

Celebrating our Community & Southcoast



2020 ANNUAL REPORT OF PHILANTHROPY

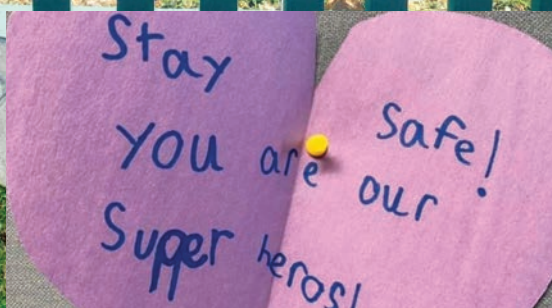


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Neighbors helping neighbors, heroes helping heroes

The connection between Southcoast Health and the South Coast region has always been deep and sustaining. But during the past year, in the face of an existential threat unlike any we have seen in a century, this connection became something even more: a collective call to action.

When it arrived in our region last February, the novel coronavirus encountered a health system and a community equipped to combat it. As Southcoast Health planned our pandemic response, countless community heroes — including local residents, business leaders, elected officials, and not-for-profit partners — stepped up to offer crucial support.

“I want to give recognition back to our entire community — everyone who has supported the frontline healthcare workers, and others who are essential workers,” says Matthew Bourke, an RN, in the St. Luke’s Emergency Department. “The assistance we received from the community helped us succeed in caring for our patients.”

This support would bolster Southcoast’s exhaustive — and exhausting — efforts to control and treat the virus. Individuals and businesses throughout the region generously donated tens of thousands of N95 masks, gloves, gowns, booties, and face shields, making donations even before requests were issued.

You also lifted frontline heroes’ spirits with notes, snacks, and even potted plants, while displaying your support through everything from social media, to sidewalk drawings.

Michele Tsaliagos, an RN in the St. Luke’s Intensive Care Unit, speaks for many Southcoast employees when she resisted the label of hero. “I am doing what I’m meant to do as a nurse,” she said. “I am doing the job that I wanted to do my whole life — helping others.”

Yet she and her colleagues also welcomed the embrace they felt from the community.

“When the community came together with kind words, letters, and overall recognition of how much we’ve sacrificed to care for others, it was incredibly uplifting,” said Kayla King, an RN in the Atwood Unit of Charlton Memorial.

The 2020 Southcoast Annual Report of Philanthropy is dedicated to you, the community who supported our #SouthcoastFrontlines throughout the pandemic — and continue to do so. It is also a celebration of those same physicians and providers, nurses, medical staff, and support personnel who keep answering the bell day in and day out on your behalf.

Thank you.



THANK YOU

Keith A. Hovan | President & CEO



"I am proud — and so grateful — to declare that, together, we are continuing to meet this severe challenge with careful planning, courageous and dedicated employees, and an awe-inspiring community response."

“We will emerge from this crisis stronger as a community of neighbors caring for neighbors. Together, we are building a healthier future for every resident of our region.”



We've been here for you, and you've been there for us.

For so many, the hopes and goals of 2020 were cast aside barely days into the new year as we focused our efforts and energy on a rapidly spreading respiratory virus.

Within a few months, we were in the grip of a deadly pandemic, predicting that our region could have COVID-19 outbreaks that would be among the worst in the state.

I am proud — and so grateful — to declare that, together, we are continuing to meet this severe challenge with careful planning, courageous and dedicated employees, and an awe-inspiring community response.

With your help, our heroic medical professionals did what they do best. They delivered patient care with skill and compassion, unwavering even when their own health and that of their family was at risk. Our administrators and clinical leaders continually adapted their planning to keep pace with the rapidly evolving understanding of this mysterious new disease.

With this collaboration between the community and your health care system, we mounted a robust pandemic response that enabled the region to avert the most dire forecasts.

Even so, COVID-19 has sickened many thousands of our neighbors, friends and family members. We grieve deeply for those who died, often away from loved ones.

Yet something inspiring also emerged amid the sadness, fear, and sheer exhaustion. I see it every day in the resilience, strength and determination of our staff. I see it in our donors' generous support and the eager collaboration of community organizations who helped us reach the most vulnerable populations.

We are approaching a day when COVID-19 is under control. Southcoast has vaccinated the vast majority of our staff and thousands of residents in our community at our public vaccine clinics across the South Coast.

However, there is much more work to do. As our region's community hospital and healthcare provider, Southcoast is committed to vaccinating as many people as possible, especially our vulnerable populations. We pledge to inform and educate our entire region on the importance and safety of getting the COVID-19 vaccine.

We will emerge from this crisis stronger, as a community of neighbors caring for neighbors. Together, we are building a healthier future for every resident of our region.

A handwritten signature in black ink, appearing to read "K. A. Hovan".

Keith A. Hovan
President & CEO
Southcoast Health



Southcoast Health is grateful to the many community heroes who contributed to the fight against COVID-19 when we needed them most.

COMMUNITY

"They are seeing in a short time more despair and death than we'd normally see in a decade. It's like a war zone."

DR. JAY SCHACHNE | Barrington, RI



LEFT TO RIGHT: Pat Peck, General Manager – Safe Harbor Cove Haven, Barrington, RI, Jay Schachne, MD, Cardiologist, Barrington, RI

"The outpouring of support from our community, such as donations of PPE, food, thoughtful messages, along with support from our own Hospital, as well as what the Brand & Strategy team would put together to show support and awareness really helped staff feel heard, validated, and cared about."

BILL TAVARES, RN | Emergency Department | Charlton Memorial Hospital, Fall River, MA



The community fortifies #SouthcoastFrontlines

Southcoast Health Trustee Dr. Jay Schachne, a recently retired cardiologist, made it his mission to keep frontline staff safe while they treated patients for COVID-19.

Dr. Schachne is among the countless heroes in an inspiring community response who helped keep Southcoast staff protected and their spirits bolstered during the worst of the pandemic.

"This is a time when nurses, doctors, and other staff are concerned about their own health. They go to work every day fearing for their lives and terrified of infecting family and loved ones on top of having to isolate themselves. In this crisis, we have an obligation to protect them in the workplace."

With personal protective equipment (PPE) scarce and costly, Dr. Schachne and others reached out to boatyards, auto body shops, and other businesses whose workers use N95 masks, protective suits and gloves on the job.

Safe Harbor Cove Haven, in Barrington, RI, donated one thousand masks. "Everyone needs to pull together and do what we can at a time like this," says Rebecca LeBlanc, Safe Harbor's vice president of partnerships and sponsorships.



"I think many of us forget how important human touch and connection is — especially during all of this isolation, our patients come to us needing human contact."

MICHELLE EATON, RN | Emergency Department | Tobey Hospital, Wareham, MA

LEFT TO RIGHT: Meredith Mattson-Days, RN, Rochelle Borges, RN, Renee Gonsalves, RN, Alison Bilodeau-Medeiros, RN, Surgery Center, Dartmouth, MA

Carl Garcia, the owner of Carl's Collision Center in Fall River, donated his own company's supply of N95 masks, and used the industrial gloves, respirators, and other items he had on hand to barter for more masks.

"The world had turned upside down," he says. "You couldn't buy an N95 mask for money, but companies would trade for them."

A generous Annual Fund supporter, Joe Nauman put Southcoast Health President and CEO Keith Hovan in touch with the Acushnet Company, where Nauman retired as executive vice president and general counsel in 2017.

The Acushnet Company quickly donated 70,000 masks that employees use in the golf ball plants, and then arranged for Southcoast to tap the manufacturer's Asian supply chain, complete with translators, when Southcoast's traditional PPE suppliers struggled with intense demand.

Nauman also worked with the One SouthCoast Chamber, the New Bedford Economic Development Council, and the New Bedford Regeneration Committee to spread the word to businesses about the PPE need.



"We were given donations of PPE for the housekeeping staff, and along with that was a message of gratitude, thanking us, and my staff and I were greatly appreciative of the gesture. It was nice to feel recognized and appreciated by the community."

AMANDA VIERLING | Team Lead – Housekeeping | St. Luke's Hospital, New Bedford, MA

"Our whole industry changed overnight. No one wanted to be wearing an N95 mask when a health care worker was going without. That really shows you what the South Coast region is."

CARL GARCIA | Carl's Collision Center | Fall River, MA





GRATITUDE

"I'm a believer that health care close to home is the best situation, if you can get quality care. That is what we are so fortunate to have with Southcoast Health."

JOE NAUMAN | Mattapoisett, MA



ABIGAIL SADLERS, RN | Critical Care Unit | Charlton Memorial Hospital, Fall River, MA





RESILIENCE



LEFT TO RIGHT: Brad Gifford and Todd Karl, Southcoast employees, help load donations to support our staff from local business owner, Barry Levine of Barry's Fine Wine & Spirits. BELOW: St. Luke's outdoor flu vaccine clinic



"Being known as a frontline hero is almost a misnomer. I feel that in a lot of ways, nurses are the last line of defense, not on the frontline. I wouldn't use hero, because this is our job, this is what we went to school for. For me helping others has always been my calling."

KAYLA KING, RN | Inpatient, Atwood Unit | Charlton Memorial Hospital, Fall River, MA

“2020 was an unexpected and challenging year for everyone. We changed our lifestyles in ways unimagined in our lifetime. And if I can do something to make life a little easier for the women and men who risk their lives to care for us during this pandemic, and help keep this community safe, I am glad to do it.”

BARRY LEVINE | Barry's Fine Wine & Spirits | New Bedford, MA

Support came in other forms, as well. Oberon Company, in New Bedford, provided 5,000 face shields, enough to protect every Southcoast staff member on the COVID front lines.

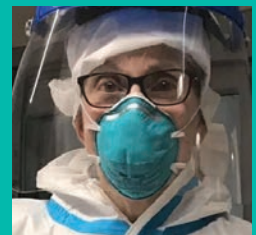
“Always having access to PPE made me feel very proud of my community hospital,” says Nancy Lo Bue, an RN, in the Intensive Care Unit at Tobey. “My manager always made sure we had proper education and gear.”

The Fall River Women’s Union (FRWU) helped make virtual hospice visits possible by funding two telehealth systems for the Southcoast Health Visiting Nurses Association (VNA). Jennifer Bogan, FRWU president, said she is proud that her organization was able to provide \$2,550 to purchase the systems.

Barry Levine, owner of Barry’s Fine Wine & Spirits, in New Bedford, sponsored three warehouse-store runs to donate hundreds of cases of water, juice, candy, cookies, and other snacks for Southcoast health care workers.

“I feel honored to be considered a frontline hero and recognized that us nurses had to step up and overcome COVID-19 — but it was only possible because we did so as a team.”

NANCY LO BUE, RN | Intensive Care Unit | Tobey Hospital, Wareham, MA



“The teachers were quite pleased when they saw a lot of smiling faces over there at Tobey. They wanted to do something productive with the plants and hopefully brighten the day of staff in the midst of a heavy COVID response.”

NOLAN LEROY | Upper Cape Cod Regional Technical School | Bourne, MA

And the Upper Cape Cod Regional Technical School brightened the day of Tobey staff when horticulture teachers John Burnette, Lisa Guyot, Scott McGuire, and Craig Poirier delivered more than 100 potted plants grown by students.

The community embrace extended to everyone on the front lines, including physicians, nurses, technicians, respiratory therapists, and environmental services.

“It feels nice to be recognized as frontline staff,” says Amanda Vierling, a housekeeping Team Lead at St. Luke’s. “We were given donations of PPE for the housekeeping staff. Along with that was a message of gratitude, thanking us. My staff and I were greatly appreciative of the gesture.”

For Joe Nauman, the appreciation is mutual. He recalls his own healthcare experiences with Southcoast. “I’m a believer that quality health care, close to home, is the best situation. That is why we are so fortunate to have Southcoast Health.”



“I drive around with a sign on my car, saying ‘I support our essential workers’. I am so proud of all essential workers, nurses, and more.”

ROBYN DASILVA, RN | Inpatient, Century 4 Unit | St. Luke’s Hospital, New Bedford, MA



HOPE



Roman Larocque with a sign of support for #SouthcoastFrontlines



TOP LEFT TO RIGHT: Lisa Guyot and John Burnett, Upper Cape Tech, Horticultural Educators with students LEFT: Christopher Leblanc, Executive Director of Engineering/Facilities & Environmental Services MIDDLE: Patricia Riley, Nursing Assistant

"We received handmade cards from children and employees. We received food and letters of support thanking us, which made a huge difference emotionally."

KIMBERLY PACHECO, RRT-NPS, CPFT |
Manager of Respiratory Care | Southcoast Health



Auxiliaries & Guild

DEDICATED VOLUNTEERS FIND NEW WAYS TO OFFER SUPPORT

“To say 2020 was a year like no other is an understatement.”

ELENA COFFEY,
President, Tobey Guild |
Tobey Hospital, Wareham, MA

When COVID-19 prevented hospital visits and in-person fundraising events, Southcoast’s volunteers got creative.

“We had to rethink everything we did,” says Marcia Liggin, president of the Charlton Memorial Auxiliary.

The members of the Charlton Auxiliary, St. Luke’s Auxiliary and Tobey Guild normally are in and out of the three hospitals. “Volunteerism is a big part of what we do,” says Jennifer Szabo, manager of the hospital gift shops and liaison to the auxiliaries and guild.

Last year, the groups used email and phone calls to raise money, as well as a calendar sale featuring Southcoast’s frontline staff, instead of gala-sized events. They were

able to purchase two InBody Technology machines for the Southcoast Health Breast Center, costing \$40,000. The equipment is a non-invasive body composition tool used to assess Lymphedema, often produced when lymph nodes are removed in cancer treatment.

Szabo helped the groups use Zoom for meetings and organize a letter-writing campaign to thank care givers. The hospitals’ medical staff helped continue a beloved Christmas tradition of delivering poinsettias to every patient.

“We really enjoy delivering poinsettias to the patients and talking with them and their families,” says Elizabeth Simmons, president of St. Luke’s Auxiliary. “But we were grateful for the help last year.”

The groups also awarded college scholarships they grant annually to high school graduates planning health care careers. The Guild dedicated its newsletter to recipients instead of holding its annual luncheon.

“There aren’t enough superlatives to describe these kids,” says Elena Coffey, Tobey Guild president. “We couldn’t let them go uncelebrated.”



Southcoast Strong 2021 Calendars — proceeds support the Southcoast Health Wellness Van



Exceptional care from people who care.

With immense gratitude to the St. Luke's Hospital ICU team who work passionately to provide amazing care and service to patients and families.



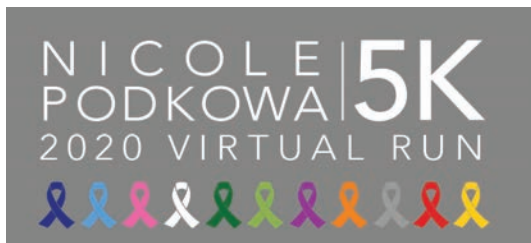
St. Luke's Intensive Care Unit Donor Wall

STAYING SAFE, CELEBRATING COMMUNITY

Amid all the ways that COVID-19 has affected our community is the way we join together for social-gatherings and special events. Despite that, the South Coast community soldiered on, finding new and safe ways to support one another. At St. Luke's, we hosted a physically distanced ribbon-cutting ceremony for the new Intensive Care Unit (ICU). The newly opened ICU was an accelerated project, responding to COVID-19's potential impact in the region. Additionally, our Annual Podkowa 5k turned virtual, receiving over 400 registrants along with countless donors and sponsors. Similarly, many other pop-up events were held virtually or safely with social distancing. Southcoast has greatly missed hosting special events with our supporters and looks forward to future events, celebrating and strengthening one another — even more.

"The new ICU is an investment for our community. The fact that collectively we could be up and running at such a crucial time is a remarkable achievement on the part of our staff and a testament to the trades and small businesses who stayed on the job to see the project through — ahead of schedule. Amid so much uncertainty, these frontline health care heroes and amazing essential workers are a source of confidence who inspire enduring gratitude and hope."

KEITH HOVAN | President & CEO | Southcoast Health



Visiting Nurse Association

CONTINUING A LEGACY OF COMMUNITY SUPPORT



“The VNA works hard to keep families connected during this unprecedented pandemic. That includes continuing to provide specialized care that offers comfort and support to our patients. We are deeply appreciative of our longstanding partnership with the FRWU and their thoughtful contributions. Their efforts to ensure that the VNA’s Supportive Care Center has the resources to continue providing comfort measures for terminally ill patients and their loved ones define exceptional community support. We extend our appreciation to them.”

SHARON JONES, RN | President & CEO | Southcoast Health Visiting Nurse Association

Losing a loved one is devastating, but the pain is compounded when you cannot visit a dying family member or friend, which has been the case for hundreds of local families during the COVID-19 pandemic.

The Fall River Women’s Union helped make virtual hospice visits possible by funding two telehealth systems for the Southcoast Health Visiting Nurses Association (VNA). Jennifer Bogan, FRWU president, said she

is proud that her organization could provide \$2,550 to purchase the systems, increasing the number of hospice patients that the VNA can monitor at a time to eight.

“It’s devastating to think that people who were facing their final days could not be with their families because of COVID-19,” Bogan says. “I hope we helped provide some ease to families in that horrible situation.”

PLANNED GIVING SOCIETY

The following individuals are recognized as members of Southcoast Health’s Planned Giving Societies because they have made a provision for the hospital(s) in their estate plans or through the establishment of a life-income or other planned gift. By notifying us of your intention to give a future gift, we are able to thank you during your lifetime for taking this important step.

Anonymous (2)

Catherine A. and John D. Bergeron (T)

Elizabeth H. and Edward C. Brainard, II (T)

Joyce A. and Joseph A. Ciffolillo (SH)

James G. DeMello (SH)

Priscilla B. and Allan W. Ditchfield (T)

Anne V. Fayan (C)

Natalie H. Fearing (T)

Gary A. Grosart, MD (SH)

Mary M. Kenney (T)

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Michele Rousseau (C)

Jo-Ann St. Pierre (SH)

Sylvia B. Tompkins (C)

Richard H. Warburton, MD* (S)

Judith G. White (T)

LEGEND:

- (C) Elizabeth and Frank Stevens Society for the benefit of Charlton Memorial Hospital
- (S) Bullard Legacy Society for the benefit of St. Luke’s Hospital
- (T) Alice Tobey Jones Society for the benefit of Tobey Hospital
- (SH) Southcoast Planned Giving Society for the benefit of Southcoast Health
- * Deceased

Philanthropy

OUR PRIVILEGE TO SERVE

“This past year has taught us a great deal; most importantly that true humanity comes from neighbor helping neighbor. Just as we have been there for the community for decades, our community, as always, stepped up in a truly incredible way throughout this pandemic.”

MICHELLE LORANGER | Executive Director of Philanthropy

While this past year has brought with it unimaginable challenges, it has also provided an unprecedented opportunity for the true philanthropic nature of our community to shine. This report highlights just a few of the incredible heroes who stepped up to support Southcoast Health throughout the pandemic.

It is the Philanthropy Team’s privilege to serve as representatives of all of the generous gifts received from the community. We are honored to have the opportunity to share the stories of our incredible Southcoast team members working on the front lines to care for our patients.

Your generous support of Southcoast is a rewarding investment in your health and that of your family, friends, and neighbors. We look forward to continuing to engage with you — our most steadfast supporters and first-time donors — as we reinforce both the value and impact of investing in your local health system.

Please accept our sincerest appreciation for once again defining why our region and its people are so special.

We are here for you. Then. Now. Always.

Make a Difference

If you would like to make a charitable contribution, there are many ways to give.

Ready to find out how you can help at Southcoast Health? Contact the philanthropy department using the information below or visit www.southcoast.org/philanthropy.

WE WOULD LOVE TO HEAR FROM YOU!

Southcoast Health Philanthropy Department

101 Page Street
New Bedford, MA 02740
508-973-5353 or 800-925-9450
philanthropy@southcoast.org

Michelle Loranger
Executive Director of Philanthropy
LorangerM@southcoast.org
508-973-5706

DONORS

We acknowledge these generous donors with gratitude for their gifts received from January 1 to December 31, 2020.

\$1,000,000+

The Dorothy & David Schachne Charitable Foundation

\$250,000 to \$499,999

Ida S. Charlton Charity Fund

\$100,000 to \$249,999

BayCoast Bank

Paul & Donna Downey

The Ann T. Petrella Trust*

The Robert F. Stoico/ FIRSTFED Charitable Foundation

\$25,000 to \$99,999

Anonymous (1)

Auxiliary of Charlton Memorial Hospital

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Cape Cod Five Cents Savings Bank Charitable Foundation Trust

E.P. Charlton Charity Trust No 4

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2020 ANNUAL FUNDS

SOUTHCOAST ANNUAL FUND \$1.004M

- Businesses: **\$165,685**
- Patients & Community Members: **\$584,335**
- Staff & Providers: **\$176,022**
- Trustees, President Council Members, Volunteers, Auxilians & Guild: **\$78,145**

VNA HOME HEALTH & HOSPICE CARE FUND \$419,340

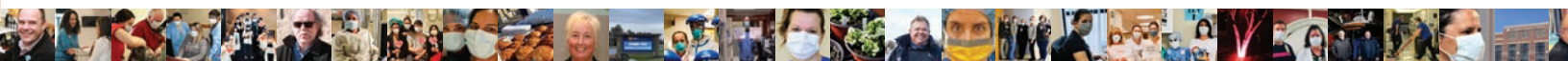
- Businesses: **\$17,565**
- Patients & Community Members: **\$389,853**
- Staff & Providers: **\$11,922**



DONORS

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				Mr. John S. Rua
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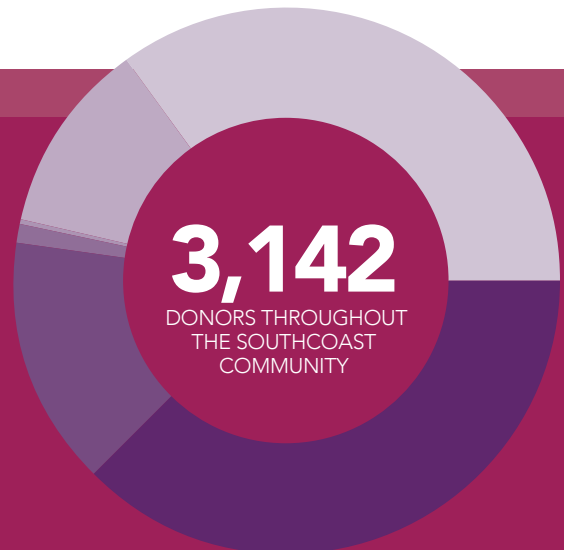
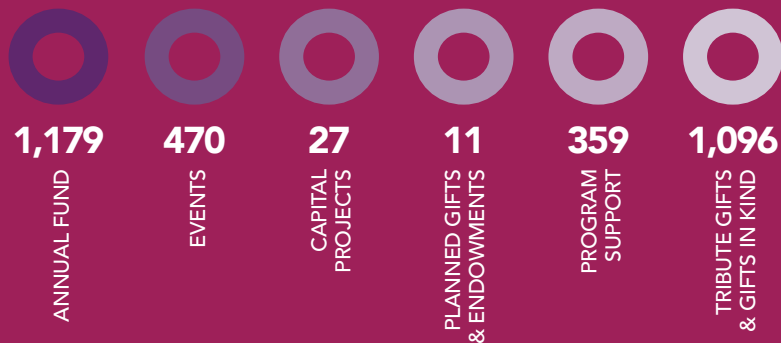
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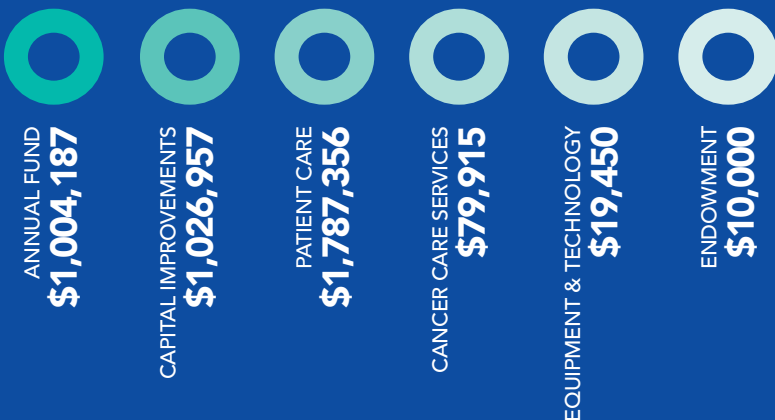


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LEFT: Lisa Ledoux, RN, created headbands for fellow medical staff MIDDLE: Baja Taco Truck visits Southcoast Health RIGHT: Kelly Machado, Housekeeper II, Charlton Memorial Hospital, Fall River, MA



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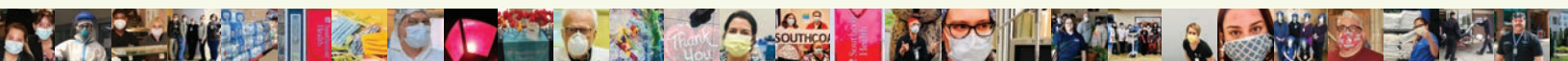
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LEFT: Vera DaPonte, Transport Aide, St. Luke’s Hospital, New Bedford, MA MIDDLE: (Left to right) Ingeborg Callahan, RN, Lynn Bliss, RN, Maria Rocha, RN and Robert Jett, RN, Intensive Care Unit, Tobey Hospital, Wareham, MA RIGHT: Alicia Medeiros, NP, Surgery Center, Fall River, MA



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