizabeth Terrace**

Affordable apartments  
for seniors

### **Saint Elizabeth Place**

Affordable apartments  
for seniors and mobility impaired

Saint Elizabeth Community offers a full spectrum of care and services for older adults,  
ensuring they receive the right care in the right place at the right time.

To learn how we can help you or someone you love,  
call us at **401.471.6060**.