



THE BEACON

A NEWSLETTER FOR CARMELITE SYSTEM EMPLOYEES

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Chief Operating Officer



Our Mission:

The Carmelite System fosters the healing ministry of Christ in Catholic health care by proclaiming the value and dignity of the aged and infirm and providing collaborative ways to meet the needs of today's elderly. A commitment to compassionate, loving care of the highest standards with wise stewardship of resources is the hallmark of programs and services rendered.



Dignity



Collegiality



Excellence



Collaboration



Service

LOOKING FORWARD

If there is one thing that the past 12 months have demonstrated, it is that our mission and ministry are resilient. Our employees, residents, sisters, and families faced the challenges of the COVID-19 pandemic with grace and courage! We will never forget the tenacity of our staff and residents to move forward despite all the challenges and heartaches we all faced. With these memories forever ingrained in our hearts and minds, it is now time for our organization to move forward, more determined and focused than ever before to serve the aged and infirm.

During the time of the pandemic, we continued to focus on operational enhancements and strategic planning. We now are more confident in our abilities to effectively manage complex medical conditions and deploy comprehensive infection control protocols throughout every department.

We do recognize that it will take some time for future residents and their families to renew their confidence in healthcare, particularly, post-acute services. This will mean that our future residents may require different services than in the past, but the one thing that will not change is our commitment to quality. We will always be committed to preserving the dignity of each resident under our care.

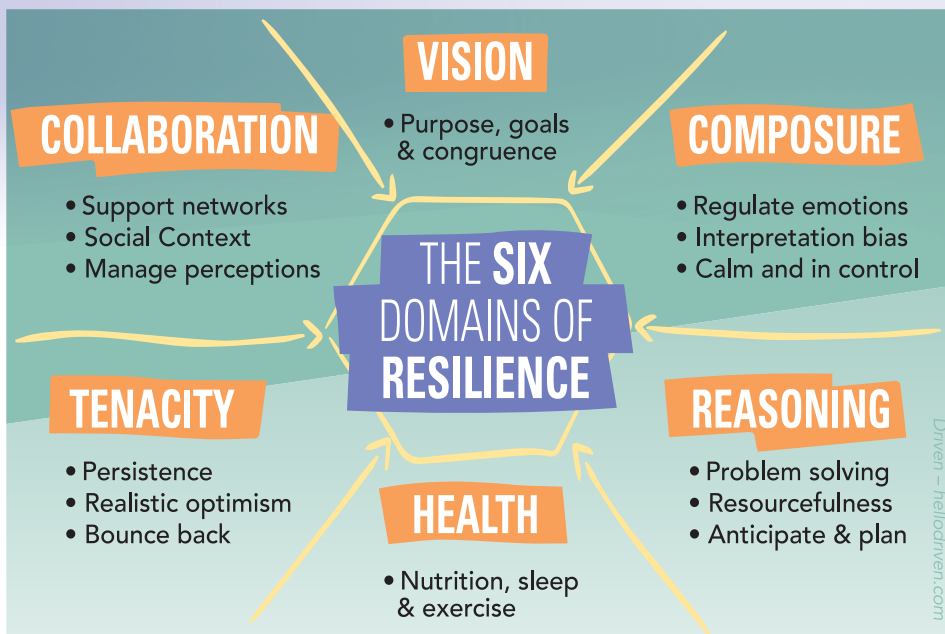
In the coming months, there will be several key initiatives to prepare our ministry for the future. Two of our

homes, Mother Angeline McCrory Manor and Kahl Home will complete the conversion of several of their skilled nursing unit beds to memory care and traditional assisted living. These repositionings were already in the planning stages before the pandemic. In addition, St. Patrick's Residence will complete a refresh of some of our hallways and common areas so the facility can better compete in the market. During this light renovation, we will also be offering more private rooms to increase resident satisfaction and enhance infection control. These capital projects will be paid for by resources obtained through a refinancing of our obligated group debt in the fall of 2020.

We will also begin offering expanded services including respiratory care and other specialty programs to serve the emerging needs of the post-acute resident. We are actively working with hospitals to rebuild our census as well as updating our websites to educate the public on our mission, clinical capabilities, high-quality outcomes and most importantly, our talented and dedicated staff.

Thank you all for your steadfast commitment to our mission, residents and providing high-quality care! We will continue to share news on the progress of these initiatives over the coming months.

Trish



Resilience for a Brighter Tomorrow

The Carmelite System would not be what it is without you—its dedicated team of caregivers, dietary aides, housekeepers, maintenance workers, social workers, Sisters, and all others who plays an integral role in keeping our residents and communities safe and comfortable. Throughout the past year's challenges, you, our dedicated team, stayed resilient. Thanks to that resilience, we're looking ahead to a brighter tomorrow. Here are just a few of the many positive blessings heading our way during 2021.

A "Shot" in the Right Direction:

After much anticipation, vaccinations have begun rolling out across the country for both residents and employees. Partnering this rollout with our infection-control processes, we are driven to ensure even greater safety and security for our communities system-wide.

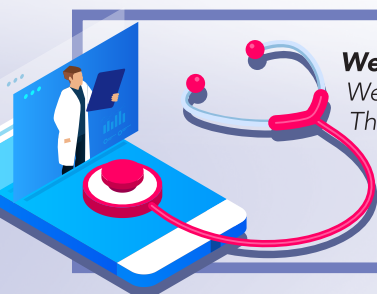
Growing for Sustainability:

As the previous article in this newsletter emphasizes, one large goal for 2021 is to take a close look, steward our resources, and strategically align each community with their market needs. This may be done by shifting beds from one care level to another or by adding care levels previously not offered at the location. All of these improvements will be done with sustainability in mind, making sure our communities are growing in the right direction to meet the changing needs of their markets. This means a more stable workplace for our team members, as well as improved staffing levels and additional opportunities to grow and advance.

Education on Employee Perks:

There are many little-known employee perks and benefits Carmelite System offers our team members, many of which go unused because people simply do not know of them. Because of this, we're developing a plan and educational resource to inform our employees about available benefits and tools offered to make their lives easier. These benefits are in place to protect each employee's health and well-being, so we want to make sure everyone knows of them and has a chance to use them.

Together, because of our mission, care, and dedicated employees, we will succeed in 2021. Please stay tuned for more news on employee benefits and resources in the coming weeks!



We're working to grow our telehealth services.

We know the future of healthcare includes telehealth. That's why the Carmelite System is looking into grants, with the goal of increasing our telehealth capabilities. We'll keep you informed of our progress and next steps!

RENEWED HOPE



Carmelite leadership would like to call out a section of the recent Encyclical by Pope Francis, to remind us all of the importance of hope:

"Despite these dark clouds, which may not be ignored, I would like in the following pages to take up and discuss many new paths of hope. For God continues to sow abundant seeds of goodness in our human family. The recent pandemic enabled us to recognize and appreciate once more all those around us who, in the midst of fear, responded by putting their lives on the line. We began to realize that our lives are interwoven with and sustained by ordinary people valiantly shaping the decisive events of our shared history: doctors, nurses, pharmacists, storekeepers and supermarket workers, cleaning personnel, caretakers, transport workers, men and women working to provide essential services and public safety, volunteers, priests and religious... They understood that no one is saved alone.

I invite everyone to renewed hope, for hope 'speaks to us of something deeply rooted in every human heart, independently of our circumstances and historical conditioning. Hope speaks to us of a thirst, an aspiration, a longing for a life of fulfillment, a desire to achieve great things, things that fill our heart and lift our spirit to lofty realities like truth, goodness and beauty, justice and love... Hope is bold; it can look beyond personal convenience, the petty securities and compensations which limit our horizon, and it can open us up to grand ideals that make life more beautiful and worthwhile.'"

Let us continue, then, to advance along the paths of hope and toward a brighter future ahead.