

# 2020 Annual Report





## Mission

United Methodist Homes communities provide a wide range of senior living services with exceptional care and compassion.

## Vision

The vision of United Methodist Homes is to be the provider of choice in lifestyle options for seniors.

## Values

We believe an effective model of health care delivery reflects these core values:

Concern and understanding for the whole person.

A focus on education and wellness in pursuit of a full life.

Independence, dignity and a sense of control for all residents.

Caring and compassion in our staff.

## Board of Directors

Emil Augustine  
Calli Berg  
Edwin Betz  
Christina Boyd  
Thomas F. Brazil  
Douglas A. Clark (Rev.)  
Carol Coleman (Rev.)  
Joseph Coons  
John Crounse  
Robert W. Hall  
Alan G. Hertel  
Maryann Johnson  
Allan Kinsman  
Lisa Lee  
Sharron Lewis  
Janet T. McCabe  
Robert S. Montgomery, Jr.  
Rosanne Mulligan  
Dianne Posegate  
Margaret Ann Ray  
Philip Reid  
Elaine Semanski  
Betty Stanton  
William Starr  
Kenneth Summers, Jr.  
Charlotte Thomas  
Cathy Williams

## Development Leadership

**Brian Picchini**  
President & CEO

**Edwin Betz**  
Chair, United Methodist Homes Foundation

**Sharon "Calli" Berg**  
Chair, United Methodist Homes Board of Directors

**Richard Runyon**  
Senior Vice President, Foundation & Investments

**Vicky Morabito**  
Executive Director, Elizabeth Church Campus

**Danielle Janeski**  
Executive Director, Pennsylvania Campuses

**Ron Patti**  
Executive Director, Hilltop Campus

**Heather Murphy**  
Director of Development, United Methodist Homes Foundation

## Honorary Members

Jack Carling  
Jeffrey Culver  
Thomas R. Gasper  
Blenda Smith  
James Wert (Rev.)  
Kathy Colling  
Melissa Drabo  
William D. Lewis (Rev.)  
Jack Welch

## Directors Emeriti

Jim Corselius (2019)  
Leslie F. Distin (Dr.) (2018)  
Carl T. Ernststrom (d) (2015)  
Arthur B. Gordon (d) (2015)  
Rev. George C. Kramer (2017)  
James V. Proof (d) (2015)  
Allan R. Rose (d) (2016)  
Edwin Rogers (2020)  
Wayne Trivelpiece (2019)  
Warren Watkins (2018)

# Dear Friends of United Methodist Homes



As we reflect on the year 2020, it is difficult to think of anything other than COVID-19 and how the pandemic turned all of our worlds upside down. Best laid plans for the year including our strategic plans, special events and fundraisers were abruptly set aside or postponed as we immersed into “survival mode”. The impact on the field of aging, our employees, residents and families has been extraordinarily difficult and challenging in many ways. We all had to make sacrifices for the greater good—the safety and well-being of all around us. We have been living with heightened restrictions, routine COVID testing and screening, social distancing, and consistent use of personal protective equipment to protect ourselves and those in our care. Our normal way of operations changed completely and will likely never quite look the same.

While the year was marked with uncertainty, grief, suffering and loss, there were also tremendous successes and testaments of strength. Stories of hope and encouragement have and continue to prevail as we forge ahead doing what we do best—care for our residents. Throughout this pandemic, I have seen great strength and an unwavering commitment among our staff to ensure those in our care would be safe and well taken care of. Our mission is very much alive and well because of our wonderful people who show up each and every day to take on and accept whatever challenges come their way. There have been numerous acts of selflessness. I remain grateful and impressed by our staff, our residents and families who also made sacrifices. It has not been easy to be physically distanced from one another but there is hope and a light at the end of the tunnel. With each and every vaccine administered, we are getting closer to normalcy.

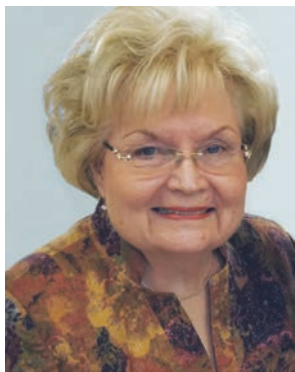
As our campuses advance in reopening efforts, we have had the pleasure of seeing residents being reunited with their loved ones. Now, because of the vaccine, a fully vaccinated resident may hug their loved ones! What a beautiful thing after so much distance. This is the light at the end of the tunnel; this is progress. If there were only one thing that we could take away from this past year it would be to take pride in our strength and unity and how far we have come together. We are blessed as an organization because of our people who truly lived up to our motto of “UMH Strong”. These difficult times brought us closer together and put things into perspective. We are a family. And, like a family, we had each other’s backs throughout it all. We also receive continuous encouragement and words of support and appreciation from our Board of Directors, residents and their families.

As President and CEO, I am encouraged and confident knowing that our organization can be turned upside down yet have the ability to come out the other side stronger than ever. Yes, there are incredible challenges ahead as we rebuild following the most disruptive and costly year in our history. But, we have at our core an incredible strength --- our people, our supporters and donors. Every contribution, now more than ever, significantly and positively impacts our organization as we recover and look to a brighter year ahead. My sincere gratitude to all who have supported or continue to support United Methodist Homes and our Foundation Initiatives.

Sincerely,

**Brian Picchini, President & CEO**

# Dear Friends



Reflections of our past have always been the centerpiece of our Annual Reports. This year is no different, however because of COVID-19, this Annual Report is personal, emotional, even heartbreaking and your eyes may fill with tears. Tears of gratitude for the overwhelming efforts that were made day by day touching the lives of our residents and their families with the dedication and personal sacrifice, commitment of our staff, and their many examples of UMH Strong.

I encourage you to give yourself some time to read these individual reflections from our staff of their COVID year. I believe you will see, as I have, the tremendous dedication of our people. The willingness to support each other and do things they had never done before with a selfless attitude. Often, each day would bring on more responsibility and in the serious moments, you witnessed the compassion and the loving care that was given by the hands of our dedicated staff. In these personal stories you find encouragement and hope and you are reminded of the dignity of life.

There is a proverb that says: "From the bitterness of disease we learn the sweetness of health." Each one of us has a personal COVID story. For some of us, we have lost a loved one or we have experienced the anguish of a loved one being seriously ill. We have experienced isolation and it almost becomes the center of our daily lives - not being near loved ones or even the loss of touch with a welcoming hand shake. There is a word that has become popular now to describe our Moment in Time - "languish" is "to be forced to remain in an unpleasant place or situation." Having all our Board activities by phone or Zoom has become a languishing feeling.

However, we are very encouraged that the "sweetness of health" is coming around the corner and through the courageous efforts of our Management Team and their leadership, we will have a brighter tomorrow.

In closing, our Annual Report is always about Giving. Your giving reflects your belief in our great mission of exceptional care and compassion for the residents we serve. Thank you for your gifts.

Sincerely,

A handwritten signature in black ink that reads "Calli Berg". The signature is fluid and cursive.

*Calli Berg, Board Chair*



# Campus Spotlight



**Corporate Office**  
*10 Acre Place, Binghamton, NY 13904*



**Tunkhannock Campus**  
*50 West Tioga Street, Tunkhannock, PA 18657*  
Personal Care - 38



**Elizabeth Church Campus**  
*863 Front Street, Binghamton, NY 13905*  
Independent Living Apartments - 30  
Assisted Living - 52  
Skilled Nursing, Rehab & Memory Care - 121



**Wesley Village Campus**  
*209 Roberts Road, Pittston, PA 18640*  
Independent Living Cottages- 176  
Independent Living Apartments - 81  
Personal Care - 58  
Skilled Nursing, Rehab & Memory Care - 183



**Hilltop Campus**  
*286 Deyo Hill Road, Johnson City, NY 13790*  
Independent Living Cottages- 76  
Independent Living Apartments - 81  
Assisted Living - 98  
Skilled Nursing, Rehab & Memory Care - 122

# 2020 Highlights

At United Methodist Homes, our mission is to provide a wide range of senior living services with exceptional care and compassion. In order to do that, we are continually striving to maintain our high quality and seek partnerships that will benefit our residents.

## Accomplishments

- James G. Johnston, Hilltop, Anderson/Myers Personal Care, Tunkhannock Personal Care, and Elizabeth Church Manor received no deficiencies on the many Focused Infection Prevention and Control Surveys (DOH) that were completed during 2020.
- The Hilltop Campus Memory Maker Project was awarded the LeadingAge Innovation of the Year Award.
- Hilltop Campus was recognized as the Best Nursing Home and Best Assisted Living Facility in the Press Connects Reader's Choice Awards for Nursing Home. Elizabeth Church Manor was named One of the Best Nursing Homes.
- Wesley Village Campus was voted one of the Best Nursing Homes in PA in Newsweek Magazine.
- Partridge-Tippett Nursing Facility continues to be a preferred provider with both Geisinger and Commonwealth Health Systems.
- To date, Myers Manor, Anderson Personal Care, and Tunkhannock Manor have remained COVID-free among residents.

## Community Collaborations

- NEPA Gives - United Methodist Homes participated in this inaugural online giving event made up of 175 nonprofit organizations and five regional funders. Read more about this successful collaborative later in the report.
- We launched a new communications platform, Regroup, that improved real-time communications with residents and families regarding COVID and campus related updates.
- Countless community organizations, schools, individuals and businesses reached out to UMH throughout 2020 offering cards, meals, performances, gifts, and so much more. We are incredibly grateful for the outpouring of love and support during these trying times. Our residents and staff were continually cheered by their thoughtfulness.



Horse Visit, Wesley Village



Gift Delivery, Tunkhannock



Memory Makers, Hilltop



Elaine, Elizabeth Church

- United Methodist Homes was the Premier Sponsor for the annual Walk to End Alzheimer's, held virtually on September 26, 2020. After the event, UMH was recognized as the Top Returning Team for the Binghamton Walk with a total of \$3,810. Hilltop Campus was pleased to host the Promise Garden, typically on display at Binghamton University

# Activities Initiative

When COVID restrictions required group activities to halt, our Activities Departments rose to the occasion, making modifications to ensure residents remained active and engaged. Many changes required additional supplies and equipment above and beyond the Activities budget. Due to the charitable support of donors, grants, and the Foundation Board of Directors, UMH was able to launch the Activities Initiative. Foundation staff worked closely with Activities to identify resident needs and purchase items such as iPads and tablets, intercom systems, streaming media subscriptions, magazines, craft supplies, puzzles, books, audio/visual equipment, games, musical instruments, and many other items that made the logistics of individualized activities much easier. As a year of holidays came and went, the Initiative also helped purchase seasonal items and decorations used to help make everyone feel special under the circumstances. The Activities Initiative has granted close to \$60,000 back to the campuses for these unexpected needs. It's due to the generosity of past and present donors that the Foundation was able to swiftly meet many of the social needs of our residents during the pandemic. Thank you!

"Saying we are grateful for all the items we have received through the Activities Initiative doesn't begin to express how much we have appreciated the generosity of the Foundation and donors. The items received made such a tremendous difference in the lives of our residents. We have been able to offer our residents so many additional leisure time opportunities that would have been difficult without these generous gifts. We are forever striving to meet the needs of all our residents and keep them engaged and connected, especially during these unprecedented times. Gifts as these have given us the needed support to make it all happen." -Faye Clark, Hilltop Campus Life Director



Carol Agnew, Hilltop

# Activities Initiative

"The Activities Initiative 2020 was something we never thought would exist, but COVID-19 changed so many aspects of our jobs. The UMH Foundation made so many things possible during the pandemic on Hilltop/ JGJ Campus which would have not been possible without the kindness of the Board, Donors, Vendors and Staff. The iPads and tablets were a blessing so the residents could see their loved ones. So many went so long without seeing their family or spouses. We can't express enough how thankful we are to everyone."  
-Denise Reilly and the JGJ Activity Dept.

"The Large Print books are a great addition to our library. During the past year we were able to offer more titles for residents reading pleasure than ever before." - Sandy Lane, Highlands Manager

*I would just like to thank you and all the staff for keeping the families updated. Also to let you know that I am EXTREMELY happy with the way you have been handling this Covid-19 situation. I appreciate you keeping my loved one safe!! I know it has been hard on everyone. BUT, the most important thing is that everyone is healthy!! Keep up the GREAT Work!*

*- Resident Family Member*



Rachel Loefflad & Theresa, Wesley Village

"All of the supplies purchased for our residents were greatly appreciated and have provided many hours of enjoyment. Throughout this past year, the iPads have been a vital means of connection. Not only did the iPads enable virtual calls and seasonal messages, they brought the residents together socially while maintaining a safe distance. We continue to use them daily and are very grateful for these donations." - Rachel Loefflad, Recreation Coordinator, Wesley Village

"Each day always starts with prayer. That never changed. Once laughter began to fill the halls again, just in a different way, more residents became interested thus more joining in with each passing day. Many items purchased to help modify our activities were made possible through gifting from the Foundation. Our appreciation to that wonderful group goes far beyond just saying Thank You!! Couldn't have done all this without them!!!"  
-Terry White, Activities Director, Tunkhannock

***I will forever be grateful for the compassionate care that [my mom] was given and that she has recovered. I'm looking forward with much joy to when I'll be able to see her in person.***

*- Resident Family Member*

"All of the changes our facility has experienced during this pandemic have been a huge undertaking for our department. They have affected our relationship with the residents and the way they see and interact with us. The resources we received have been an invaluable part of navigating through it all. We received so much more than we expected, we are humbled by your generosity." -Kathy Micha, Activities Director, Elizabeth Church Campus



Kathy Stevens, Tunkhannock



Michael S., Elizabeth Church

# COVID *Reflections*

The Annual Report is traditionally a time to reflect on the previous year and share our good news with those closest to the organization. When looking back at 2020, it's undeniable that COVID-19 cast a shadow over everything we did. That's not to say there weren't accomplishments - there were monumental accomplishments. But it was certainly not the year for which we planned.

Beginning in March 2020, the world began shutting down. At United Methodist Homes, we took a proactive approach to prevent the spread of COVID-19, to keep our communities safe. Our organization diligently followed guidelines provided by the Centers for Disease Control (CDC) as well as local and state departments of health. We continued to take this seriously and remained dedicated to providing the highest quality of care to our residents. As regulations changed frequently and restrictions extended indefinitely, the staff continuously rededicated themselves to ensuring the residents were as safe as possible. Every department on all campuses had to adjust their routines, swiftly adapting to a new normal, exceeding expectations.

Our motto in 2020 became "UMH Strong." The real accomplishments of last year lie within our staff; what they have done and continue to do to provide safety, security, and a sense of normalcy for our residents and their families. The most appropriate way to honor their work is to share their stories from the front lines. It's through the words and reflections of some of our staff that best describes what 2020 has meant to us and how we remain UMH Strong.

We would be remiss if we did not also acknowledge our residents and their families. The incredible amount of support and cooperation, as well as words of appreciation, has been overwhelming. We truly were, and continue to be, "in this together" as residents and families were also faced with the need to adjust to new routines in place to protect everyone.

We acknowledge the hard work and dedication of all of our staff and the tremendous support of our residents and families - thank you!

## Wesley Village

### Danielle Janeski, Executive Director, Pennsylvania

The COVID-19 pandemic has changed my life forever. This past year was full of fear, isolation, uncertainty, loss, and extreme sadness, but it was also filled with support, teamwork, hope, and love. Every facility in Pennsylvania had different experiences, but we had one very common theme: the altruistic commitment to supporting each other. I am so very proud of the staff at Wesley Village and Tunkhannock Manor. They worked so tirelessly and unselfishly to keep the residents safe and well cared for. We had staff isolate themselves from their loved ones for months in an effort to mitigate any risks they may pose to the residents. Employees worked countless hours to fill-in for those out on quarantine and were willing to do whatever they needed to for the wellness of the residents. When one of our facilities had an outbreak of COVID-19, the staff was devastated. But, instead of letting this defeat them, they grew even -

stronger as a team. The support I witnessed among and between departments was humbling. We have always been known for our family-like atmosphere, and I feel this was never more evident. The staff emotionally held each other up every day. They cried together and shared their stories of loss and exhaustion. However, they left that with each other and put on a face of positivity and encouragement as they provided care to the residents and supported their families. The staff will have scars that they will carry with them forever; however, they will also have the strength they found in each other. I have never been more proud of our team. They are true heroes.

### **Debbie Wruble, RN, Infection Control Coordinator**

Right from the beginning, guidance was changing, and it was happening so quickly. You'd get everyone up to speed, and it would change again. We spent hours upon hours trying to make sure everyone was doing the right thing and receiving the right message. When I think back, that is what I remember. Once everyone knew what we were doing, we did it. We needed to know we were doing everything we could do to keep residents safe and comfortable. Families couldn't visit, and the residents counted on us. Then, when we had to start the testing, it was intense. It's still intense, waiting for results to come back, holding our breath. Everyone was getting tired. A lot of residents feel relief from the fear now that we have the vaccine. Attitudes are changing and improving. Everyone is so looking forward to seeing family and getting back to where we need to be. We've been their family for the past year - the only faces they've seen since last March. But we've done it. PTNF has one of the strongest teams that I've ever worked with. Everyone is willing to learn and do whatever it takes. I just love them all. UMH Strong is putting it mildly. The team here is so dedicated to our residents, continuously making sure they are comfortable. They want everyone to be as happy as possible. It truly takes a team to do that. They're a tough bunch. They've worked so hard, and it's meant a lot. It's been a long road but to see that everyone is okay and we're making it through is a big deal. That's us at UMH. From my first day 18 years ago, everyone here works for the residents. When they say I've got your back, they really do.

### **Heather France, Health Information Coordinator**

This past year was very crazy and just a blur. It was stressful, but we got through it. Staffing was one of our biggest challenges. When we set up the screening station, I sat in the hallway for the first six months and screened in and out - nobody got past me. They knew not to enter if they didn't feel well. Getting everyone to understand how important it was to take precautions took as much education as possible. Jill Tigue stepped up to take over all medical records so that I could ensure proper personal protective equipment (PPE) and monitor everything. When we needed more coverage, we got help from our agencies and anyone else in the building. All the departments pulled together doing anything they could to help our residents. It was challenging, but we pulled together and got it done. That's how we got through it. What we went through is so hard to put into words. You had to go through it. We were strong, and -

we never gave up. We knew our residents needed care, and we did what we had to do to take care of them. The staff that was there every day gave every day, every hour, everything. They never gave up.

### **Jess Dulney, Dining Services Director**

We have three very distinct buildings. My office is in Myers Manor, and I have staff in all three buildings. As the Director, you need to go where the highest need is. So, in May, I picked up my office and stationed myself in Patridge-Tippett. I haven't been back to my office since. I primarily manage via phone and zoom, not having seen my staff or management team since May. Our processes went from seeing each other and working together to being divided into little pockets. We had to weather the storm separately. Our day-to-day has changed - they can't come over to get groceries, we have to plan over the phone, and maintenance takes things to each kitchen area. It absolutely takes a village. In the middle of this, we had to shut our units. Everything is interconnected.

Trying to get from A to B without those connections, we had to rethink our processes; how do we get there safely? The only people permitted were nurses assigned to those units. , therefore, we had to bring food to the unit door, and the nurses would then bring it in. Meal trucks had to go outside with the help of maintenance and environmental services. During bad weather, the outdoor route had to be plowed to get around the building, so we didn't risk any kind of contamination to clean units. As a village, we came out the other side. We just had to take the problems as they arose and find solutions for things we never expected. I couldn't have done this without my management team.

We cried together, but we made it through. There is a feeling of "home" here. Like a family, we're not always going to agree, and we have tough conversations, but we're here for one reason - the residents. We all act for that reason. That's what UMH Strong means to me. We're working in their home; they don't live where we work. I couldn't have done it alone. We were able to understand each other's perspectives rely on one another to help lift everyone up. The staff has gotten stronger on the other side. We understand that we don't know what tomorrow brings - we have to be flexible, we're going to have hard days, but we still have each other.

### **Nancy Rothenbecker, Environmental Services Director**

It was very challenging in many ways, including adding duties to our everyday work schedule. Some days we had to cohort residents with COVID, which meant being called back into work after hours and on days off. Some days would have more than ten-room changes a day, followed by sanitizing and disinfecting the rooms from top to bottom. We would go around the facility twice a day, sanitizing all high touch surfaces. Plant Operations would go around on the late shift and also sanitize. Not only did we deal with the physical work but also the emotional aspect of it. We saw the residents that we know and love become so ill and some not surviving. I know all departments did what needed to be done and worked together to get through it. I have done this many years, but 2020 was a very challenging year and I hope for 2021 to be a better year.

### **Amy Graber, Director of Rehabilitation**

What is that saying about change? Change is inevitable. Life is constantly changing. How you -

react to it determines your outcomes in life. My 2020 started pretty normally. I worked for a contracted company at United Methodist Homes Wesley Village Campus as a physical therapist and Therapy Program Manager. My team and I were in a good flow. Then, change - COVID. What were we supposed to expect? Something like the flu? A few weeks and it would pass? A feeling of uncertainty crept into every aspect of our lives - masks, gloves, gowns, face shields, temperature checks, and screening questions. Limited travel. No visitation. Quarantine. A new "stepdown" unit was created. How would we staff it? How would we keep our residents and ourselves safe and healthy? Teamwork - we developed systems, followed protocols, and we started to get into a new rhythm. Weeks turned to months. Then, more change. My team and I were informed that our company's contract was ending, and UMH was bringing therapy in-house. Some of my team were with UMH before, and they felt like they were "coming home." Knowing that my team would stay intact, I started to feel more confident. I adapted to the changes in policy, performance, and growth of my team. Now, everyone was a team member.

Then, in November, the Wesley Village team encountered another change. More COVID. This time, it hit home and hit hard. We found ourselves in the midst of true fear and loss - and yet, strength and hope. Our resident's losses were personal. Our resident's progress was our own progress. Finding joy and light in a very dark time was precious. I was feeling incredibly overwhelmed one night with all that was happening, and while on the phone with Danielle Janeski, I said that as hard as it all was, I felt so grateful that UMH had taken therapy in-house. She said that she was happy too - that it was time for us to come home. Home to UMH. This change was good. During this time, my therapy team had a unique opportunity to help - something we could not have done if we were not in-house. We maintained our jobs, but we shifted.

We learned what it was to be outside our own department. We learned to value what other departments do on a daily basis. This experience made me stronger. It's made us all stronger.

It showed us that we could overcome and prevail. We can change and be better for it. 2020 was a year of change. How we react to it will continue to determine our outcome and who we are. I, myself, am so happy and honored to be a part of this team - Team UMH, and we truly are #UMHStrong.



Wilmer Estevez, Hilltop



Brian Palma, Wesley Village



Anna Maria Wager, Hilltop

## Brian Palma, Assistant Administrator

Looking back at the year 2020, I find myself experiencing mixed emotions. For many, 2020 was "a year to forget." In retrospect, however, I am happy to say I found a great deal of positive at United Methodist Homes in what we all felt was negative at the time. That is not to say that we were immune to the stresses that came with navigating through a pandemic. At every turn, there was another challenge, some far greater than others. The unknown early on was causing fear among our residents and staff. Significant changes in operations were necessary, and the media had our industry under scrutiny. That was all just in March, and we faced every day not knowing when the end would come. Our team was working day in and day out to make sure we did everything that we could. All of our employees were trying to make sure they did the right thing to keep everyone safe. This is where I really saw the strength of each department. There was not one department that didn't go above and beyond through this pandemic. Everyone had so much more to do as a result, and everyone rose to the occasion to keep our residents and fellow employees safe. For that, I am grateful. Through this adversity, our team grew stronger. If I had to use one word to describe the feeling I get and that I hear our team use most to describe the dynamic here, it would be "family." Our "family" was presented with challenge after challenge each and every day and, in doing so, made this "family" stronger. Although 2020 has passed and we've moved into 2021, we are still battling this pandemic and working just as hard to keep everyone safe. I don't know when this will end, but I know that we will keep fighting, and our "family" will make it through together.

## Brad Picchini, Plant Operations Director

In January 2020, we started the new year with plans and hopes for future projects at the Wesley Village campus. I was not aware of what was about to come or how it would change the lives of all around me. In March 2020, my life during and outside of work changed and morphed into the new normal we live in today. The pandemic was spreading at a fast pace in the US. It was in our back yard and knocking at our doors, threatening the lives of my friends, family, coworkers, and also our residents at UMH. We had no choice but to band together as an organization. It took the entire organization to develop a plan and stay the course of keeping everyone safe. We set up a command center in the Myers Living room and started acquiring PPE. As PPE would run low, I would make trips to the Corporate Office to fill my truck. It was like Christmas when I returned, kind of like a Pandemic Santa. During the first few weeks of the pandemic, I was challenged with finding areas for negative pressurized rooms and isolation areas. Our team decided to turn the new rehab unit into what we now call the "Stepdown" Unit. We built tents for donning and doffing PPE, which later were replaced with two trailers donated by Sordoni Construction. The logistics of operations was a challenge for all departments because we could not cross over to the rehab unit. We had to meet strict guidelines. During the course of the year, Plant Operations took on many new roles to help supplement the needs of other departments.

The hardest part for me was sending my team into hot zones, knowing that they could get sick. My team never hesitated and never gave up. Thankfully, no one on my team got sick, and they kept stepping up. They were selfless and did what they needed to do. The past year changed my work life, but I look back and think, "Well, I am not alone here." The entire -

organization went through this together. We all made sacrifices. The impact of the pandemic was scary, but I couldn't wait to tell my team that we would be getting vaccinated. I was relieved they would be safe, and I finally saw some light at the end of the tunnel. I feel very fortunate to be part of such a strong team and strong organization. The pandemic has shown me how dedicated our staff and organization are and will continue to be. It's an honor and a blessing to be part of such a wonderful group of people. We truly are "UMH STRONG"!

## **Tunkhannock Manor**

### **Sean J. Walton, Administrator**

The COVID-19 pandemic has been a life-changing experience in every aspect, from our work life to our home life. Everything has changed overnight. The pandemic is like nothing that I have ever experienced, but as some of our residents will say, "back in my day, we had something similar happen during another pandemic, and we will get through this." Being positive through all this has been one of the hardest things to continue to do, as I'm sure many others can relate. But being around the individuals here at The Manor has made that a much easier feat to accomplish. Instead of crumbling back in March, we banded together to confront COVID-19 and protect our residents and ourselves the best that we could with the available information. We did not back down, and we went straight at the virus.

We continued to care for our own. We take pride in what we do here and continue to do everything we can to protect each other. Stay strong!

### **Cameron White, Administrative Assistant**

The past year has been one of the hardest I have ever had to overcome in my life, professionally and personally.



Sean Walton, Tunkhannock



Kim Whetsell, Elizabeth Church



Brad Picchini, Wesley Village



Josh Bell, Elizabeth Church



Jess Dulney, Wesley Village

Although everyone at UMH is strong-willed and works hard, the daily struggle has been challenging with the lingering fear of COVID-19 right outside our doors. I could not be prouder of the team at UMH Tunkhannock Campus. Our most significant challenges were the everyday effects of this virus, such as residents not being able to go on facility outings, not being able to see their families, and having to stay within the walls of our facility. I would come to work and try to be as positive as possible and let the residents know everything would be okay. But deep down, my heart was breaking because I didn't have the answer as to when life could get back to normal, when they could go out for ice cream, or see their families and give them a big hug.

The silver lining through all of this was the undeniable dedication of the staff. This pandemic really brought us all together more as a family than just coworkers. Through these tough times, you need someone to confide in and a shoulder to cry on. UMH Strong means so much to me because it just solidifies what we all feel. We come together as one unit and work hard towards a common goal. We have kept our residents and staff safe and managed to keep everyone happy through all of this, too. Although it was hard at times, we overcame the worst and looked for a brighter tomorrow. It gives me such a feeling of pride to be a part of a company that genuinely cares and makes you feel valued. We wear our UMH Strong t-shirts on Tuesdays, and it always brings a smile to my face seeing such unity. It makes you truly realize what it means to be UMH Strong.

### **Rebekah Garton, Dining Services Manager**

The year 2020 was an incredibly challenging one for both our residents and staff. This pandemic has changed so many things about how we live and work, but we've adapted and persevered. My coworkers and staff have banded together for our residents in a way that I had never imagined possible. In the face of this adversity, we have had to work twice as hard to make this a safe, happy home for our residents, and I truly feel that we have achieved that. We have been extremely fortunate as a campus to have not had a single resident case, and the few staff cases that we had were not spread, primarily due to our commitment to sanitation and proper PPE use. And though life has been different for our residents, they have remained positive. We do what we can to make them smile, even if it is something as silly as a cute sticker on their meal tray or our weekly tie-dye shirt day. That has been the bright spot in this tumultuous year. We have not only maintained our level of care, but we have improved upon it in many little ways. That is how we have lived UMH Strong.

### **Terry White, Activities Director**

The past year our global community came together, asking questions and seeking answers. It seemed confusion and negativity were the general feelings everywhere. Even with so many questions and unknowns, we actually gained insight into who we really are in the past year. Many have offered help whenever and wherever needed. Forgiveness was chosen over anger. Families and friends connected, if not personally, virtually. All ages, young and old, appreciated technology as a way to stay connected. We leaned more heavily on our faith. Each day always starts with prayer. That never changed. In fact, many more prayers were added to our daily prayer list. We prayed about things much deeper and talked more. We now realize how valuable and irreplaceable each person truly is. So many of us thought this would soon -

pass. Days turned into weeks, weeks into months, and finally reaching into a year and beyond. Handshakes became elbow bumps, and social distancing literally had to be measured. This new normal was going to remain and get more complicated. Stress was written in every line and wrinkle on everyone's faces.

I was determined to do my best to stay strong and be positive for those around me. I knew I had to dig deep and think hard. "If I can't do it this way...then I can do it that way" became my motto. Instead of going out for ice cream or pizza, we brought it in. Where we once baked cookies together, I now stayed later in the evening to bake and hand out warm cookies for a special bedtime snack. As for the staff, many were tired feeling, weary, and at times downright scared. Scared for themselves, but more for the safety of our elder population. Spirit Week gave us all the opportunity just to laugh and forget, even for a little while. It was a silly idea but worked well to boost the morale of residents and employees. When we could not congregate in common areas, I began putting chairs just outside the resident's doors, more than 6 feet apart, and activities slowly began again. First, just a few gathered while socially distanced. Eventually, I had so many residents that wanted to join in the fun that I had to have several exercise sessions throughout each day in order to keep the group sizes small. New interactions were being accomplished, and I was achieving goals while getting there differently. We all became happier! Unbelievably, this pandemic has made me see so much. I believe it is through the hardest times in our lives that we learn how strong we really are.

## Elizabeth Church

### Vicky Morabito, Executive Director

2020 was really about how we as a team were able to navigate and survive the last year. Our vision for UMH is how we all lift each other and support each other. We all worked together. All of our staff should be commended for showing up for work at the beginning of the pandemic when so much was unknown. They stuck with us when we said we had to be tested every week and then twice a week. They stayed with us as they had -



Cameron White, Tunkhannock



Danielle Janeski, Wesley Village



Debbie Wruble, Wesley Village



Ron Patti, Hilltop

to keep piling on the PPE. They stayed when we lost so many residents who had been at UMH for years, even though their hearts were broken. They worked as a team to help the residents and the families learn how to FaceTime, as that was the only way that they could visit. I could go on and on about each department's superhero work. This year has been so incredible. I am thankful for every one of our staff members, and I am forever grateful for their work over the last year.

### **Sandie Farrell, Assistant Director of Nursing**

2020 came in like a lamb and went out like a lion. It's only supposed to be one month a year that does the exact opposite in relation to weather. However, I feel it is an appropriate analogy for what it was like for my team and I in 2020. Little did we know that January and February would be lamb-like, soft, cuddly, and sweet compared to the rest of the year. March started that turnaround for all of us. Doing everyday things had to be reconsidered based on the level of necessity to protect ourselves and our residents. One of the hardest things was telling families they could no longer visit their loved ones unless it was "end of life." Who wants to be the person calling a family member to say, "yes, you can come in to see your mother, father, brother," knowing the only reason you are allowed to do so is that it will likely be the last time they will get to see them? It was also difficult to manage medical appointments. We had to figure out how to arrange for necessary appointments while ensuring minimal possible exposure to the virus for our residents. Technology helped us to overcome a lot of these obstacles with FaceTime and virtual appointments. We kept families up to date as often as we could, even if it was to say their loved one was holding steady.

I learned that in this field, and life in general, you need to keep lines of communication open, and that includes sharing good news, especially when there is a whirlwind of "storms." We tend to only communicate with others when we have "bad" news. Trust me when I say that having been acting Unit Manager on both COVID floors, the good things - no matter how small - needed to be shared to get through the tremendous amount of heartache that occurred. We learned who is willing to step up, to stand up and fight a fight that appeared to have no end in sight - which our staff definitely did. We may have had many sleepless nights, but I think this taught us how to be more sympathetic and compassionate to residents and families needs. Anything that can teach a person to be more compassionate should always be seen as a silver lining. We lived out UMH Strong by simply not quitting. We stepped up for our residents no matter how tired, overwhelmed, or heartbroken we may have felt on any given day. What many people don't take into consideration is that not only was the staff dealing with COVID at work, but they were also coping with it outside of work. And simply put, we still came to work every day, to do whatever the day asked of us. We stayed UMH STRONG every day - this is what it means to me.

### **Samantha Donato, LPN**

The past year for me has been emotionally, mentally, and physically draining. It started with the ever-changing protocols and staffing. My team and I were on our toes daily, waiting for updates or changes. We were being educated as soon as management received updated information or recommendations. It was an honor to have a leadership team that did their best, provided what they could, and supported the staff along the way. When we got our first -

case of COVID, it was a whole new outlook. I was on the cohort unit from the first case and was determined to give the very best care under any circumstance that was thrown my way.

The greatest challenge for me was questioning myself as a nurse; watching something take over a facility and the residents you care about, and there is nothing you can do to stop it.

This was beyond heartbreaking, and it was emotionally draining. I called and cried with families daily. I held the tablet for a FaceTime call and, deep down, was hoping the resident survived the call before passing. I held residents' hands and wouldn't let them be alone while passing. I watched a virus take over residents' whole body and mind and tried to calm their fears. I called providers daily and dealt with every changing situation. I picked up hours and stayed late and was here as often as possible to give my residents some stability and a little normalcy. There were days I walked in, and it felt like an ICU. I couldn't even breathe; I walked out of a room and broke down. These are things that do not go away quickly. COVID taught me so much about determination, fight, overall communication, and teamwork. The team I had by my side on that unit from Day 1 was my rock and support. We held each other up, we broke down, and we got through. We had each other's backs. We could pick up where the other left off, and we remained positive for each other no matter how beat down and defeated we felt. UMH Strong was something we said to each other all the time. It wasn't just a saying. It was a strength, teamwork, and being able to depend on that team by your side and trust everyone around you. Our manager knew every call and decision we made. She was by our side with the tears and the family updates.

Our manager knew every call and decision we made. She was by our side with the tears and the family updates. You found what was inside you, and you utilized every employee to their full scope of practice to get you all through the day. There was nothing easy about this journey. It honestly was a part of nursing I never expected to see, but, in the end, it is a part of nursing I never expected to see, but, in the end, it is a part of nursing I was proud to be part of. It reminded me of why I chose this field. The connections I made with family members through daily phone calls, window visits, and updates were connections that aren't always made. The amount of appreciation and the stress I was able to relieve for them by ensuring their loved ones were comfortable and pain-free at the end of their lives meant so much.



To know in these difficult times that I was able to care for a resident and their loved ones as a whole is a part of my nursing career I will forever hold onto, and it will drive me in my career moving forward.

### **Kim Whetsell, Purchasing Coordinator**

As the purchasing coordinator at ECM, the past year has been very frustrating and challenging. The greatest challenge was getting supplies from our main vendor. They did not provide any form of communication when supplies were not available to us. This led me to reach out and discover other means to get needed supplies. Thank God for Lisa Nickerson at Corporate. She got us much-needed hand-held thermometers, pulse ox machines, gowns, and more. UMH Strong was shown by everyone coming to work to take care of the residents.

### **Josh Bell, Director of LHHCA/ALP**

In a word, the past year was intense from the early part of the pandemic, when it was a pure act of courage for everyone to just show up, right through the end of the year with ongoing pandemic fatigue. Working through the nearly daily changes of policy and procedures and trying to get them organized and implemented, there was never a chance just to enjoy the status quo. Everyone had to keep focused and keep moving forward.

The biggest challenge I faced was getting enough staffing to handle the mandatory New York State twice-weekly COVID testing. Week after week, RN's and clerical staff managed to find a few hours here and there to help out willingly. Many hands make light work, and that was certainly the case here. We really got to see some superstars on the staff. Most worked hard, but there were a few individuals, from the Executive Director through to rank-and-file support staff and everyone in between, who went far above and beyond, and that's always amazing to me. Sometimes it takes a crisis to see who really shines under pressure. Those folks have led from the front and gotten us through a tough year and will continue to make us a better team.

On a personal note, my wife (also a UMH ECC employee) and I contracted COVID in November. Fortunately, my wife had a moderate case, but I was not as lucky. I ended up with an extended hospital stay and a need for rehab services before returning home. I chose to come to ECM for rehab. It was an interesting experience to see the care here from a resident's perspective. The thing that struck me most was hearing and seeing the staff interact with other residents and seeing how much they truly care. Throughout my time in rehab, and since I've returned to work, the outpouring of support and concern from the staff has been tremendous, and not just from the coworkers I'm close to, but from ones I barely know, and frankly, from some, I have a history of often not seeing eye to eye with.

That's my single biggest take-away from 2020 - the staff here truly care about the residents, and just as importantly, we care about each other, and that caring is what ultimately drives UMH Strong.

## **Hilltop**

### **Ron Patti, Executive Director**

The most challenging part of the pandemic this past year has been the constant change. Every time there is change, it is a challenge. It's part of human nature. In the beginning, there was a -

lot of fear. Residents, staff, and families all had to adjust. Then once you make one adjustment, it's changing again. Managing that change with all the concerns surrounding what we were doing to keep everyone safe was very challenging. However, I did learn how resilient our residents are and how dedicated our staff is. Our community at Hilltop was truly on the front lines of this pandemic. We had to do so much so fast and deal with a tremendous amount of concern and unknown. At times it felt overwhelming, but our staff hung in there, did the right things, and demonstrated remarkable compassion and dedication. Our residents showed us they trusted us and were grateful for everything we were doing to keep them safe. I will forever look back at this time and reflect on this fact as comforting and affirming that we handled this challenge the best we could.

### **Chris Waters, Director of Dietary Services**

The past year has been very rough for my team and me. In the beginning, we struggled with staffing challenges as many were out for exposure or COVID itself. We always managed to get a hot, tasty meal out no matter how shorthanded we were. My management team and I put in many extra hours to make sure we had all the positions covered and still provided wonderful service. I think the biggest challenge was always creating a new dining program as things changed. For example, how can we make sure the food stays hot, serve the meal in a more appetizing way, and make it easier for our staff but still give stellar service? We overcame those things by working together as a team. I held daily meetings with staff, and when we had a concern or a challenge, I asked for their input. Between the management team and the staff, we always came up with something that would help make us better than before. The residents were our bright spots. No matter what we did, they always thanked us for how hard we were working.

My team has been fantastic through all of this as well, giving up time with their families to make Hilltop shine like it always should. We lived out UMH Strong by always trying to exceed the expectations of the residents and anticipating any concerns. The staff in my department that have endured the pandemic are wonderful.



Sandie Farrell, Elizabeth Church



Samantha Donato, Elizabeth Church



Vicky Morabito, Elizabeth Church



Terry White, Tunkhannock

They keep coming to work with a smile on their face even after they or a family member may have had COVID. To me, UMH Strong means doing what is best for the residents because that is what we are here for. We are strong and can meet anything thrown at us and always come out better than we did before.

### **Wilmer Estevez, RN, Charge Nurse**

Our team has grown closer together even though we have been challenged in so many ways. As the pandemic hopefully turns a corner, we are looking for ways to continue to improve in our ability to care for our residents; while encouraging the vaccination effort. Staffing is critical to our success. Management has taken a proactive approach regarding our staffing needs. We plan to continue monthly meetings between management and floor staff and continue having open communication avenues. My bright spot has been brave and caring coworkers - even when they have been under pressure. We also have had plenty of Personal Protective Equipment (PPE) from the beginning of the pandemic until now. UMH Strong means resilience. We continue to battle this pandemic on the front lines together.

### **Anna Maria Wager, Health Home Care Manager**

Working through COVID has been a challenge for myself and my team. The Health Home works a lot with clients who suffer from mental health and physical health issues. Due to COVID, the Health Home Care managers could not see clients face to face, which made coordinating very difficult, especially for our clients with mental health issues. This was one of our greatest challenges. We miss our clients just as much as they miss us. We called as often as possible and connected them with the resources to support them in the areas that we were unable to do so during the pandemic.

There were some silver linings throughout these difficult times. The Health Home Care managers had to work closely to help provide services needed for our clients, including connecting them with COVID testing. Now we are helping our clients in the community with obtaining their vaccinations. It is very exciting for us care managers to see our community and clients working hard to keep themselves safe and do their part to help the world get closer to becoming somewhat normal again. The Health Home Care managers have lived out UMH Strong by working hard daily as a close-knit team to keep ourselves and those around us, including our clients, as healthy and safe as possible by following all given guidelines. We are extremely proud of the hard work and dedication that we put into our work and community. We are proud to be UMH Strong!

### **Katherine Conant, Administrator James G. Johnston Memorial Nursing Home**

When I think about the past year and its meaning from my perspective, the first thing that came to mind was Elisabeth Kubler-Ross' stages of grief. I know these stages well from previous work in Hospice as a Bereavement Coordinator. Oddly at the beginning of the pandemic, I had written on my office calendar in bold letters, "COVID Pandemic begins." That was March 2020, and later I had rather optimistically written at the end of April (that following month) "When COVID ends" as if commanding it over. The optimist in me was, of course, wrong; thus, the first stage of grief... "DENIAL." All the other stages ushered in as the -

pandemic progressed - anger, bargaining, sorrow, acceptance. Oftentimes whatever feelings we were having were placed on hold so that we could address the feelings of the residents, families, and, as an Administrator, the staff. There were many pep talks, one-on-one meetings, referrals to employee assistance, and other resources that NYS or UMH made available to help people through the anxiety and fear that took hold of so many. I often found myself hiding my fears so I could offer comfort and reassurance to others. I think many of us did and are only now able to finally assess our own personal impact. Throughout this entire journey, we saw each other at both our best and worst. On the days when we were at our worst, we banded together over the common threat of COVID-19. Our greatest strength as healthcare workers is compassion, and this really took center stage throughout the pandemic—compassion for families who were missing their loved ones as we missed our family members too. Compassion toward our coworkers, specifically when a unit was “locked down” due to COVID-19 cases. Watching the beleaguered faces of our team members exiting the unit after a long day of wearing personal protective equipment and N95 masks - not knowing if they would be bringing it home or bringing it unknowingly to work. We would send care baskets to the units, write supportive messages on sidewalks, wait for team members to end or begin their shift and clap for them in praise of their courage and dedication. The compassion shown to each other throughout this ordeal was the common thread that held us all together and continues to do so. This is what being UMH Strong means - showing compassion through struggle, whether it is our own or someone else's. Now that it is a year later and I look back on how much our team has changed (and grown), we are undoubtedly much stronger. We have a newfound confidence. We gained perspective and increased knowledge about this disease and how to keep each other safe. Thank you to United Methodist Homes for always making sure we had the necessary personal protective equipment; for offering ways to keep ourselves safe, not just for each other but for our family members at home while we battled COVID-19.



Chris Waters, Hilltop



Amy Graber, Wesley Village



Kate Conant, Hilltop

*The staff is doing a wonderful job caring for our loved ones during this crisis. Please know, it is greatly appreciated. Stay well!*

*- Resident Family Member*

# Donor Spotlights

## UMH Legacy Society as of December 31, 2020

*Estelle B. Andrews*

*Calli Berg*

*Keith D. Chadwick*

*Vivian R. Crown*

*Gary E. Gardner*

*Beverly C. Jones*

*Dan & Bette Knight*

*John Lopatka*

*Janet T. McCabe*

*Brian Picchini*

*Rick M. Runyon*



### UMH Legacy Society

In 1958, thanks to the leadership of those who saw local seniors in need of sound housing, United Methodist Homes opened their doors for the first time to 16 residents in Scranton, PA. Through generations of generous support, many who share our mission have carried on the legacy of our founders so that United Methodist Homes can continue to grow and thrive. The UMH Legacy Society is a Foundation Initiative launched in 2020 to encourage a sense of community among our major donors. The Society recognizes those who have made a lifetime contribution totalling at least \$10,000, have included the Foundation in their estate plans, or have established a legacy gift. Members of the Society, along with all our donors, enable us to enhance programming and amenities, ensuring the highest quality of care for our seniors. Our residents and staff are forever grateful for the generosity of our donors.

#### Estelle B. Andrews, UMH Legacy Society

My mom, Estelle H. Andrews moved from her home in Forty Fort to Myers Manor, Wesley Village, the day before Easter 2007, in the midst of a freak blizzard. She resided there, first in Independent Living, then in the last year of her life, in Personal Care until her passing on 12/8/11.

My mother was a beautiful, stylish, talented, and witty woman with a great laugh and an incredible smile. She had a successful career as a Realtor, who loved and was very protective of her family and friends and spent quality time with them. In addition to bridge and bingo, Mom was involved in a number of other activities at Myers Manor including Hawaiian Poker; Wii bowling and tennis; shuffleboard; working out in the fitness center; and attending the special luncheon and dinner events, and the monthly luncheon outings.

Mom made many good friends at Myers Manor, both with other residents and staff, and she and I enjoyed activities in the Friendship Room on my frequent extended visits with her. Because of the excellent care and attention she and all the residents of Myers Manor received, I wanted to honor her and her friends, and also show my appreciation for their exceptional work by becoming an annual contributor to the -

United Methodist Homes Foundation, my first gift being in 2013 to the WV Library Fund in memory of Charles Ferguson, and then by endowing the renovation of the Friendship Room, now the Estelle H. Andrews Friendship Room, to her in 2015.

Much of my good fortune in business and life is the direct result of the support, encouragement, and single-minded determination of my mother. I feel privileged to be a member of the UMH Legacy Society and will continue my support of this exceptional organization, which is a model of service excellence not only to its residents and their families, but also to the communities in which they operate.

I would encourage the families of current and future residents of United Methodist Homes to help ensure the continuation and growth of this exemplary model of continuing care communities by making annual and legacy contributions to support UMH's efforts. We will all benefit from your generosity.



*I would like to commend [the staff] on the fabulous job they are doing through this pandemic. My mom has been living there for almost 2 years and is happy and healthy thanks to the wonderful staff of nurses and aides. They are amazing! I FaceTime with Mom once a week and my Mom is doing well because of the phenomenal staff. They go above and beyond to take care of their residents. I would highly recommend UMH to my friends with elderly family members. I am 100% satisfied with the care my Mom is getting.*

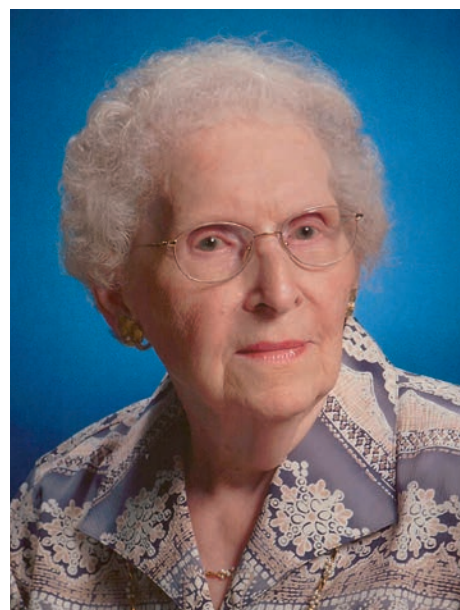
*- Resident Family Member*

## Martha Thomas, Resident, 15 year donor ; and son, Wayne

What we call "home" is not just a place, but a feeling. When Mother and Dad came to the painful decision in 2001 that they could no longer maintain the home which had been their refuge and pride in good times and bad for over sixty-four years, they looked to Wesley Village as a place for a new start. Sadly, Dad passed away just a month after their arrival, leaving Mom to find not only a new home but a whole new life. The concerns that we as a family felt about Mom's new situation were soon alleviated as Mom found engaging friends, a supportive and dedicated staff, and a variety of activities, all in pleasant surroundings.

Mom has been blessed and we as a family with her. For as the years passed, and Mom's needs changed from independent living to personal care and to nursing home care, we found that the constant that followed her was the caring and compassionate culture which is the hallmark of UMH.

So it is that our family has contributed to United Methodist Homes for many years out of gratitude for making Mom's senior years so comfortable and in the hope that the UMH tradition may long endure for others to experience.



*I felt very loved during my time having COVID. Staff members were always checking in with me to make sure I was feeling okay and getting anything I needed.*

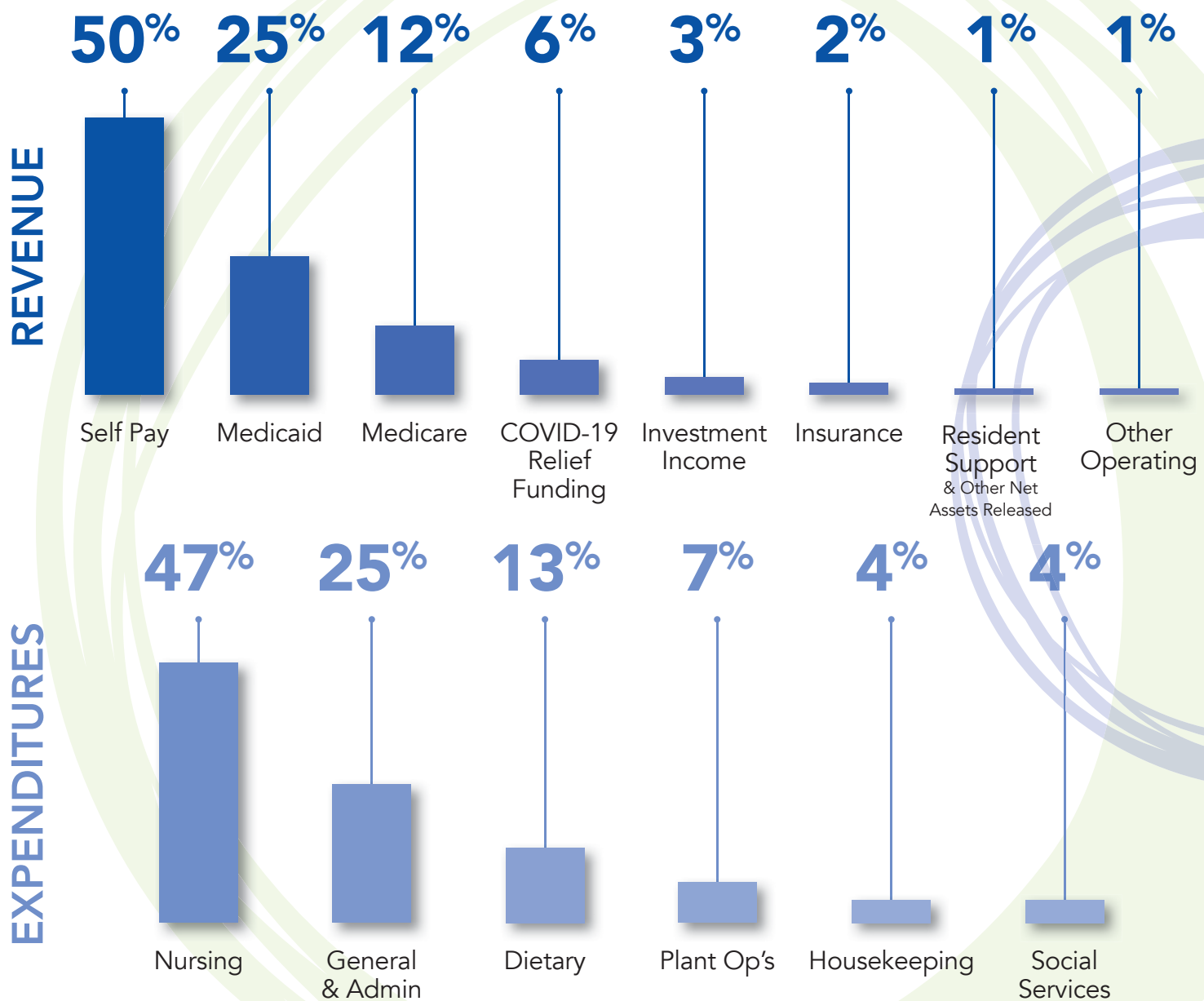
*- Resident*

## Golf Tournament

After careful consideration, the 4th Annual United Methodist Homes Foundation Golf Tournament was cancelled for 2020. Due to hardships related to the COVID-19 pandemic, we felt it was best for our sponsors and golfers to take the year and recuperate - both financially and in health. All funds raised from the tournament directly benefit our Resident Assistance Program. This critical program provides continuity of care for residents that have exhausted their financial resources. Several of our regular sponsors opted to make an unrestricted gift to the Foundation in lieu of their sponsorship. For that, we are very grateful. We look forward to seeing everyone again on September 16, 2021 for our next Golf Tournament.



# Organization Financial Report



## Stewardship Responsibility Note

Our goal as a nonprofit organization is to have the resources available to fund the following mission needs: charitable services, periodic operational shortfalls, investment in property and equipment, program enhancements, and future growth. Your contributions are essential to help provide these services.

## Charity Care

The generosity of others has enabled the Foundation to quietly distribute funds through the program, filling the gap for those that have exhausted their financial means. United Methodist Homes maintains records to identify and monitor the level of charity care it provides. UMH considers care provided to residents that are part of its Resident Assistance Program to be charity care; not care provided to Medical Assistance beneficiaries or residents that are eligible for Supplemental Security Income (SSI). In 2020, UMH's estimated costs of charity care services were approximately \$1,303,000. The Foundation received \$257,775 in contributions restricted for charity care and \$1,063,934 of income distributions from perpetual trusts restricted for charity care.

# Thank You to our Donors



Although 2020 was a difficult year, the continued support of you, our donors, enabled the UMH Foundation to provide support to our residents and staff making us "UMH Strong" in the face of adversity. To lessen the effects of the COVID restrictions on our residents, the Foundation funded almost \$60,000 for services and items such as iPads, audio/visual equipment, puzzles and many other items. Your generosity to the Annual Appeal was overwhelming, raising a record amount of over \$58,000.

For two years, the Foundation has supported a program called the Memory Maker Project at the Hilltop Campus. The aim is to use art as a means to assist those with cognitive impairment. The program has been a great success and this year the Hilltop Campus received the LeadingAge Innovation of the Year award. Once restrictions are lifted, there are plans to introduce the program to additional campuses.

Unfortunately, the Annual Golf Tournament was cancelled for 2020 but is scheduled to be held on September 16 this year. Despite that obstacle, your gifts made it possible to fund \$1.3 million to the Resident Assistance Program. This is a critical need and we're grateful for your unwavering support.

During 2020, we launched the UMH Legacy Society to encourage a sense of community among our major donors. To members of the Society, and all our donors, we cannot say THANK YOU enough and pray for your continued support. We could not support the residents, staff and continue our mission without you. The Foundation can be supported by returning the enclosed envelope, making a secure online donation or contacting Heather Murphy at (570) 536-4313.

Gratefully,

A handwritten signature in blue ink that reads "Edwin Betz".

*Edwin G. Betz, Chair, UMH Foundation*



***My family and I feel grateful that I am here during the pandemic. Staff are very kind and helpful to me and I appreciate the measures taken to ensure my safety.***  
*- Resident*

# NEPA Gives

NEPA Gives is a one-day online giving extravaganza that's all about giving back to the community, making its debut in 2020. United Methodist Homes participated in this regional collaborative having never participated in an online giving campaign before. We were blown away by the generosity of the many who supported this event, benefitting the Activities Initiative. Within 24 hours, we raised over \$6,300 and earned the distinction of the Healthy Care Access Award; Healthy Aging Award; and Scope of Services (Housing/Health) Most Unique Donors Award. UMH finished the event #25 out of 175 participating organizations. More information on the 2021 NEPA Gives event can be found at [www.nepagives.org](http://www.nepagives.org), scheduled for June 4.

## Thank you to our NEPA Gives Supporters

Anonymous (2)

Anonymous; In memory of Michael & Nora Sperazza

Jessica Balkan

Calli Berg

Faye Clark

Patricia & Ron Collins

Donna Dulney; In memory of Mary Dudzinski

Jessica Dulney

Debbie Fiume; In honor of all UHM Residents and Staff

Kyle Harchar

Danielle Janeski

Mary Kolessar; In honor of Bernadine Kolessar

Betsy Kosick

Lisa W. Lee

Lindsey Maslar

The Luzerne Foundation

Rebecca Mattei

Janet T. McCabe

Louise M. Monaco

Susanna Morrow

Heather Murphy

Brian Palma

Ronald Patti

Brian Picchini; In honor of Olivia Picchini & James Calzeton

Margaret Ann Ray; In memory of my mother

Philp Reid

John Rhodes

Richard Runyon

James W. Silkworth

Elizabeth Vannatta

Martha Wright; In memory of Bernard Hall



# Tribute Gifts

*These gifts to the Foundation honor the lives of those special to us while making a meaningful impact on others. Thank you to our donors that remembered the Foundation in honor of others.*

## TRIBUTE GIFTS

Bernadine Kolessar  
Mary & David Kolessar  
Betty Bailey  
Keith & Patricia Bailey  
Carol Hobbs  
Tammy Satkowski  
Doris Brownlow  
Linda & Chris Greensfelder  
George & Irene Fairs  
Renee & Dana Palmer  
Jamie, Lorie and Debbie  
Dan & Bette Knight  
Judy Olson  
DiRusso & Wojdat Families  
Maria Estela Kanuk  
Steve & Darlene Kanuk  
Mary Raychel  
Wanda & Mark Broczkowski  
Olivia Picchini and James Calzeton  
Brian & Marissa Picchini  
Our Essential Workers  
Rev. Lea Harding  
Roger Currier  
Virginia & Louis Ackler  
Shirley Podczasy  
Judy Berry  
UMH Employees  
Mary Longo  
UMH Essential Workers  
Betsy Kosick  
UMH Residents and Staff  
Debbie Fiume

## MEMORIAL GIFTS

Albert S. Marks  
Susan Pierce  
Albina Saracino  
Dolores & Richard Mirro  
Alice Sokirka  
Barbara & Gene Camoni  
Allan R. Rose  
Grace Rose  
Ann DeSanctis  
Eileen & Thomas DeSanctis  
Anna M. Wilk  
Eugene & Jean Marie Warpus  
Lenore Corrigan, Sharon &  
John, Jimmy & Steve  
Armand Odierna  
Family of Armand Odierna  
John McCarthy  
Aunt Kate  
Kate Conant  
Arthur Gordon & Our Parents  
Joseph & Shirley Coons  
Bartel VanDerWal  
Margaret VanDerWal  
Bernard Hall  
Martha & Brian Wright  
Bertha Bianco  
Patricia Schillaci  
Beverly R. Dorsey, MD  
Beverly Dorsey  
Bill Keller  
Calli Berg  
Carl Nemchick  
Debra Williams  
Cecelia T. Bertoni  
Sharon Tracz  
Robert Vieyra  
Charles D. Lemmond  
Barbara Lemmond



Charles S. Ferguson  
Mary Hurlbutt  
David Adowski  
June Adamek  
David Baker and Robert Evans  
Abbie Evans  
David Jeffery  
Air Fresh Company  
Dorothy Coon  
Family of Dorothy Coon  
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Yvonne Baker  
James Baker

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*The following is a cumulative list of all donations made to the UMH Foundation in 2020.*

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## \$5,000 - \$9,999

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Susquehanna Conference of The United Methodist Church

## \$2,500 - \$4,999

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*I'm so thankful for the care my mother is getting and I am confident her needs are being met. Blessings to all the staff.*

*You are all special angels.*

*- Resident Family Member*

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Charitable donations come in all shapes and sizes, and all are important to the United Methodist Homes Foundation. We're happy to accept the type of donation that best fits your circumstances. Bequests, cash, life insurance, securities and trusts are just some of the ways you can financially assist United Methodist Homes. For online donations please visit our website [UnitedMethodistHomes.org/Giving](http://UnitedMethodistHomes.org/Giving).

### **For more information:**

Contact Heather Murphy, Director of Development, United Methodist Homes Foundation, at 607.775.6400 ext. 1281 or email [hmurphy@umhwc.org](mailto:hmurphy@umhwc.org)



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