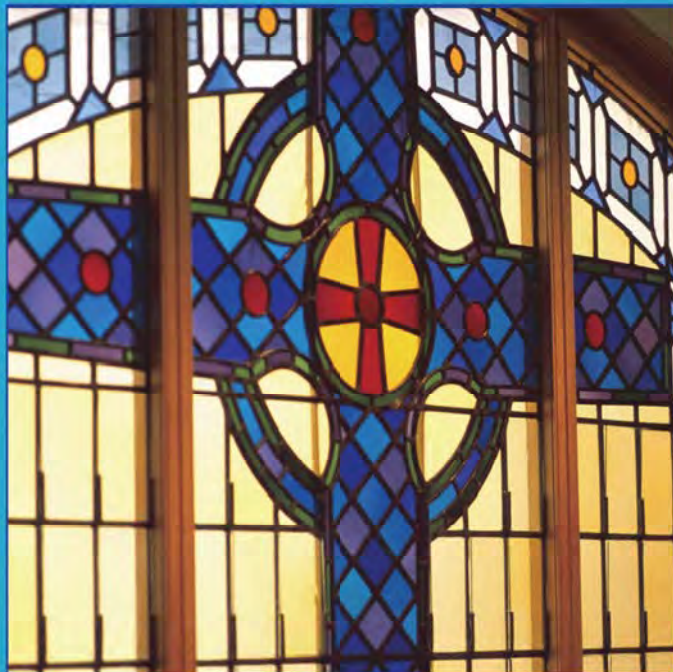




2020 Annual Report



APPENDICES

Submitted to the
Congregation for
Institutes of
Consecrated Life
and Societies of
Apostolic Life

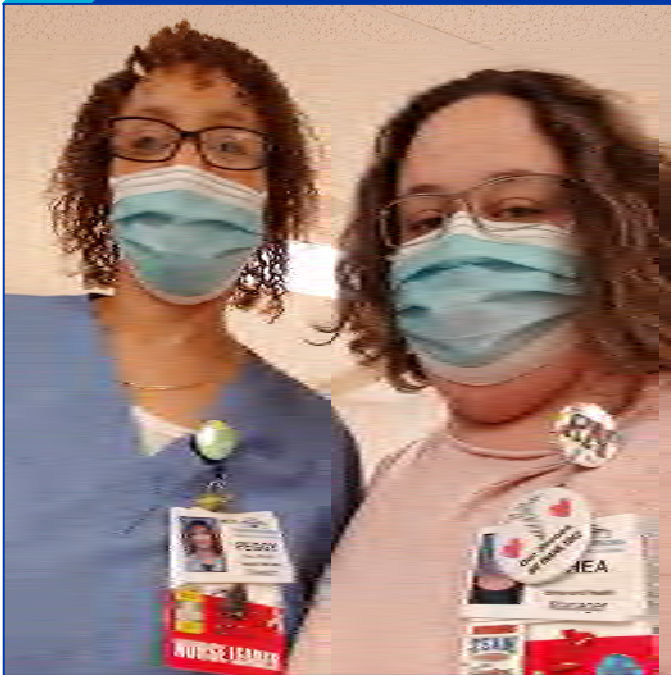


**BON SECOURS
MERCY MINISTRIES**

BON SECOURS MERCY MINISTRIES

1505 Marriottsville Road
Marriottsville, MD 21104
United States of America

Appendix A
Stories of Grace 2020
Compassion in Action
in the time of
COVID-19



stories of

grace 2020



Compassion in Action
in the time of
COVID-19

*Prayers
&
Reflections
from across the ministry*




*The following prayers, stories, and images
submitted by associates from across
the ministry are used with permission.*



BON SECOURS MERCY HEALTH

A publication of the Center for Ministry Formation

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A row of lit tealight candles in glass holders, arranged in a line and receding into the distance. The candles are lit, casting a warm, yellow glow. The background is dark, making the light from the candles stand out. The overall mood is solemn and commemorative.

*Dedicated to all
those who lost their
lives to COVID-19.*

Gospel Story of Healing

The Healing of a Paralytic

Mark 2:1-12

When Jesus returned to Capernaum after some days, it became known that he was at home. Many gathered together so that there was no longer room for them, not even around the door, and he preached the word to them. They came bringing to him a paralytic carried by four men.

Unable to get near Jesus because of the crowd, they opened up the roof above him. After they had broken through, they let down the mat on which the paralytic was lying. When Jesus saw their faith, he said to the paralytic, "Child, your sins are forgiven." Now some of the scribes were sitting there asking themselves, "Why does this man speak that way? He is blaspheming. Who but God alone can forgive sins?" Jesus immediately knew in his mind what they were thinking to themselves, so he said, "Why are you thinking such things in your hearts? Which is easier, to say to the paralytic, 'Your sins are forgiven,' or to say, 'Rise, pick up your mat and walk'? But that you may know that the Son of Man has authority to forgive sins on earth"— he said to the paralytic, "I say to you, rise, pick up your mat, and go home." He rose, picked up his mat at once, and went away in the sight of everyone. They were all astounded and glorified God, saying, "We have never seen anything like this."

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signs of the times



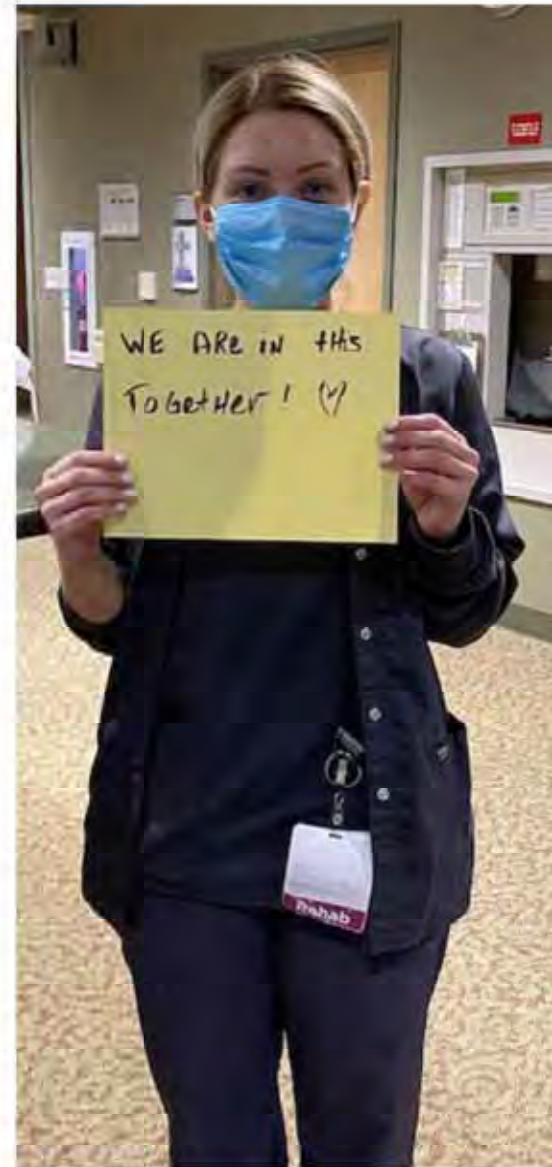
inspiration

Dear Bon Secours Mercy Health Associate,

People around the world have, for the first time in a century, faced a common, devastating health threat – COVID-19. For many of us, the pandemic will prove to be the most frightening and challenging event of our lives. As those who are called to care for others, to extend Jesus' compassionate ministry, we know better than most the suffering and heartbreak that has been caused by the pandemic.

In this time of fear and uncertainty, Bon Secours Mercy Health associates have responded with courage, compassion, sacrifice and selfless love. As leaders, we are privileged to be part of a ministry filled with dedicated individuals, people who use their gifts and talents on a daily basis to be good help to those they serve, to extend compassion to all they encounter and to do so with an attitude of humility and respect for the dignity of all.

Given the times through which we live, we thought it appropriate that this year's *Stories of Grace* booklet should focus on stories that reflect the selfless service embodied by individuals across our ministry. Stories that reflect the sacred mission we pursue and the prayers and reflections that stir within us the flame of compassion and love.



reflection

It is our hope that *Stories of Grace 2020: Compassion in Action in the Time of COVID-19* will serve as a source of inspiration and reflection as, together, we extend Jesus' compassionate, healing ministry to all we are called to serve. These stories and prayers illustrate who we are at heart: dedicated to helping people in need and honoring their genuine worth, humbly recognizing and celebrating the gifts each of us gives in service to others and our commitment to being Jesus' heart and hands each day.

We trust that these stories will inspire you as they do us. Through them, we feel profound gratitude for all our associates who sacrifice and serve with compassion and humility to bring good help to others. We appreciate how blessed we are to work with committed, talented individuals who, each day, give of themselves so selflessly. And we are grateful for the abundance of God's blessings and love.



A handwritten signature in black ink that reads "John M. Starcher Jr." with a stylized flourish at the end.

John Starcher
President and CEO



A handwritten signature in black ink that reads "Sr. Anne Lutz" in a cursive script.

Sr. Anne Lutz, CBS
Chief Sponsorship and Mission Officer

“

|

In accord with its mission, Catholic health care should distinguish itself by service to and advocacy for those people whose social condition puts them at the margins of our society and makes them particularly vulnerable to discrimination . . .

United States Conference of Catholic Bishops
Ethical and Religious Directives for Catholic Health Care Services
Sixth edition, n. 3

|

”



STIRRING THE
FLAME OF
LOVE AND
COMPASSION

GOSPEL STORY OF HEALING

01
So many gathered . . .

02
He was speaking the word
to them . . .

03
Then some people came,
bringing to him a
paralyzed man . . .

04
When they could not
bring him to Jesus because
of the crowd . . .

05
They removed the roof
above him . . .



Enough Grace for this Moment

It was a scene that was becoming all too familiar. I was called to a dying COVID patient and watched from behind the glass. This time, it was not just a "COVID" patient. It was a member of our community clergy. Theologically, I knew sacramental anointing would be important to this Catholic patient. I could feel my fear and sadness rising. Part of me was dreading the call to his community to let them know we could not allow anyone in the room, but we could do everything possible to let him hear the voices of his brothers on the phone. I picked up the phone and made the call. I braced myself.

As I tried to minister to the person on the phone, I was blessed with a moment of grace. "Sue, he is fine. We don't need to be there. Your presence is enough." There was no preaching about dogma. There was no shame that we were not following the official rules. There was only the grace of knowing that I was God's love made visible and that was enough. That divine love made visible defines sacrament. I thanked him for that blessing and sat alone at the nurses' station in prayer as I watched this holy man's last heartbeat on the monitor. I was the only one who saw it. I did not know this man through the years when that same beating heart served selflessly in ministry. But I know that his last heartbeat was grace beyond measure in these times.

I pray we remember that with God's grace, we are enough.



presence

A Very Special Wedding Ceremony

David has been all over the country, doing a one-man show based on his life story. Diagnosed with stage four colon cancer at the age of 38, his comedy show and his book *In the Time of Chemo* are about finding hope in the most unlikely of places – something he says happened to him again just this month.

David was supposed to marry his fiancée, Jaimie, on Friday, March 20. But, one week before the wedding, he felt pain in his hip. He was admitted to the hospital. Then, the coronavirus struck. Due to the ensuing lockdown, David thought the wedding plans were ruined.

Aware of the couple's disappointment, the nurses at Bon Secours St. Francis jumped into action to keep their hopes and dreams alive. They all agreed they would help David and Jaimie by planning a wedding at the hospital instead.

The nursing staff ordered food from the same restaurant where the couple had eaten right after getting engaged back in August. They made arrangements for flowers, a cake and even got Jaimie's family to drop off her dress at the hospital.



On the morning of March 20, David had radiation. By that afternoon, he and Jaimie were saying their vows in the otherwise empty Hawkins Family Center for Adolescent and Young Adults on the 5th floor of Bon Secours St. Francis Downtown. While the couple's family couldn't attend the wedding due to visitor restrictions, some of the staff members stood in as guests and took pictures of the ceremony for the couple to share later.

The newlyweds are now back at home and doing well.



Every human being
is the object of God's infinite
tenderness...every person is
immensely holy and
deserves our love.

Pope Francis
Evangelii Gaudium

tenderness

Mercy Health Youngstown

The Bond of Love

There is no doubt that treating patients diagnosed with COVID-19 is very challenging. But treating a pregnant patient diagnosed with COVID-19 is a different story. This was the situation our caregivers faced at St. Elizabeth Hospital, Boardman. The situation was very challenging. Very few similar cases existed in the country, but our care team rose to the occasion.

From the very beginning, the physicians and care team did a great job of discussing and managing this patient's care and making collaborative decisions. The patient successfully delivered by C-section and was transferred to the medical COVID-19 unit. The infant was isolated on the Mother-Baby unit separately.

It is important to know that this mother had no support system at the time (due to visitor restrictions) and did not speak English. The care team used the Language Line through the iPad to communicate with her in the language she understood. Imagine being in a situation where you cannot speak the language, you have no family beside you, and you are not able to hold your own baby after delivery because of concern of infecting the baby. This was undoubtedly a harrowing experience for this new mother.

The care team worked so diligently to create a safe space to allow the patient to visit her baby (from a safe distance) and see her baby resting in the relative safety of an Isolette (incubator), prior to the patient's transfer to the COVID-19 unit. They did everything possible to assure the mother that her baby was safe, healthy, and doing well.

Both mom and baby did well . . . she went home after 4 days. The baby was eventually discharged and went home with other family members to live in a different house until the mother completed her quarantine period.





Be strong as a leopard, and
swift as an eagle, and fleet as
a gazelle, and brave as a lion
to do the will of Your (God).

- Pirkei Avot 5:20
from the Jewish tradition

prayer

A PRAYER TO DO GOD'S WILL

God, use me according to Your
will and according to Your way.
Help me to accept Your will in
all things.

May my attitude reflect
strength, eagerness, and courage.
May I be swift and graceful in
facing all that You have in store
for me to experience and to
achieve on this day.



Providing Care & Comfort

As the COVID-19 pandemic continues, so do visitor restrictions at hospitals. These precautions are in place to protect the health and safety of both patients and visitors, but hospital staff members recognize how difficult it can be when friends and family are unable to be at the bedside of loved ones who are in the hospital. Three sympathetic Mercy Health – Lourdes Hospital nurses recently went above and beyond to provide care and closure for one patient and their family.

Even though the hospital's current visitor restrictions allow for visitation during end-of-life situations, Nurse Hannah recently had a patient whose family lived too far away and had other circumstances that were preventing them from being able to say their goodbyes in person. "I had experience with Zoom calling because my family has been using it to connect during social distancing, but this was the first time I have used it for a patient," Hannah says.

Nurses Ali and Katelyn jumped in as well to provide more than just medical care to this particular patient. Their supervisor says, "Ali and Katelyn both recognized the patient's last breaths were coming to an end, and both stayed to hold the patient's

hand and to play church hymns for the patient. The family was very grateful for the love and compassion given during their loved one's last moments."

"The patient was so kindhearted," Katelyn continues. "I am thankful that I was able to be there to provide comfort to the patient when the family couldn't be there due to the current situation." Hannah echoes the sentiment that she felt fortunate to be able to provide some closure to all involved. "It is so important for the grieving process for family to get an opportunity to say goodbye," she says.

Ali shares she considers it a privilege to be able to soothe a patient when he or she passes away. "In some instances, like this one, the nurse's voice and touch is the last thing he or she will hear or feel. This is part of our calling as nurses, to be there for our patients in all stages of life, from the beginning to the very end."



Mercy Health Toledo *Brotherly Love*

Recently, the brother of a patient at St. Vincent called the spiritual care team asking if the hospital would be able to facilitate a prayer vigil outside the hospital. Because of the COVID restrictions on visitors, family and friends wanted to find a tangible way of being close to her even though they couldn't see her.

Multiple chaplains teamed up to facilitate this request. The family gathered around the grass circle outside the main entrance. Friends and family slowly arrived, wearing their masks and tentatively opening up to each other. The brother of the patient offered them cards to fill out for the patient and he had a big poster board and markers for them to draw pictures and prayers for good health.

The expected twenty-five people soon grew to forty-five, with a further handful of people on Facebook live, streaming on the brother's phone. Social distancing was respected and security protocol in place for the event.

The brother started the vigil. Next, a chaplain offered a prayer for healing, followed by a few moments in silence. Then, stories were shared about the patient. The brother was very grateful for the spiritual care team who made this possible and St. Vincent for the excellent care of his sister.





Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world.

Archbishop Desmond Tutu

Bon Secours Richmond *A Special Graduation*

Rachel works as a medical lab technician in the main lab at Southside Regional Medical Center. She recently completed her Bachelor of Science degree in Clinical Lab Sciences from Virginia Commonwealth University (VCU). Due to the COVID-19 pandemic, Rachel's graduation was canceled and a virtual graduation was planned instead. Rachel understood why the changes were warranted but was disappointed that she would not experience her graduation.

Several of Rachel's co-workers knew how devastated she was, and being that many were recent VCU graduates themselves, they decided to do something special for her at work. The laboratory staff surprised Rachel with a very special graduation ceremony. As Rachel was getting ready to leave for the day, she was surprised with a breakfast party, graduation gifts, and even a VCU cap and gown. Rachel then had her graduation walk around the department where all of her co-workers and work family congratulated and celebrated her for her wonderful achievement.

While this graduation was different than the traditional VCU graduation, Rachel was surrounded by her work family and friends who were able to recognize and celebrate this important accomplishment in Rachel's life.

Bon Secours Charity *Overcoming Fear* *& Celebrating Life*

COVID-19 took over many of the patient units at Good Samaritan Hospital and we were overwhelmed with fear of the unknown. Our units were transformed and staff became unrecognizable due to personal protective equipment. Our eyes told a story of fear. We felt lost trying to process what was happening. Our nursing world quickly transformed into the unknown, but we held steadfast to the core of nursing which is "caring." We were not only scared for ourselves, but we were scared for our children, our families, our communities, and our world. We fought hard for our patients. Though many lost their fight with COVID-19, many continued to be fighting survivors. Families could not be there for their loved ones resulting in patients dying without their loved ones at their side. Patients' last moments were in the caring and loving hands of our nursing staff. We prayed, held their hands, sang, and cried with and for our patients. We made sure our patients were not alone fighting COVID-19. In the words of Maya Angelou, "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

When patients were discharged home or to rehabilitation centers it felt like rays of sunshine were bursting through the black clouds to bring us hope. The announcement of "Celebration Sun" was followed by one or two renditions of Rachel Platten's "Fight Song." From morning to late evening discharges brought us joy knowing that another patient had beaten COVID-19. On 3 North our staff lined the hallways with cheers and tambourines as our patients were discharged. The jingling of the tambourines marked a celebration of life, recovery, and a hopeful spirit. The sounds of the tambourines, cheers, clapping, and festive sounds reverberated from the third floor, through the elevators, into the main entrance and EMS entrance of the hospital. This celebration uplifted our patients and staff. Going through this difficult and challenging time was life changing, bringing a renewed perspective on how we should celebrate life and each other.



prayer

A PPE PRAYER

Lord,

As I put on my eye protection, I pray that You open my eyes to see Your face in each patient I care for.

As I put on my mask, I ask that Your words are on my tongue, to speak Your wisdom and comfort.

As I put on my gown, please wrap Your arms around me and give me strength to strengthen others.

As I put on my gloves, I ask that You steady my hands to do Your work.

As I remove my protective equipment, I implore You to remove any traces of my selfishness and pride.


And when I wash my hands, please wash away my fears and doubts.

Protect me, Lord, so that I may protect others. Grant me courage; I am here to do Your will.

Amen.

Author Unknown



A hand holding a smartphone is shown in profile, with a dark, semi-transparent overlay covering the screen. The overlay contains the text 'CREATING PATHWAYS FOR GOD'S LOVE' in white, serif, all-caps font. The background of the image is a warm, golden-brown color, possibly a wall or a window with light coming through. The bottom of the image shows a wooden surface.

CREATING
PATHWAYS
FOR GOD'S
LOVE

GOSPEL STORY OF HEALING

(continued)

*They let down the mat on
which the paralytic lay . . .*

*Some of the scribes were
sitting there, questioning
in their hearts . . .*

*Why do you raise such
questions in your hearts . . .*

*That you may know the Son
of Man has authority . . .*

*10
He said to the paralytic . . .*





As the physical distance between my brothers and sisters increases, may the spiritual distance between each one of us and our Source decrease.

When we cannot hold hands in earnest, may our hearts be bound together in a spirit of solidarity and love. When we cannot congregate in public, help us to find community and shared purpose.

When the spread of disease threatens our safety, may we spread kindness, hope, and a sense of security to all who are vulnerable and alone.

When illness occupies our minds, may our souls be filled with a vision of healing. When a cure feels out of reach, may we always have faith in You, who heals us in body and in spirit.

prayer

A PRAYER IN THE TIME OF COVID-19

“Have no anxiety at all; but in everything, by prayer and petition, with thanksgiving, make your requests known to God.”

Philippians 4:6



Mercy Health Lima
Joe's Wish Fulfilled



I met Joe and his wife Sue in the course of regular rounding. Joe was 79 and quite ill; he mostly slept. As Sue shared their story with me she offhandedly mentioned, "His favorite granddaughter is getting married Friday and he can't be there." I said we could do something about that. Sue put me in touch with a family member who set up everything on their end; I had things ready in Joe's hospital room.

Joe, Sue, and I gathered around the computer screen at the appointed time and watched the beautiful ceremony unfold. Afterward, Joe "went through" the receiving line and was greeted by the whole family. Even though he was too weak to respond, Joe did manage smiles.

When he arrived at the happy couple, many tears were shed as the bride and her grandfather were able to see each other and share a special moment—including the only words he mustered that day: "God bless you both. I love you." After we ended the call, Sue was still tearful with gratitude for getting Joe to his granddaughter's wedding.

Even in the most difficult of times, there are glimmers of light, moments of grace, signs that the Lord is nowhere near as far away as it seems. Sometimes the Lord blesses us by being on the receiving end of those moments. Other times the Lord blesses us by allowing us to be instruments of God's grace and mercy. I'm grateful for Mercy Health St. Rita's concern for our patients and families in making the technology available to unite them.

Never hesitate to do for someone else what seems like a small thing to you; it may mean more to them than you could ever imagine.

The Meaning of Being Alive

It has now been over two months since he has been here. COVID-19 destroyed his lungs and body and he has limited brain function. For weeks upon weeks his eyes have been closed. He is in his 40's with a heart that continues to beat amidst his multiple comorbidities. His dedicated sister waits at home for a miracle and prays for him daily. For weeks now, Unit T3 and the Spiritual Care Department help set up daily FaceTime calls for her to see her brother. We roll the iPad near his face, and she begins to talk, to pray, to play music for him, all from her home into his hospital room.

In recent weeks, his eyes have begun to open and he is showing signs of paying attention to who is in the room, and what is happening. Now, he looks directly at her on the screen, still unable to speak and unable to move, but looking right at her. Will the miracle for which his sister is praying arrive? Will his body somehow shift into strength and healing to a degree that gives his life back? Clinicians agree very likely not, but the bottom line is we don't ultimately know. No one knows. And without health insurance

and restrictions on where he can receive care, it seems he could stay with us indefinitely, and we will continue to be the witnesses of his life's journey.

I see the staff continuing to care for him with a unique tenderness, as if they too are being held in the sacred question of what it means to be alive, what it means to love and to hold on to hope. And what of grace... maybe it's just the return of his eye gaze back to her upon the screen that will be enough. It is already more than any of us could have asked for, or ever imagined.





Bon Secours Hampton Roads
The Healing Power of Touch

The patient had been hospitalized for over 20 days. She was dealing with kidney failure and other health issues. She was lonely and scared; her life was beginning to become devoid of meaning. I asked the patient if she would like to visit with her daughter via video conference. I explained what it was, and she immediately cried yes. I called her daughter, explained the process, and setup the Zoom call.

Once connected, the patient and daughter were so excited to see one another that tears of joy began to flow. It was priceless just to experience the moment with them. It brought life and healing to both the patient and daughter.



God alone suffices.
Let nothing disturb you.
Let nothing frighten you.
All things are passing away.
God never changes.
Patience obtains all things.
Whoever has God lacks nothing.
God alone suffices.
Amen.

St. Teresa of Avila

peace

Bon Secours Richmond

Prayer Beyond Words

The ICU was filled with COVID-19 patients. Their families were anxious and sad because they could not visit their loved ones. I was asked to administer the Sacrament of the Anointing of the Sick to a patient who was declining. The family was anxious and insistent she receive the Sacrament.

Upon arrival on the unit, the nurse, rather than being stressed, was calm, professional and filled with joy. She called family members to tell them we were almost ready for a Zoom video call, speaking with them in a reassuring and calming tone. This nurse took extra time with them. With great patience, she then made sure I was comfortable donning PPE. The stage was set. I entered the room and called the family. Their faces were sad to see their loved one in critical condition but overjoyed to have the opportunity to see and speak with her, telling her they loved her and were praying for her. I gave them all the time they needed before we all prayed together and participated in the prayer of healing.



Bon Secours St. Francis
An Ever-present Love



While spending time with a COVID-19 screener in the front of Bon Secours St. Francis Downtown, our chaplain was made aware of an unusual situation. The screener shared that there was an elderly gentleman who drove to the handicapped parking spot in front of the main entrance and spent each day for the last two days there. The chaplain approached the vehicle to find a man sitting patiently. He engaged our chaplain openly and relayed the following heartwarming story through his tears:

"I have been married to my wife for the last 54 years, and it is just the two of us. She is in your ICU on the ventilator, and I understand I cannot come in the hospital to be with her. We have never been apart, so I park as close as I can to her each day until the time comes that I can see her again."

Profoundly moved by this story, the chaplain invited him into our lobby, where he was screened and given lunch. Mission arranged for an iPad to be brought to the patient's bedside, while her husband was brought to the chapel and given an iPad, where he could see his wife for the first time that week. While delighted to see his wife, the only words he could manage were, "I love you." Although she was intubated, once she heard her husband's voice, a tear ran down her cheek.

This experience so profoundly moved the staff that Mission requested funds from our Foundation to purchase iPads for all the chaplains. The Foundation graciously provided and bought extra for the isolated COVID-19 floors. For the rest of the pandemic, this service was used many times, including in our Cancer Center, where patients are receiving infusions and their loved ones sit in the parking lot and keep them company. The patient has since been placed in a skilled nursing facility, and her husband spends each day by her side. This was the perfect collaboration of vigilant and compassionate staff in engaged ministry, and people who create pathways for God's love to prevail.

prayer

A PRAYER FOR ENCOURAGEMENT

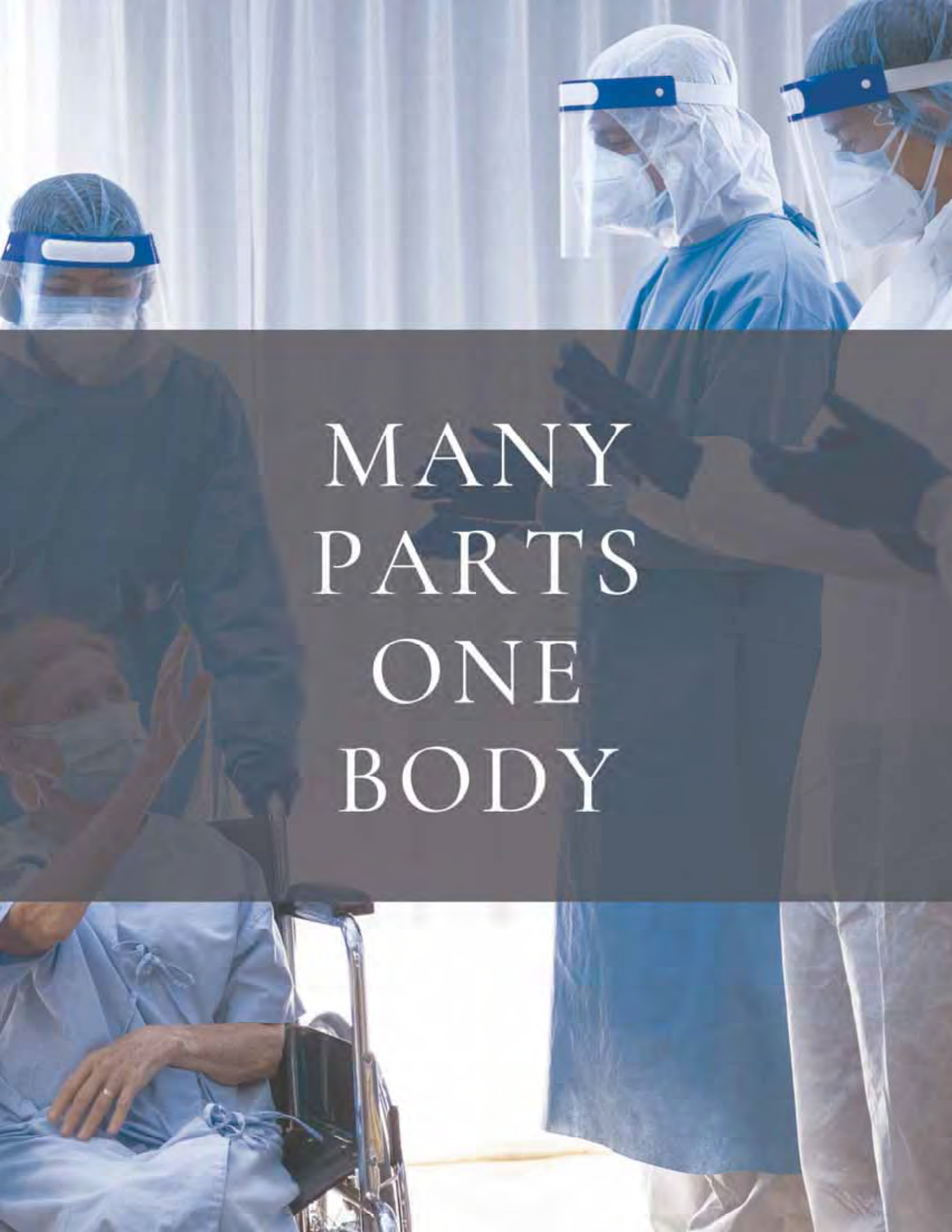
God of Compassion and Love,

As we gather in Your presence this morning, we thank You for Your precious gift of life. We implore your blessings on all those who work here and on all our patients, families and communities. May You fill all those who work here with Your strength, love and wisdom.

To all of us who work here, to our patients and families, and to all those going through this difficult time of the coronavirus, may You continue to support, sustain and encourage through Your divine providence.

Amen.



A collage of healthcare workers in full PPE attending to a patient in a wheelchair. The image is split into three horizontal sections. The top section shows three healthcare workers in full PPE (goggles, masks, gowns) standing in a line. The middle section is a dark grey horizontal band containing the text 'MANY PARTS ONE BODY' in white serif font. The bottom section shows a healthcare worker in full PPE attending to an elderly patient in a wheelchair. The patient is wearing a mask and has their hand near their face. The overall color palette is light blue and white, with a dark grey band for the text.

MANY
PARTS
ONE
BODY

GOSPEL STORY OF HEALING

(continued)

*I say to you, stand up,
take your mat and go to
your home . . .*

*Immediately, he took the
mat and went out before
all of them . . .*

*They were
all amazed
and
glorified
God . . .*



Roper St. Francis *Leading by Example*

Before COVID-19 became a recognizable acronym to every American, Jimmy decided he would lead by example. He doesn't like to talk about it, but the manager of environmental services at Roper St. Francis Hospital has been cleaning the rooms of confirmed COVID-19 patients since March.

Two pairs of gloves, an isolation gown, a surgical mask, booties, and 75 minutes: That's what it takes Jimmy to clean every inch of a room – repeating some spots two and three times – until it's perfect for the next patient. "If you are in this business, you're basically at war, and this is what you signed up to do," said Jimmy.

Word of him cleaning the rooms only leaked out after an anonymous mention in a teammate survey. He deflects praise and points out everything his team is doing, such as cleaning the rooms of multiple patients who are awaiting test results for COVID-19. Rather than talking about himself, Jimmy commends our doctors, nurses, and respiratory therapists who are caring for patients. He brags about his crew, some of whom have worked at Roper St. Francis Hospital for three decades.

Jimmy said he wouldn't expect his team to do anything he wouldn't do himself. So for now, he's doing it himself.



teammwork

Bon Secours Hampton Roads

We Are Connected

One of the most difficult aspects of the COVID-19 crisis is knowing that COVID-19 Rule Out or Positive patients cannot have their loved ones close by, especially at the end of life. A symbolic way was developed to connect our patients to their family and remind our staff that we are standing with them; the “We Are Connected” project.

Chaplains provide LED tea light candles to COVID-19 Rule Out or Positive patients at the end of life; one candle stays with the patient to ‘light’ their room, one is placed at the nurses’ station, and one is mailed to the patient’s family.

In May, the project started at Maryview in the ICU, one of the units dedicated to COVID-19 patients and with strict limitations on visitors. The ICU manager knows how difficult it is for patients to be isolated from their families. With the support of so many, the hospital staff knows they have what they need to treat the whole patient: mind, body, and spirit. She has a message of gratitude: “Thank you. I’ve never seen anything like the support that we receive here at Maryview. If we need an item to care for our patients, we get it. If we think of something that can help our patients, we get it.”

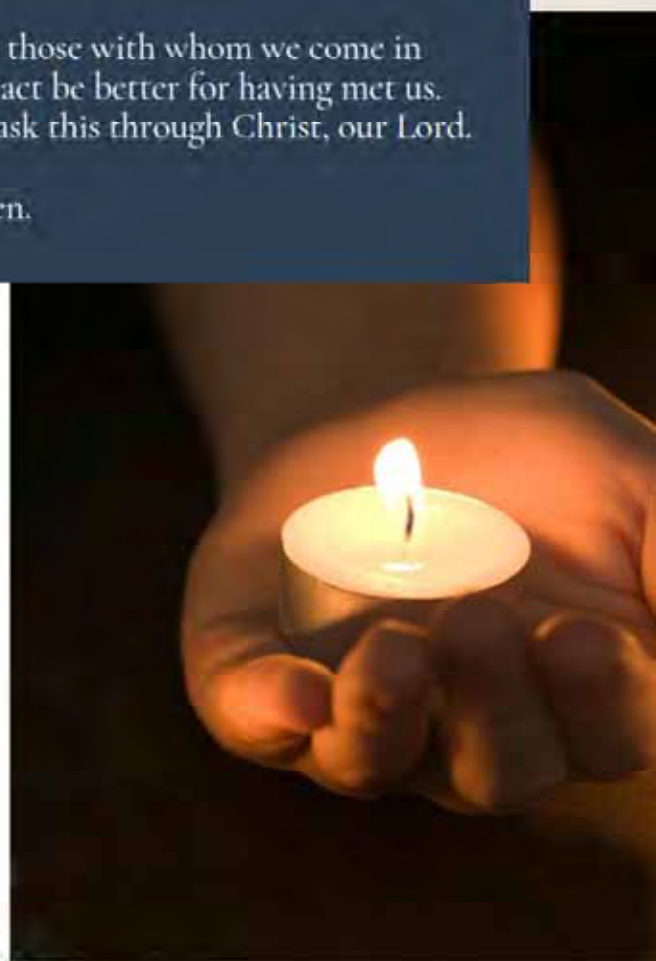
Gracious God,

We thank You for your goodness to us. We find You more often in the small events of life: the kindness and joy of a nurse, the love between family and friends, a kind word, a genuine smile, even faithfulness to our daily duties.

Give us the wisdom and strength to bring Your love to all we meet. May Your goodness become such a natural part of our lives that it becomes a fragrance to all around us.

May those with whom we come in contact be better for having met us. We ask this through Christ, our Lord.

Amen.



Mercy Health Springfield Birthday Blessings

I wanted to make you aware of an absolutely amazing thing my mom's nurse, Rob, did this evening.

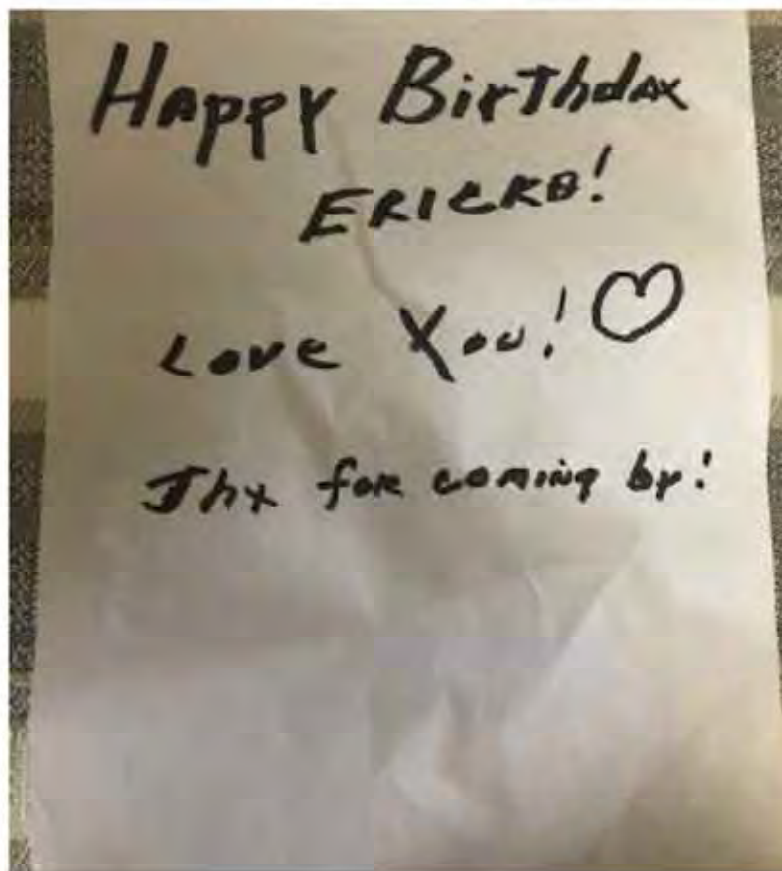
My daughter's 23rd birthday was today. She and my mom are very close, and they've spent every birthday so far together. My daughter was upset thinking she would not be able to see her grandmother, as was my mom.

Rob did the most amazing thing. He offered to bring my mom to the rehab patio door so they could see each other.

My mom even made a birthday sign for my daughter (I'm thinking he may have helped). I realize to most this was a simple gesture, but to my daughter, my mom and myself it was far more than that. I can't begin to explain how much we all appreciate this.

Not all of us can do great things. But we can do small things with great love.

Mother Teresa



God, things do not always go as we had planned. At those times, help us to understand that You are guiding us.

Shelter us from harm and remind us that as our hearts plan our course, You are directing our steps (Prov. 16:9).

During these uncertain times, give us the wisdom to walk in Your will for us. Let us not be complacent about the things that we have the ability to change but give us flexibility.

Give us the ability to stay present to our most current circumstances. Let us recognize that in love, You have established a plan for us that may be far better than the path that we might otherwise have chosen.



prayer

A PRAYER FOR WISDOM

People make plans, and
God laughs.

Yiddish Proverb



Bon Secours Ireland
Quick Thinking and Rapid Response



In response to the coronavirus crisis, Shane, a medical scientist at Bon Secours Hospital Tralee, immediately saw the need for onsite testing.

He put forward the idea of testing for COVID-19 before few had even thought of using non-diagnostic laboratories to test for the virus nationally. He knew the pressure that the National Virus Reference Lab was under, and set about locating testing kits, which was no mean feat, given that the whole world was looking for the same kits!

Shane located a provider for the kits, sourced the necessary equipment to run the test, and had testing onsite validated and up and running in time to meet the expected surge, just as the public service at University Hospital Kerry was becoming overwhelmed with sick patients.

As one colleague put it, "It is safe to say that without Shane's knowledge, drive, motivation, and scientific contacts in other laboratories, we would not be in a position to provide the COVID-19 testing service that we have been providing since the outbreak of this pandemic."

innovation



We know that health is relational, dependent on interaction with others, and requiring trust, friendship and solidarity.

It is a treasure that can be enjoyed fully only when it is shared.

The joy of generous giving is a barometer of the health of a Christian.

Pope Francis
World Day of the Sick 2019

friendship

Bon Secours St. Petersburg Celebrating Mothers

Celebrating Mother's Day is a wonderful opportunity to highlight the beautiful vocation of motherhood and the gift of life, particularly during this time of global pandemic. It calls us to cherish the gift of life that we receive from our mothers and to pray for all women to whom God has entrusted life in a very special way. As we prayed in thanksgiving for the gift of all mothers, we also recognized that this day may be especially difficult for many people as they are apart from their mothers as a result of COVID-19. The staff at Maria Manor celebrated Mother's Day with all residents by handing out treats and flowers to residents and staff, and also facilitating video and phone calls for many families. We wished a very Happy Mother's Day to all of the wonderful moms that are a part of our Maria Manor family!



neighborhood in Maria Manor with their decorated activity carts to bring the fun and games to the residents. Some of the choices include puzzles, word games, art supplies, magazines, snacks, books, and trivia. We salute our recreational therapy team for their efforts to bring joy to our residents during this challenging time of COVID-19.

Special Delivery: Fun!

Activities look a little different around Maria Manor as staff work to help residents adapt to social distancing guidelines in light of COVID-19. Although we cannot gather in the lounge for activities, Michele and her superhero team have found ways to bring the fun to the residents. The team makes their rounds twice a day throughout every

Mercy Health Lima *Unexpected Blessing*

A mother sent a thank you comment to us during the onset of COVID-19 when virtual visits were the primary focus for our physician offices. She told us she has two children who are autistic. Her son is the most severely autistic and it is hard to bring him to the doctors. A typical trip would involve kicking, screaming, running, biting and pinching.

Her son is non-verbal. She shared that usually it would take at least two adults to go with him and she expressed that it is quite difficult. She said this happens every time they go to the doctors. She wanted to thank us for the option of a virtual visit. She said it went very well and made everyone's life a little easier. In the midst of social distancing... an unexpected blessing was discovered and welcomed for this family.



*A generous heart, kind speech,
and a life of service and
compassion are the things
which renew humanity.*

Buddha



“

Let us dream, then, as a single human family, as fellow travelers sharing the same flesh, as children of the same earth which is our common home, each of us bringing the richness of his or her beliefs and convictions, each of us with his or her own voice, brothers and sisters all. . .

Pope Francis
Fratelli Tutti

”

prayer

A PRAYER FOR STRENGTH

Loving God,

We arise today to face the challenges on the road ahead. It is clear that our current situation needs us to be steadfast and persistent in our response to COVID-19; this is a marathon, not a sprint. Be with us now, O Lord!

During Your ministry on earth, Your sign was the healing You shared with us, and Your promise to take away our anxieties was the symbol of Your eternal presence. Be present to Your people who suffer and allow them to feel Your healing touch through the compassionate care of our doctors, nurses, and caregivers.

Remove any fear, feelings of anxiousness, or uncertainties from our hearts. Let us trust in You. Protect our friends, families, and coworkers, and bring Your peace to all who support us. Give us Your grace, O Lord, so we can speak calmly, clearly and truthfully with each other. Let us see one another as You see us. May truth, empathy and kindness remain our steadfast rock!

Be with us now, O Lord! Let us sanitize more and pray more. Let us be kinder in adversity. Let us speak more warmly in duress. Let us act more compassionately with others; and let us start and end each day on our knees, enraptured by a loving God, who by prayer and petition, in thanksgiving, we make known every request!

Be with us now, O Lord! Amen.

Mercy Health Lorain *Good Help in Small Measures*

“Good Help” comes in many forms. For most of our associates, they can turn to their favorite hobby to help support their co-workers. When Maggie, one of our dietary staff at Mercy Health Allen Hospital, learned that her colleagues were feeling the pain and fatigue of an extended use of the face masks around their ears, she swung into action crocheting button face mask holders. She made several dozen which were distributed to staff. This was her way of caring for her colleagues. Good things often do come in small measures.



How wonderful it is
that nobody need
wait a single moment
before starting to
improve the world.

Anne Frank



Mercy Health Kentucky *Bringing Light to Others*

There are many different ways we find our calling in life. For some, it happens at a young age. For others, it happens later after having a new experience. For Tonya, an occupational therapist at Mercy Health – Lourdes Hospital, it happened during college because of a traumatic event.

While Tonya was home for spring break one year, she was in a serious car accident. Tonya spent a month and a half at the hospital. She started working with the occupational therapy team to regain her strength and perform everyday tasks.

When the car accident happened, Tonya was already going to school to become an occupational therapist. After working with occupational therapists as a patient, the experience solidified her journey.

Tonya's car accident happened 17 years ago. Today, she has been an occupational therapist for over 12 years.

Tonya's faith played a large role in her journey to becoming an occupational therapist. She gets emotional when discussing the role Jesus plays in the important work she does. "One of my prayers is that He can use me each day to be a light to someone else," Tonya reveals. "I can't see myself doing anything else but this. I know without a shadow of a doubt this is where I need to be. This is more than just a career to me and I don't take it lightly. I'm not a hero, I'm just doing what I love to do to the best of my ability," Tonya shares. "It's an honor and a privilege to serve others. Especially during times like this."

Bon Secours Baltimore

Meeting the Needs of the Community

Representing an organization with over 150 years of service in West Baltimore, the staff of Bon Secours Community Works recognized the need to support clients and community members facing public health challenges caused by the onset of COVID-19. In response, program leaders leveraged, expanded, and enhanced preexisting programs and services to meet increased need.

Many families on lockdown found themselves with more household-related needs. Children were no longer accessing school-based programs that provide meals and seniors faced increased health risk in traveling to stores. These factors paired with a rise in unemployment rates, decreased transportation options, and shortages of food and essential household items at stores.



Bon Secours Community Works' Food Access Program, which typically delivers produce from its urban farm to 75 food insecure households, worked with program and community leaders to identify an additional 70 families to receive weekly, no-contact food assistance deliveries.

The value of each bag was increased from approximately \$20 to \$30 per delivery and expanded to include hearty grains, shelf stable and canned items, fruits, dairy products, frozen and fresh vegetables, meats, fish, and other proteins, as well as essential household goods like toilet paper, paper towels, soap and disinfectant sprays. A needs assessment survey was delivered to clients so that bags could be tailored to meet family needs. Between April and July, this program delivered over 1800 bags to our neighbors.



A Blessing for Caregivers

Loving God,

We ask You to send Your blessing upon all caregivers.

Fill them with the courage to persevere in the face of such titanic challenges. Give them the comfort of Your presence and guide the work of their hands.

May they experience the consolation of Your love and uphold them by Your strength as they sacrifice to keep us healthy and safe.

Inspire us all by their example and stir within us hearts of gratitude and hope.

Amen.



OUR MISSION

We extend the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying, and underserved.

OUR VALUES

Human Dignity

Integrity

Compassion

Stewardship

Service

OUR VISION

Inspired by God's hope for the world, we will be a ministry where associates want to work, clinicians want to practice, and people seek wellness and communities thrive.

BON SECOURS MERCY HEALTH

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