The Year of nce The Village at Marymount

2020 Annual Report

How COVID-19 Affected Finances at The Village at Marymount

Globally, the coronavirus pandemic affected each one of us during 2020. Most experts agree the long-term care industry has been one of the hardest hit due to the vulnerability of

the aging population it serves. The numerous medical protocols set in place for preventing and spreading the virus – and keeping residents and staff safe and healthy – had a profound impact on The Village at Marymount's financial picture.

Like most long-term care facilities nationwide, The Village at Marymount dedicated extensive resources in 2020 to ensure the safety and health of our residents and staff during the COVID-19 pandemic. When 2020 unfolded, terms like "personal protective equipment", "swabbing", and "social distancing" were not part of our regular vernacular. Personal protective equipment became a part of The Village at Marymount's 2020 operating budget.

Some of our COVID-related expenses include personal protective equipment supplies; additional lab monitoring, training, and education; facility reporting per governmental regulations; and weekly staff and resident COVID testing.

To ensure families could safely visit their loved ones, The Village at Marymount spent another \$30,000 for items such as a generator, visitation sheds, and a camera system to enhance supervised visits.

The Village at Marymount family continues to incur significant costs to assist with resident safety and virus prevention. These costs totaled nearly \$550,000 in 2020 – and continue to grow in 2021. Costs are attributed to resources we purchased in response to the virus's impact that were beyond our annual operating budget. Expenses do not include lost revenue due to the direct and indirect effects of the pandemic.

It goes without saying that as the year progressed, it became increasingly clear COVID was a force to be reckoned with. Not only did costs associated with COVID impact our budget in a big way, but it forced us to confront new challenges, reshuffle the deck, and determine how to play the new cards we were dealt by the pandemic. Thanks to nearly \$3.15 million in federal stimulus funds, and \$1.9 million in Payroll Protection Program funds that allowed us to retain most staff through the end of 2020 and into 2021, The Village at Marymount was able to fare better than many of our industry counterparts.

We are blessed to have the prayers, vision, and support of our founders, the Sisters of St. Joseph of the Third Order of St. Francis, guiding us every day through the pandemic. We have the knowledge and wisdom of our Board of Directors helping us to hurdle obstacles that get in the way of operations. We have the patience and understanding of our residents and families, and the dedication of our award-winning staff to keep everyone safe and healthy.

We also have our unwavering supporters, like you, who make it possible for us to live the core values of our Mission – to provide Competent, Compassionate care while Celebrating Life.

We have managed to keep our ship sailing in waters calm enough to allow us to weather the storm of the COVID pandemic. For that we have each of you to thank.

buy a Myers

Jeffry A. Myers President The Village at Marymount

The Year of Resilience

2020 Community Benefit

In 2020, our Community Benefit totaled \$3,595,000 The Village at Marymount is a ministry of the Sisters of St. Joseph of the Third Order of St. Francis that provides assisted living, skilled nursing, rehabilitation, memory care, hospice, and respite care to individuals and caregivers who seek a Catholicbased care facility with a commitment to healthy living. The Village at Marymount is a place where residents experience innovative programs and services, provided by compassionate and competent staff members, designed to keep residents living life to the fullest extent possible. The Village

at Marymount includes Villa St. Joseph (130-bed nursing facility, and 12-bed memory care assisted living) and Marymount Place (104-bed assisted living community).

MEDICAID SHORTFALL \$2.6 Million

The Village at Marymount is a leading provider of Medicaid services in the community. The Medicaid program, which provides health care coverage to low-income families and individuals, is funded by state and federal governments. In many states, including Ohio, Medicaid payments have not been sufficient to cover the costs of treating Medicaid beneficiaries. In 2020, our Medicaid shortfall was \$2,600,000.

FINANCIAL ASSISTANCE \$181,000

Financial assistance is the amount of free or discounted medically necessary care provided to those patients unable to pay some or all of their bills. The Village at Marymount has a financial assistance policy that provides free or discounted care to patients with incomes up to 400 percent of the federal poverty level. Information about our policy is available at on-site registration or at villageatmarymount.org.

OUTREACH PROGRAMS/COVID EDUCATION \$14,000

The Village at Marymount is actively engaged in a broad array of outreach programs, many of which are designed to serve the most vulnerable and at-risk populations. Outreach programs were limited in person beginning in March 2020, but included various online COVID forums through the balance of 2020.

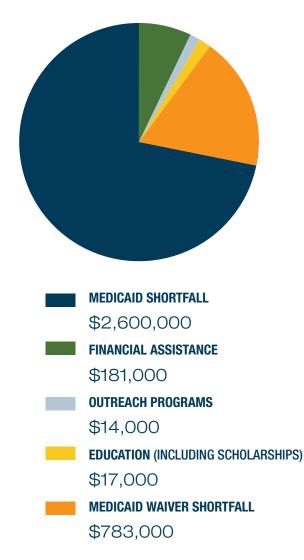
MEDICAID WAIVER SHORTFALL \$783,000

The Village at Marymount is a leading provider of Medicaid services in the community. The Medicaid program, which provides health care coverage for low-income families and individuals, is funded by state and federal governments. In many states, including Ohio, Medicaid payments have not been sufficient to cover the costs of treating Medicaid beneficiaries. Medicaid Waivers provide additional benefits to patients.

EDUCATION \$17,000

The Village at Marymount is committed to education, taking pride in a wide range of high-quality medical education that includes accredited training for nurses and allied health professionals. By educating medical professionals, we ensure the public is receiving the highest standard of medical care and will have highly trained professionals to care for them in the future.

Community Benefit



The Year of Perseverance

How COVID-19 Affected Operations at The Village at Marymount

To say 2020 and the coronavirus pandemic presented The Village at Marymount's award-winning team with a variety of challenges is an understatement. Dealing with COVID from an operations perspective forced the leadership team, directors, staff, residents, and families to step out of their comfort zones and adapt to new ways of communicating all things COVID.

Once the pandemic grabbed ahold of the world as we knew it in March 2020, our team rose to the occasion and implemented many new measures to keep the health and safety of our residents as our top priority.

Every week since March 2020, I have recorded and disseminated an automated telephone call providing residents' families, staff, and Board members with the latest details regarding COVID. We keep our website updated with the latest information pertaining to COVID -- from educational opportunities and website links, to testing schedules, and vaccine awareness.

The pandemic at one time forced the cancellation of all communal visits. With no visitors allowed to enter the buildings, our Life Enrichment team created ways for residents and loved ones to communicate with each other.

Staff visited with all residents in their rooms, providing updates and independent activities for them to better manage their days. Staff also helped to address residents' questions and concerns regarding COVID.

The Life Enrichment team utilized new forms of communication – social media, FaceTime calls, window visits, outdoor "wave parades" during the warmer months, and letter-writing campaigns – to engage residents with their families and friends. Residents were entertained in their rooms with door-to-door carts filled with tea, treats, puzzles and contests, and popcorn-and-a-movie events. During the cooler months, several outdoor sheds were set up on campus, complete with heat and monitored with a new camera system, for residents and families to enjoy one-onone visits.

Our Mission Integration team adapted daily Mass for residents by having Father Ted Haag's morning Mass, which he conducted alone in the Assisi Hall Chapel, broadcast live on our internal television station. Residents also had access to daily Mass through the Catholic Diocese of Cleveland and the Eternal Word Television Network.

As the world looks to finally gain a handle on the pandemic, new challenges face operations. Staffing concerns top the list, as they do for most businesses regardless of what type of industry they serve.

We quickly found ourselves enduring a hiring crisis. Nursing positions, particularly those caring for coronavirus patients, became difficult to fill. But some good came from the pandemic. An anonymous donor supplied us with the funds necessary to look at employee engagement and retention.

We have learned plenty from the many ways we adapted to life amid the COVID pandemic. Many of these adaptations will continue as a part of our residents' daily lives for the time being. One thing is certain: the pandemic brought us all closer together within the walls of The Village at Marymount.

Sue Nall

Executive Director The Village at Marymount

How COVID-19 Affected Development at The Village at Marymount

The 2020 year is one that will not be forgotten anytime soon. A year none of us expected hit the continuing care industry as one of the hardest. Personally, this was

the first time (and hopefully the last) I ever took a position during a global pandemic, which created its own challenges.

But, like most challenges, I have witnessed my fellow leadership and staff members pivot and push through it. A term that helps encapsulate our Village residents, staff, leadership, board, friends and supporters is: Resilience. I am pleased to announce that despite all these challenges, we raised a total of nearly \$240,000 during 2020.

Similar to our mission of compassion, competence and celebration of every life – these values rang truer and clearer each day over this past year. Like our mission, friends like you never forgot about us. I praise the concern and generosity our board and philanthropic supporters have contributed – to look deep within and beyond

themselves during very tumultuous times and remember who we are and what we represent.

While we weathered the storm, we look ahead to 2021 and the work that is left to do. My thanks go out to every one of you who graced us with your love, care, gifts and philanthropy for our residents and in the name of our founders, the Sisters of St. Joseph of the Third Order of St. Francis. We look ahead to a new year of growth, gratitude, and blessings.

Vincent Farinacci

Senior Director of Donor Advising The Village at Marymount



How COVID-19 Affected "Mission" at The Village at Marymount

Mission lived in 2020 can be described in multiple ways depending on definition and perspective. We can look at the arrival of the pandemic and life as we knew it grinding to a halt. We can describe "indescribable" losses of pretty much everything – lives, employment, businesses, freedoms to go where we want, do what we want, and see or visit who we want.

Or we can look at COVID-19 as a God-intervention time and look at how we succeeded, or not, in responding positively to that divine intervention. This perspective makes the most sense not for how our Mission at The Village at Marymount was affected by "COVID" in the past year, but rather for how our Mission affected the pandemic and thus how COVID was affected by our Mission!

Living in Mission, or on Mission as some say, means living with conscious intention and believing we are "sent by God" to do so. Mission must be our originating impulse and organizing principle and be patterned after what God was able to accomplish in Jesus by "sending" him into the world. In 2020 we did not just embrace that The Village at Marymount has a mission; we lived as if OUR Mission has The Village at Marymount in which to live it!

COVID caused us to tap into our teachable hearts and realize we had what it took to live our purpose/"Mission" by embracing and living it with urgency and passion. Our founding Order had an originating impulse to make God more deeply known and loved, and an organizing principle to lead people to fuller and freer lives. We at The Village at Marymount have an originating impulse to provide health/life services to the ill and elderly, and an organizing principle to do it by creating a faith-based environment. In other words, we live the belief that we are "sent" by God to create an environment in which we do the work of Jesus, are the means of his actions in and for our world today.

Everything shared within this report describes how we embraced every challenge presented by COVID; how we lived "on purpose" and embraced our purpose by living it with urgency and passion. As Director of Mission Integration and a member of the Founding Order of the Sisters of St. Joseph of the Third Order of St. Francis, I could not be more proud of the way our staff affected COVID, did their utmost to keep our residents and each other safe from COVID, and continue to do so well into 2021.

Mission integrated? Embraced and lived with passion? ABSOLUTELY!

Sister Mary Alice Jarosz

Director of Mission Integration The Village at Marymount



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We pray for a return to normalcy during the coming year.

As these pictures show, we embraced new forms of communicating, interacting, and having fun during the pandemic. LOOK FOR BEAUTY

YOU

MISS

Coping With COVID: How Residents Adjusted During The Pandemic

The coronavirus-19 pandemic added many new words and phrases to our lexicon in 2020. Window visits... wave parades... message boards... FaceTime and Zoom calls all enabled The Village at Marymount's residents to communicate, cope, and conform to the many changes brought on by the pandemic.

The Year of Tenacity

Coping With COVID: How Residents Adjusted During The Pandemic (continued)

The Life Enrichment Team faced new challenges as well in its efforts to keep residents and families active and engaged while also keeping the residents' health and safety as the main objectives. From all the fun-filled activities and pictures taken during those events came short video clips showcasing residents' talents and ingenuity. These video clips were posted on various social media platforms, in a sense creating "resident celebrities" while keeping them connected to their families and friends.

The Life Enrichment Team has conducted hundreds of window visits and video chats since the pandemic became prevalent in March 2020. They encouraged loved ones to drop off care packages, games, puzzle books, treats, and greeting cards as ways to maintain a loving connection. Residents found new ways to attend Mass, thanks to Father Ted Haag's videotaped daily Masses broadcast on our internal television station. Residents also accessed Mass and programming through the Eternal Word Television Network and other stations.

JESUS LOVES YOU AND SO DO I

CALL

ME MISS YOU MARK AND MEL BE GOODI LOVE MOM

BE PATIENT ALL WILL BE NEW

STAY POSITVE AND BE KIND

LOVE LORETTA

The Year of Adherence

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The Celebration of Life Gala

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The Year of Determination

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Continued...

The Year of Moxie

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The Year of Community

A New Way To Celebrate The 2020 Gala: A Virtual Venue

The Village at Marymount's **11**th **annual Celebration of Life Gala** took on a different look and feel during the year of the pandemic. The gala was held in a virtual setting over five days utilizing various social media platforms. These events, which included games, contests, a 50/50 raffle, celebrity video greetings, and auctions, culminated with a 90-minute FaceBook Live presentation on October 22, 2020.

The hard work of honorary co-chairs, Marc and Lisa Kotora and Jay and Lanee Lucarelli, and the gala committee, helped to raise nearly \$160,000. Bishop Roger Gries, who served as master of ceremonies, and Sister Mary Alice Jarosz, Director of Mission Integration, again led the charge and encouraged supporters to give often and give generously.

"I certainly feel blessed, and I hope all of you do too," Sister Mary Alice Jarosz, Director of Mission Integration, told viewers during the live stream. "I want to thank our honorary co-chairs for all that they did to ensure the success of our gala. They generously and graciously accepted the position and did so much to ensure our success."



The Year of Dedication

Save The Date!

2021 Celebration of Life Gala

The Village at Marymount's 12th annual Celebration of Life Gala will be held from 6 to 11 p.m. Friday, September 24, 2021, at Embassy Suites by Hilton Cleveland-Rockside in Independence. The gala will combine a live and interactive live stream element.

This year's gala theme is "Ite ad Joseph", which is Latin for "Go to Joseph". The theme celebrates 2021 as the Year of St. Joseph, as well as the 120th anniversary of The Village at Marymount's

founders, the Sisters of St. Joseph of the Third Order of St. Francis.

Don & Pam Washkiewicz greet friends during the 2019 Celebration of Life Gala.

2019 Celebration of Life Gala

This group of 2019 Celebration of Life Gala attendees is ready to bid, and bid often, during the Fund-A-Need portion of the event.

12th Annual Celebration of Life Gala 6 to 11 p.m. Friday, September 24, 2021

Embassy Suites by Hilton Cleveland-Rockside in Independence. Online interactive live stream available.

Like so many in the Cleveland area, we are excited to "go live" again. Donations for the Silent Auction are needed, with those donating receiving recognition in the event program and the 2021 Annual Report.

The gala again will feature exciting vacation destinations and unique experiences as part of the live auction. The silent auction highlights items from Cleveland's sports, dining, travel, and entertainment scenes. Bishop Roger Gries,

OSB, will serve as master of ceremonies and will offer the invocation.

Sue Nall (left), The Village at Marymount's Executive Director, celebrates with Jennifer Branche during the 2019 Celebration of Life Gala.

For event sponsorship opportunities, program advertising, table and ticket purchases, or to make a donation to the auction, please contact Ron Hollowell at 216-332-1751, or via email: rhollowell@marymounthcs.org.

Visit: www.villageatmarymount.org/celebration-of-life-gala/ for details.

The Year of Empathy

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Mission Statement

In the Franciscan spirit of valuing the gift of life in all its transitions, our mission is to provide an environment of compassion, competence and the celebration of life to all entrusted to this community of care.

The Village at Marymount

Marymount Place • Villa St. Joseph • Clare Hall A Continuing Care Community

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