

# SHARING STORIES OF FAITH AND COURAGE

# FALL 2020

# SPIRIT



HERITAGE  
CHRISTIAN SERVICES



# PERSEVERANCE

## Direct support professionals

Pandemic brings out heroes from within

## #CultureMatters

We're working to bridge gaps in understanding

## Finding the best staff

Recruitment efforts take on new urgency

## Celebrating excellence

Winners of agency awards announced

## New directors

Bowers, Mack receive promotions



# A LETTER FROM THE PRESIDENT

Dear friends,

I recently took part in a webinar that reminded me of the importance of self-care, and our workforce came to mind. There is tremendous angst and displacement living through a pandemic. If we're not nurturing our inner strength, it's hard to keep moving forward.

Self-care looks different for all of us. That spirit of taking care of ourselves, in such demanding times, in order to be our best for others, is so important right now. Those efforts make it possible for us to work collaboratively to ensure meaningful relationships and the enriching experiences that result from those relationships.

Self-care helps sustain the resiliency that keeps us going through difficult times.

When it comes right down to it, even when there are outside pressures and competing priorities, our focus is still person by person. Our staff is dedicated to finding ways to provide the safest experience that allows a person to maintain relationships that are important to them, with opportunities that matter to them.

This year, we've proven that Heritage Christian Services is an organization that can persevere through change. We will keep navigating, putting relationships first, with the knowledge that self-care is a necessary part of that process.

Stay faithful and stay well. †

Sincerely,

Marisa Geitner  
President & C.E.O.



Site visit by Lewis Hopkins and Marisa Geitner



When you see this icon it means there's a video at [HeritageChristianServices.org/fall-2020-spirit-newsletter](https://HeritageChristianServices.org/fall-2020-spirit-newsletter).

*“Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up.” — Galatians 6:9*

## About Us

**SPiRiT** is a bi-annual publication of Heritage Christian Services.  
**At Heritage Christian Services, people come first.**

Heritage Christian Services, established in 1984, strives to advance an inclusive and equitable community. Our more than 3,000 employees look beyond the traditional to provide services that ensure meaningful and diverse experiences. Based in western New York, with concentrations in the Rochester and Buffalo Niagara regions, we're innovating and expanding as the needs of our community grow. We serve our community with programs that promote housing options — and the support within them — along with programs that create relevant employment and day habilitation; establish high-quality childcare; set the standard for statewide workforce education; ensure robust health and wellness; and embrace self-empowerment.

Visit [HeritageChristianServices.org](https://HeritageChristianServices.org).



A Second Thought Resale Shop • Springdale Farm and Balcony Point  
Eleversity • Employment Alliance  
Expressive Beginnings Child Care • Heritage Christian Stables  
Ferncliff Apartments • Pieters Family Life Center  
International Ministries • Heritage Hollow Retreat Center  
Heritage Gardens

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# HEROES FROM WITHIN

## Direct support professionals find rewards in working through the pandemic

Reacting to the COVID-19 pandemic has not been easy.

From choosing how — or whether — to interact with friends and family to deciding how best to get groceries, we've all had to reconsider how we go about our lives.

**Kathy McCarthy**, director of residential services, said that even before the pandemic, Heritage Christian employees were known to go above and beyond to support people daily. They were constantly on the move, planning, navigating busy schedules and providing meaningful opportunities for the people who choose our services.



**Kathy McCarthy**

Then, in March 2020, people's routines were abruptly interrupted. Not only the routines of the people we serve, but those who support them. Heritage Christian employees made many adjustments to their schedules, working long shifts and many hours. In many cases, these changes had an impact on the time they had with their own family.

For **Ashley Wilbern**, residence manager at Buffalo Road, the beginning of the pandemic was a hectic time. She and her staff were working 12-hour shifts, and the long hours were a struggle. There were times when she saw her toddler just long enough to give her a bath and a snack and send her off to bed.

Balancing schedules was a challenge. "Some of my staff are not morning people," she said, laughing.



**Susan Sparks**

"I make sure the scheduling is flexible: If they didn't have Saturday off, they'd have the next Saturday off. I try to accommodate them the best I can."

Wilbern made sure that she let the staff know that she appreciated them. She'd make sure they had things they needed, and she'd bring in tea for the tea drinkers.

Heritage Christian staff knew how important it was to limit exposures and engage in practices to keep people safe. New routines began to emerge. People used creativity and learned new hobbies, from creating art and playing instruments to baking desserts. With the support of staff, people began to use technology to stay connected with family.

**Susan Sparks**, residence manager at Stony Point, acknowledges that it's been a stressful time, a time of adjustment for everyone.

For the people who live at Stony Point, schedules are out of whack and even sleep patterns are off track.

"They could really use a routine," she said. "We're trying to get them out for a change of scenery, with van rides or visits to parks."

For Wilbern, the hardest thing about her job is balancing everything out. "I want to make sure that my staff has everything they need to be successful, to have a good shift," she said. "I want to make sure that individuals are happy, that my staff is happy, and I need to make sure that my work is



**Ashley Wilbern**

done at the same time."

"No one signs up for a pandemic," Sparks said, "but this is our job; we have to take care of them. You've got to do what you've got to do. We all have families that we care about.

"In March and April, I had to call everyone and ask, 'Are you OK with working?'" A lot of them didn't hesitate: "I'll be there. What do you need?" It didn't faze them at all."

As the year went on, we faced more adjustments: socially distanced visits, slowly engaging in low-risk activities in the community. And now this fall, people are beginning to attend day programs, and others are going to work and spending more time with their loved ones.

"All of these things come with risk," McCarthy said. "I believe that the Heritage employees are managing these risks, and because of their safe practices and diligence, people have remained well."

McCarthy marvels at direct support professionals and at the grit that associate directors and managers have shown this year. "I had confidence from the start in their ability to lead and manage through the many challenges that Covid has thrown our way. I am forever grateful and inspired by their dedication and earnest efforts under the most difficult of circumstances." †

# COMMUNITY STEPS UP WITH SUPPORT



In the unusual times that we've experienced in 2020, people in the Rochester and Buffalo areas have supported Heritage Christian Services like never before. You supported our first-ever virtual event, Stronger Together 100-Minute Race. We thank you for stepping up as we've taken traditional events online — including a virtual version of Heritage Hero Run + Stroll + Roll. People in our communities supported Heritage Christian Services with donations of face coverings, hand sanitizer, cleaning

supplies and financial contributions that helped sustain our efforts in the face of the pandemic.

While the pandemic isn't over, our financial burden hasn't lifted, either. Many programs that were suspended earlier this year have resumed, but not at full capacity. The loss of revenue continues to weigh on our operations.

Heritage Christian Services has qualified for little emergency funding to date under the CARES Act, given our large number of employees. We also benefit from little under the Heroes Act, as we were only able to capitalize on some tax credits around employee health insurance. Your support — through unprecedented efforts such as the Emergency Fund and the emergency funds for Expressive Beginnings Child Care and Heritage Christian Stables, or through our traditional fundraising events — continues to make a difference. †



## INTRODUCING #CULTUREMATTERS

One of the most powerful aspects of our agency is the way we work to cultivate and expand a culture of inclusion that embraces differences.

At Heritage Christian Services, we believe that people are entitled to dignity, respect, equity and justice. We champion a society that removes barriers. We welcome people as their true and authentic selves and celebrate what makes people unique.

A team of employees, led by associate vice president of education and employment Joanie Parker, is focused on advancing a working environment that is welcoming, inclusive and diverse. The team is working on a number of initiatives, including providing workforce and community education, advising on recommendations for changes to internal systems and policies to increase equity, and working toward the values of diversity, equity and inclusion being modeled and upheld agency-wide.

The Welcoming and Inclusive Culture Team is talking more about cultural humility, which means learning about other cultures while taking a good look at our own beliefs and cultural identities. It's a process of inquiry and acceptance in relation to our personal gaps in understanding.

One of the ways we hope to inspire curiosity is by sharing days of celebration, recognition or sacrifice throughout the year that are representative of some of the many cultures that make up our community. You'll find these events posted on HCS social media channels with the hashtag #CultureMatters. In addition, staff members can look forward to Culture Matters emails written by Heritage Christian employees who are willing to share their culture with their coworkers. †



### The Heritage Christian Services Commitment to Equity and Justice

*"We believe that people are entitled to dignity, respect, equity and justice. We champion a society that removes barriers. We reject racism and discrimination of any kind. We protest systemic and political inequities that marginalize people, recognizing that there is a history of structural racism in the United States. We will continue to learn and change to achieve justice. We know that strength comes from unity."*



We're turning to you to keep this important work going. Consider supporting the Heritage Christian Services Foundation.

Your donations help during this crucial time.

Make a gift at [HeritageChristianServices.org/donate](https://HeritageChristianServices.org/donate).

# INNOVATING TO MEET RECRUITMENT DEMANDS

In response to the COVID-19 pandemic, Heritage Christian Services has made changes to the way that people are interviewed for jobs, and how new staff members receive training and onboarding.

Prospective employees are currently being interviewed virtually using Zoom video chats. In fact, the workforce and talent development team, which is responsible for hiring and onboarding new employees at HCS, is even offering a series of virtual job interviews where people can drop in at a time convenient for them. After an employee is hired, many required trainings are now offered online, including first-aid.

CPR/AED training is being offered in a blended environment, with participants completing an online training on the American Red Cross learning website followed by a one-hour, in-person, hands-on portion, completed with social distancing guidelines and strict cleaning protocols.

The workforce team plans to utilize these new strategies for the foreseeable future. †

You can help us hire the next great support professionals

## WE NEED YOUR HELP TO RECRUIT NEW STAFF MEMBERS!

Maybe it's the friendly grocery store clerk, a worker at a big box store, or your favorite coffee shop barista. Maybe it's a stay-at-home parent who's looking to add to their income with a flexible schedule, or someone who has recently retired. Or maybe it's someone who is a great listener and conversationalist.



If you know people who are caring, friendly, outgoing and love interacting with other people, tell them to apply today at [DIRECTSUPPORT.ORG](https://DIRECTSUPPORT.ORG).

# ELEVERSTY ON THE RISE

Eleversity, a division of Heritage Christian that provides customized business training, wasn't down for long when COVID-19 hit and people were asked to quarantine.

"It took us maybe two weeks to figure it out" said Chris Frank, director of Eleversity. During those two weeks, his team came together and moved all their offerings to a virtual platform and never looked back.

"We've actually grown our service offerings. Because we're virtual, we're now accessible to people in Buffalo,

Syracuse and beyond in a way that we weren't before," Frank explains.

In addition to providing training to more than 70 business, thanks to a partnership with the Finger Lakes Performing Provider System, Eleversity has launched its customized diversity coaching service in the for-profit sector.

"We were approached by a business that saw a lack of diversity in its workforce and really wanted to do better," he said. "We learned what they needed and created a training for them around unconscious bias, which

resulted in really authentic conversations around inclusion and equity in their business and workforce."

Frank added, "Being forced to quickly pivot into the virtual space has opened up really exciting opportunities for us to serve even more businesses."

If you know an employer that could benefit from Eleversity and its offerings, please share [Eleversity.org](https://Eleversity.org). †



# NEW HOMES BRING NEW HOPE



The new home on Jackson Road in Penfield nears completion.

Two new residential homes are bringing hope to both the western New York and Finger Lakes regions.

In July, a groundbreaking ceremony celebrated the construction of our newest residence in western New York. The Dodge Road property in Amherst, just a mile from our regional office, is the first OPWDD development project in the area since 2008. Six women, who are lifelong friends, will soon call the residence home.

The Jackson Road project is nearing completion, and we will soon welcome six people into their new home in Penfield. The people who are moving in, all in their 20s and 30s, are currently living at home with their families. †

From left to right, Kim Hubert-Bickel, Dan Stewart, Barb DeLong, Paul Bliss, Darryl Gasper and Chuck Collard break ground on the new home on Dodge Road in Amherst.

# Donor Spotlight



Bottom from left: Laura Yadow and her sisters Diane Kroubalkian and Sharon Roemer. Top from left: their mother, Monica Kroubalkian, and sister Susan Cronmiller. Monica will turn 90 on Nov. 27. Happy birthday, Monica!

When the pandemic hit earlier this year, **LAURA YADOW** didn't hesitate to support Heritage Christian Services. Laura's sister Diane was among the people who moved into the third home that Heritage Christian built, and for 35 years, Laura has seen Diane flourish. "It became her home, and her staff are like her siblings," Laura says.

When Diane suffered a stroke three years ago, a staff member was with her at the hospital 24/7 so she wouldn't be alone, and those hours can be tough. When the pandemic hit, many direct support professionals had to work longer hours to help minimize the spread of the coronavirus. Donations like Laura's help provide direct support professionals with the resources they need. †

**"YOU WANT TO GIVE BACK TO THOSE WHO GIVE," LAURA SAID, "AND HERITAGE GIVES AND GIVES AND GIVES."**

# Volunteer Spotlight

## COMMUNITY SERVICE AWARDS

Each year we are honored to celebrate two outstanding volunteers for their commitment to support HCS and those who choose our services.



In the Finger Lakes Region, **LEIGH COLLINS** and her therapy dog, Sammie, are the recipients of the 2020 Gail Otto Community Service Award. Together, they have been volunteering with HCS since 2014. They have visited residential homes for more than 1,150 visits to date! Leigh and Sammie's commitment and their ability to bring joy and comfort to everyone they meet is unparalleled. †



In the western New York Region, **PAUL O'LEARY** has received the Carol and Ernie Forth Community Service Award. Paul has been a faithful supporter of HCS fundraising events for the last 12 years, sitting on the Golf and Spaghetti Dinner committees each year. He has been a member of the HCS Foundation Board of Directors since 2010. His insights for hosting successful fundraising events have been invaluable, as have his efforts to solicit countless donations and facilitate sponsorship relationships. †

# AWARDS AND RECOGNITION

## ANNE WOLF AND JOBINA BRUINSMA AWARDS

Earlier this fall, the agency honored **SUSAN SPARKS** and **REAT TUANY** with its top awards, the Anne Wolf and Jobina Bruinsma Memorial Awards. †



**Sparks** joined the agency in 2012 and is now the residence manager at Stony Point. She is honored for her grace under pressure and navigating uncertain times without hesitation. †

**Tuany**, who has worked at HCS since 2000, is shift coordinator at Fairport Road. Tuany is celebrated for the way he consistently goes the extra mile in creating experiences for people that focus on what really makes them happy. †



## PETER AND JOBINA BRUINSMA SCHOLARSHIP

These scholarships provide assistance to Heritage Christian Services employees who are dedicating their educational enhancement to the field of serving people who have intellectual and developmental disabilities, in memory of the lifelong devotion to this cause provided by Peter and Jobina Bruinsma. The 2020 scholarship winners are:

**TIFFANY DICKERSON, EMILY RICHARDSON AND CHRISTINA SCHULTZ.** †



**Tiffany Dickerson**, talent acquisition specialist in the Finger Lakes Region, is pursuing a Master of Science in human resource management at Western Carolina University. †



**Emily Richardson**, associate director of Self-Directed Services in the Finger Lakes Region, is pursuing a Master of Science in mental health counseling at St. John Fisher College. †



**Christina Schultz**, fiscal intermediary coordinator in the western New York Region, is pursuing a Master of Public Administration degree at Buffalo State College. †

## COVID-19 HEALTH CARE HERO

**RUTH BENJAMIN** director of health management and research, has been recognized as a COVID-19 Health Care Hero by the Rochester Business Journal. This recognition was given to 10 health care professionals who've made exceptional efforts to help fight the pandemic in the Rochester region. Benjamin graciously accepted the award on behalf of all frontline staff at HCS. †



## COMMUNITY PARTNER AWARD

This year's Community Partner Award goes to the **YANG-TAN INSTITUTE ON EMPLOYMENT AND DISABILITY AT CORNELL UNIVERSITY.** For nearly 60 years, the Yang-Tan Institute has advanced knowledge, policies and practice to support people with disabilities in workplaces, schools and communities. †



## WENDY M. WOOD EMERGING LEADER

**MARIANNE DURRANT** director of the Employment Alliance and Eleversity, has been named the 2020 Wendy M. Wood Emerging Leader by the Association for People Supporting Employment First (APSE). This annual award recognizes a single individual who is developing a vision and creating action toward full inclusion of citizens with disabilities in our society. †



## WOMAN OF EXCELLENCE

**SARA TAYLOR**, community liaison and training specialist for Eleversity, has been named a 2020 Woman of Excellence by the Rochester Business Journal. The Women of Excellence awards identify high-achieving women for their tremendous career accomplishments. †



## ROCHESTER ICON AWARD

**ROBERT PIETERS** received the ICON award, a business leader recognized by the Rochester Business Journal for his notable success and demonstration of strong leadership both within and outside of his field. Pieters is one of our founders and a past president who retired in 2012. †



# Heritage Happenings

## PROMOTIONS



**JEANETTE BOWERS** the new director of respite, began her career at Heritage Christian as a direct support professional in 1996. Bowers has worked in many management positions within the HCS residential program, including time spent as manager at Respitewood. Most recently, she has served as an associate director within the Finger Lakes residential program. Bowers has built strong relationships throughout the organization and brings tremendous knowledge, passion and commitment to all she does. She thrives in environments where she works as a member of a team in a collaborative effort to enrich the lives of those we serve. †



**REBECCA MACK** now director of customized supports in WNY, joined the customized supports team as a fiscal intermediary coordinator in 2018. As a senior fiscal intermediary coordinator, she was instrumental in growing the number of self-directed cases for HCS in WNY to over 300, while at the same time welcoming seven new staff members to the team. Last year, she completed her studies in nonprofit management and received a Master of Public Administration degree. †

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- Training needs assessments
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- Course facilitators
- Event planning

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## INTERNATIONAL MINISTRIES SENDS RELIEF TO GUATEMALA

Because of the COVID-19 pandemic, the summer and fall International Ministries trips to Guatemala were canceled. Instead, Heritage Christian Services, along with some of the team members who were slated to travel to Guatemala this year, sent a financial gift to Bethel Ministries International. The funds will be used for continued food relief and care of women-led families and the elderly. Everyone is optimistic about serving in Guatemala in 2021. †



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## SAVE THE 2021 DATES

For an updated listing of events, visit [HeritageChristianServices.org/events](https://HeritageChristianServices.org/events)

## LEARNING TOGETHER AT EBCC

At Expressive Beginnings Child Care, operations are a little bit different nowadays and yet, some things haven't changed a bit. Yes, the staff is masked. Yes, health screenings are happening upon arrival. Yes, field trips and outside visitors have been cancelled and disinfecting has become even more routine than before. But at the core, the care that sets Expressive Beginnings apart remains untouched.

"Supporting our families socially and emotionally through the pandemic has felt like our civic responsibility," explains Kelly Giudice, director of the Webster location. "We want to offer them a sense of safety and security, some degree of normalcy, and the basic reassurance that we are all going to be OK. While adhering to the guidelines, we have also made it a priority to remember that human connection is essential and we can continue to foster that by being creative, resourceful, and resilient."

At EBCC, children are learning how to read the emotions of people with masks on. Teachers and children are having conversations about what it means to be sick and how we can protect ourselves and one another. And most importantly, Giudice said, "We're listening and expressing understanding as we all move through this together."



"We strive to be a resource to families," Giudice said. "Not just a safe place to bring your child during the day but also a place where the entire family will receive understanding and support."

Expressive Beginnings Child Care is now enrolling children — including newborns and school-aged children — at all three locations. For more information on registration or their COVID response, visit [ExpressiveBeginningsChildCare.org](https://ExpressiveBeginningsChildCare.org). †



expressivebeginnings  
child care

The safety of the children is always our top priority. Enroll today.



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#### Greece

1680 Stone Road  
585-643-1529

#### Henrietta

875 Commons Way  
585-340-2077

#### Webster

10 May Street  
585-872-0663

## HERITAGE HOLLOW

For almost 20 years, Heritage Hollow has been a place where people can unwind and connect with each other. Set on Sixth Lake in Inlet, New York, it has become a tradition for many in the Heritage Christian family.

"We weren't sure what to expect, due to the COVID-19 regulations," said Joseph Martins, a direct support professional at the home on State Road. He went to Heritage Hollow this

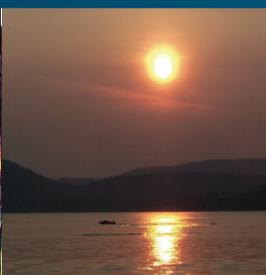
summer with gentlemen from the home. "We were all pleasantly surprised when we got there. All three cottages were beautifully redecorated and looked amazing." He was impressed by how clean they were, too.

They used all three cottages, so they were able to get the full experience of the property. "Each gentleman enjoyed having his 'own place' to crash," Martins said." Everyone had

a great time, especially fishing on the private dock. We can't wait to get back and do it again."

Heritage Hollow rental is exclusive to family members, staff and friends of Heritage Christian Services. This year, the season ends Oct. 31. For more information about rental options, visit:

[HeritageChristianServices.org/retreat](https://HeritageChristianServices.org/retreat). †



# MEMORIALS & HONORARIUMS

Often people will make a donation in memory of a loved one who has passed away. The agency sends the bereaved family a note of sympathy and informs them of the gift, without disclosing the amount. People also mark joyous occasions - like birthdays, anniversaries and weddings - by donating in honor of a friend or family member.

Sue Hoh, donor relations manager, can help you through the process. She can be reached at (585) 340-2045.

MAY 2020 - OCTOBER 2020



Otto



Smithers



DiLapo



Williams



Santandrea



VanderLinden



Vance

**Laurie Otto**, advocate and a founder of Heritage Christian Services, left us in April. She was 61 years old.

**Karine "Kari" Marie Smithers** passed away in May. Kari was a creator known for her designs and her paintings. She was 56 years old.

**Arthur DiLapo** passed on to his Heavenly Father in July. Arthur was loved for his intelligence and sensitivity. He was 64 years old.

**Christina "Chrissy" Williams** passed away in July. At 31 years old, she lived an abundant life of love, music, art and friendship.

**Greg Santandrea** passed away in July at the age of 43. Greg was a lover of music and could light up a room with his smile.

**Jimmy VanderLinden**, who touched the hearts of many with his upbeat personality, was 43 years old when he passed away in October.

**Brian Vance**, one of the original residents of the Gates-Greece Townline Road home, loved animals, music and the outdoors. He was 52 years old and passed away in October.

## MEMORIALS

### In Memory of Norman Bruinsma

Judith and Jeff Bruinsma  
Rose and Ralph Bruinsma  
Carolyn and Daniel Corretore, Jr.  
Marie and Jack Czerniawski  
JoAnne Frelier  
Beatrice and Richard Schantz  
Mr. and Mrs. George Vonhof

### In Memory of Mark Bruinsma

Dr. Winabelle Gritter

### In Memory of Carter Bunce

Carole Ann and Charles Collard  
Ronald Pflanzgraf

### In Memory of Sharlene Caiazza-Lehning

Ann and Norman Christ  
Marisa Geitner  
Joan and Jim Parker  
Joanne Morse  
Pat and Kamal Sarbadhikari  
Mary Lynn and Arthur Smart

### In Memory of Morgan Coe

Kathy Coe  
Carole Ann and Charles Collard

### In Memory of Thomas DePrez

Carol and Ed Seitz, Jr.

### In Memory of Gerry Drasch

Marisa Geitner  
Sheila Mamo  
Fran and Tom Palermo  
Janet Smith  
Judy and Jim Vaeth  
Mary Ann Van Hise  
Nancy and Mark Zawacki

### In Memory of Jennifer Duncan Young's Birthday

Kathie and Dick Duncan

### In Memory of Dr. Robert Easley, Jr.

Perinton Community  
Church Friends

### In Memory of Caryl Favro

Ruth and Paul Benjamin  
Nancy and Mark Zawacki

### In Memory of Adele and Philip Ferranti

Philip Ferranti

### In Memory of David Flint

Barbara Bechan  
Marisa Geitner  
Pat and Dick Lang  
Glenda, Paula and Sue Roberts  
Gail Wicklund  
Nancy and Mark Zawacki

### In Memory of John Gucker

Barbara Balzano  
Kathy and Bob Beabout  
Jennison and Drew Bielemeier  
Linda Bruns and Brian Alrutz  
Angela and Jeff Carpenter  
Deanna and Ignatius Cesolani  
Nancy and Sam Consol  
Judy and Dave Cushman  
Elaine Flint  
Sarah Forsyth  
Marisa Geitner  
Esther and Don Hansen  
Jean Kauffman  
Nancy and Brian La Tulip  
Gail and Jerry Lewis  
Joan and Thomas Matochik  
Glenna and Frank Nolan  
LeeAnn Orasin and Ted Cole  
Kathi and Mike Piehler

Vera and Brendan Pressimone  
Sue and Bob Slough  
Gail and Paul Wold  
Woman's Club of Rochester  
Nancy and Mark Zawacki  
June and Zev Zicari

### In Memory of Madonna Huff

Angela Cataldi  
Mary Kay Cordello  
Jean Elm

### In Memory of Arthur Iaia

Mary Lou Lettau  
Margaret McKenna  
Gerard Norton  
Diane and John Parrinello  
Peter Romeo  
Mary Jo and John Speranza  
The Springer Family - Dick, Shannon, Trip, Sarah, and Kate Jean Welch  
Marion Wilmont  
Richard Zoller

### In Memory of Diane Jachura

Michael Becker  
Jennison and Drew Bielemeier  
Carole Ann and Charles Collard  
Douglas Coppola  
Dorothy DiPirro  
Carol and David Dusenbury  
Marisa Geitner  
Michael Hughes  
Willow Iatarola  
Gail Keil

Mary and Bill Klein  
Sandra Lewandowski  
Sharon McGroder  
Donna McGuire  
Catherine Moore  
Barbara and Paul Narduzzo  
Diane Ralph  
Kathy Rogers  
Barbara Ronca  
Joanne Scavone  
Mary Pat and Frank Schreck  
Julie Spillett  
Nancy, Carol, Dwight  
and Susan Stevens  
Sharon Stillman  
Nancy and Mark Zawacki

### In Memory of Judy Jorgensen

Patricia and John Hanson

### In Memory of Joseph Klosek

Eileen and Carl Meyer

### In Memory of Nancy Koris

John Koris

### In Memory of Jeremiah McCarthy

June and Ed Borkhuis

### In Memory of Richard Means

Gail Means

### In Memory of Anna Marigold Merrill

Allen Kelly  
Raymond Kelly  
Lida and Jim Merrill  
Terri Persons

### In Memory of Douglas McCallister

Eileen McCallister

### In Memory of Ricky Metherell

Ellen Metherell

### In Memory of Evelyn Miller

Dr. and Mrs. Tom Miller

### In Memory of Cynthia Musso

Friends and Neighbors of  
the Community Fountain  
Lakes in Estero

### In Memory of David Nenno

Shirley Meston

### In Memory of Joan and William Nicholson

Constance and Richard Valeri

### In Memory of Alice Opett

Debra and James Boggs

### In Memory of Laurie Otto

Jennison and Drew Bielemeier  
Becky Bivone  
Karen and Donald Bonner  
Barbara Buckert  
Irene and Ted Caporale  
Joanne Case-Green  
Angela Cataldi  
Lee Chapin  
Carole Ann and Charles Collard  
Patricia Culver  
Sue and Bob DeSarra  
Norma Easley  
Gloria and Doug Fisler  
Jean and Ron Frelier  
Marisa Geitner  
Alice and John Gucker  
Joan Jones  
Betty Kruchinsky  
Michelle Labossiere-Hall and Scott Hall  
Dee and Bob Lucacci  
Ruth Machiele  
Lida and Jim Merrill  
Joan and Jim Parker  
Marie and Bob Pieters  
Gaye and John Pieters  
Mary Rinere  
Sam Sayre  
George-Ann and Carl Schaufelle  
Mary Lynn and Arthur Smart  
Kathleen Sobey  
Elaine Tantalio  
Susan and Harvey Van Hoven  
Nancy and Mark Zawacki

**In Memory of Joseph Rinere**  
Lucille Rinere

**In Memory of Greg Santandrea**  
Janice Alaimo  
Matilda Battaglia  
Jennison and Drew Bielemeier  
Carole Ann and Charles Collard  
Marisa Geitner  
Alice Gucker  
Judy and Wayne Holly  
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Joan and Jim Parker  
Jacalyn Ruggieri and Kevan MacGee  
Philip Toscano  
Nancy and Mark Zawacki

**In Memory of Jimmy Sassenhausen**  
Diane Woodhams  
Nancy and Mark Zawacki

**In Memory of Jimmy Sassenhausen's Birthday**  
Barbara Stewart

**In Memory of Eugene Schneider**  
Jennison and Drew Bielemeier  
Carol and Frank Ciaccia  
Carole Ann and Charles Collard  
Marisa Geitner  
Michelle Labossiere-Hall and Scott Hall  
Joan and Jim Parker  
Winton Road Friendship Group  
Nancy and Mark Zawacki

**In Memory of Rita Schuster**  
Virginia and Adolf Imer

**In Memory of Michael Schwarz**  
Laura and Bert Schwarz

**In Memory of Patrice Shepard Case**  
Virginia and Adolf Imer

**In Memory of Toni Sidari**  
Patti and Ron Penepent

**In Memory of Kari Smithers**  
Paula and James Bannister  
Elaine and Nelson Beetow  
Jennison and Drew Bielemeier  
Susan and Lawrence Clark  
Carole Ann and Charles Collard  
Laurie and Edward Colombo  
Darlene Earle  
Alice Eddy  
Sandra Foley  
Marisa Geitner  
Alice and John Gucker  
Shirley and Bob Harris  
Kathryn and Steve Henderlong  
Sue Hulbert  
Jane and Kitch Kitchenman  
Michelle Labossiere-Hall and Scott Hall  
Terry, Doug, Mariola, Brian and Danielle Lain

Dee and Bob Lucacci  
Pat and Ernie Marciano  
Philip McMahon  
Ellen and Dan Osborn  
Joan and Jim Parker  
Linda Pawlik  
Shirley and Jim Perry  
Marie and Bob Pieters  
Reva and Donald Riley  
Mary Lynn and Arthur Smart  
Karen and Bill Williams  
Debra Wood  
Joan and Chuck Van Velsun  
Nancy and Mark Zawacki

**In Memory of Betty Stanbro**  
Jennison and Drew Bielemeier  
Janet Bradley  
Debbie and David Butler  
Carole Ann and Charles Collard  
Kathy and Doug Davis  
Rev. and Mrs. David Donner  
Joyce Drzewiecki  
Christine Eichhorn  
Marisa Geitner  
Susan and Craig Hines  
Robert Kern  
Wanda and Bernie Logel  
Jo-Anne Montag  
Carol and Bart Morgan  
Beverly and Salvatore Muscarella  
Gary Ternullo  
Janice Volland  
Nancy and Mark Zawacki

**In Memory of Roger Sullivan**  
Patti and Ron Penepent  
Elaine Tantaló

**In Memory of Marvin Sweryda**  
Virginia and Adolf Imer

**In Memory of Angel Thompson**  
Jennison and Drew Bielemeier  
Carole Ann and Charles Collard  
Marisa Geitner  
Linda Gerlach and Family  
Michelle Labossiere-Hall and Scott Hall  
Joan and Jim Parker  
Nancy and Mark Zawacki

**In Memory of The Rev. Dr. James Vanderlaan**  
Eunice Vanderlaan

**In Memory of Teresa Weber**  
Mary Kay Cordello

**In Memory of Christina Williams**  
Jennison and Drew Bielemeier  
Judith Bugajski  
Carole Ann and Charles Collard  
Marisa Geitner  
Alice Gucker  
Michelle Labossiere-Hall and Scott Hall  
Joan and Jim Parker  
Nancy and Mark Zawacki

## HONORARIUMS

**In Honor of Robert Bonferraro**  
Cara Lynch and Randy Bonferraro

**In Honor of Devon Booker**  
Jacquie and Donald Booker

**In Honor of Elissa and Josh Burke's Wedding Anniversary**  
Nancy Martin

**In Honor of Angela Cataldi's Birthday**  
Nancy Odonoghue  
Mary Rinere

**In Honor of Nancy Cataldi's Birthday**  
Angela Cataldi  
Mary Rinere

**In Honor of Michael Cavanaugh**  
Ann and James Finger

**In Honor of Michelle Meister and David, Abigail and Nathaniel Chace**  
Elizabeth and Brian Chace  
Amy Chace  
Pam Peters

**In Honor of Donna and Ted Colebeck's Wedding Anniversary**  
Donna and Ted Colebeck

**In Honor of Robin Coleman**  
Eric Tri Vinh Linh

**In Honor of Peter Devello**  
Susanelizabeth Ward

**In Honor of Matt Ford**  
Lisa and Bret Dick  
Pauline Fitzpatrick  
Sharlene and Gordon Loader

**In Honor of Marisa Geitner**  
Danielle Roddy

**In Honor of Vicki Hanson's Birthday**  
Angela Cataldi

**In Honor of Drew Hoselton's Birthday**  
Coralie and David Hoselton

**In Honor of Jake Klobusicky**  
Susan Van Der Beck and Robert Coccia

**In Honor of Glenda Lockhardt**  
Jane and Bob Moore

**In Honor of Paul Markham**  
Richard Markham  
Ronald Markham

**In Honor of Will McCallister**  
Eileen McCallister

**In Honor of Adam McDowell's Birthday**  
Kathie and Dick Duncan  
Nancy Helves and Joseph Chas

**In Honor of Laura Nenzo**  
Shirley Meston

**In Honor of Suzanne Nye**  
Tiffany Paine

**In Honor of Emma Palermo**  
Debby and Bruce Allen

**In Honor of Onni Peck**  
Lucia Parfitt

**In Honor of the Staff at Railroad Mills**  
Betsy and John Jester

**In Honor of Respite Friends at Heritage Christian Services**  
Heather and Darren Baun

**In Honor of the Staff at Respitewood**  
Wayne Depew

**In Honor of Joan Rinere's Birthday**  
Angela Cataldi  
Lucille Rinere  
Mary Rinere

**In Honor of Mickey Ritzenthaler**  
Barb and Larry Ritzenthaler

**In Honor of the Staff at Salt Road Day Program**  
Kathleen Ross

**In Honor of Brighid Smith**  
Louise Jesserer

**In Honor of the Staff at Whalen Road**  
Michael Seitz

**In Honor of Erik Wiig**  
Laurie and Edward Colombo

**In Honor of Mike Wolf's Birthday**  
Rebecca and Kevin Weber

# Classes are RESUMING at THE PIETERS FAMILY life center

The Pieters Family Life Center offers low-cost memberships to our fitness center, a setting that is welcoming and universally designed to meet the needs of all exercisers.

## MEMBERSHIPS

Visit the new website  
[pietersfamilylifecenter.org](http://pietersfamilylifecenter.org).



# GIVING TUESDAY

DECEMBER 1, 2020

Join us for  
Giving Tuesday  
Dec. 1, 2020

Support Heritage Christian Services  
with a gift at  
[HeritageChristianServices.org/GivingTuesday](http://HeritageChristianServices.org/GivingTuesday)

#GivingTuesday

# FUNDRAISING REPORT

The Heritage Christian Services Foundation is grateful for the generous support of the following sponsors for our fundraising events.



## BUFFALO TOUGH

This summer, HCS partnered with 26 Shirts, a company that sells different limited-edition sports-themed t-shirts every two weeks. HCS's design was called Buffalo Tough. For every shirt sold, a donation was made to HCS. This fundraiser, with sponsorships, raised nearly \$12,000 for the Heritage Christian Services Foundation. †

Presenting Sponsor: **Parkview Health Services**  
 Rich Vandewater in honor of James Vandewater • Taylor, The Builders • Buffalo Office Interiors and HON • WNY Psychotherapy Services

## SUPPORT AROUND HERITAGE CHRISTIAN STABLES

Since Heritage Christian Stables' Boots & Barrels event was canceled because of the pandemic, a Stables Emergency Appeal was held to help raise funds for the therapeutic riding program. Boots & Barrels sponsors generously transferred their support to this fund and collectively with individual donations, we raised more than \$38,000 for the program. To view this year's Stables video, featuring rider Abram, click here. †

Special thanks to: **Lawley**  
INSURANCE | EMPLOYEE BENEFITS



## SUPPORT "FORE" THE FOUNDATION

The 30th annual Heritage Christian Golf Classic, our only in-person event this year, welcomed 130 golfers to Monroe Golf Club on Aug. 24. Golfers enjoyed a beautiful day on the greens of Monroe Golf Club. The event raised more than \$123,000 for the HCS Foundation. We're especially grateful for the committee members, all the volunteers and, of course, the golfers who made this event possible. †



Douglas Electric Co., Inc • Triad Network Technologies • SpeedPro • Workplace Interiors

## THE HERITAGE HERO RUN + STROLL + ROLL WENT VIRTUAL THIS YEAR!

More than 130 participants raced the one-mile walk, the 5K and 10K race, and the all new divisions: the 40K cycle race and the Super Hero Duathlon, a run-bike-run race. Racers, friends and families helped to secure donations and with the support of the event sponsors collectively raised \$90,000. Thank you for supporting this important event. †



Best Times Financial Planning • Bill Gray's • Isaac Heating & Air Conditioning • Lewis Tree Service • The Bonadio Group

# GIFTS OF SUPPORT

Thanks to the generosity of our partners and donors, people touched by HCS have the opportunity to learn and grow and to be respected for their individual gifts and strengths. Thank you for making a difference.

The **Peter and Elizabeth C. Tower Foundation** helped the agency to not only continue offering student employment resources and creating new workshops through the Employment Alliance in Buffalo, but to also purchase unexpected supplies related to COVID-19 for those who cannot otherwise afford it.

Our agency's Employment Alliance in Rochester received support from the **Daisy Marquis Jones Foundation**, which will help increase successful employment outcomes of students and youth with disabilities.

We are grateful to the **Walter Hubbell Employment Services Fund** and the **Rochester Red Wings** for their support of our Employment Alliance.

The Employer Resource Network has brought success to the local workforce community. The growing network of businesses and organizations have

been able to support hundreds of employees through retention services, work supports, community resources and training opportunities to their employees. Thanks to a grant provided by **Avangrid Foundation**, in partnership with **Rochester Gas and Electric**, we can continue to remove barriers to employment and celebrate the personal success of employees in the local workforce.

A grant from the **Ralph C. Wilson, Jr. Legacy Funds** administered by the **Community Foundation for Greater Buffalo** will be used to help bring the Employer Resource Network to Buffalo. The program serves to improve personal success for employees by addressing barriers to employment with support and training.

Our thanks to **KeyBank** for providing a grant that will be used in part to expand the Employer Resource Network, which provides success coaches to assist employees as they navigate life's challenges and barriers to

employment. The gift will also be used to launch new Eleversity training for mid-level managers. HCS is grateful for the **ESL Charitable Foundation**, the **Golisano Foundation**, the **United Way of Greater Rochester** and **Rochester Area Community Foundation**, and the **WNY COVID-19 Community Response Fund** for providing COVID-19 relief to support the agency and those we serve during this challenging time.

A gift from the **Rochester Press-Radio Club** will support respite camps.

The **Hoselton Foundation** continues to support the agency and has awarded funding to help protect our employees and those we serve by strengthening our COVID-19 response efforts.

To continue serving those in the community, HCS received support from **Hoselton Auto Mall** and **Toyota USA**, where their generous gift helped provide additional COVID-19 relief.



PETER & ELIZABETH TOWER FOUNDATION

DAISY  
MARQUIS JONES  
FOUNDATION

Walter Hubbell  
Employment  
Services Fund



United Way  
of Greater Rochester



## JOSEPH AND IRENE SKALNY CHARITABLE TRUST GIFT

The Joseph and Irene Skalny Charitable Trust announced an additional \$10,000 gift to Heritage Christian Services. The money will be directed to help offset the cost of reopening Respite this calendar year. In order to reopen freestanding overnight services and after-school services at the Pieters Family Life Center, Respite will operate at a significantly reduced capacity,

resulting in a nearly \$1,300 loss per week.

"Families who rely on respite services are facing a unique challenge juggling altered school schedules, lack of services for their loved one and financial stress. Reopening means some families will have the option to continue to work," explains Jeanette Bowers, director of respite at Heritage Christian. "Although we've been able to

offer tele-service options for respite participants, in-person will provide much needed peer interaction and a chance to reconnect with friends, even if it's socially distant. It means a lot to people right now and for those who cannot wear a mask for sensory or other issues, tele-service will still be an option." †

## GOLISANO FOUNDATION AWARDS HCS COVID-19 RESPONSE GRANT

The B. Thomas Golisano Foundation has awarded Heritage Christian Services a grant of \$75,000. The grant is intended to help cover unexpected costs incurred because of the COVID-19 outbreak, including personal protective equipment, short-term

operating expenses for essential programs and specialty services.

In expressing gratitude for the funding, Marisa Geitner said: "The Golisano Foundation's swift action and investment has had a tremendous impact in so many

people's lives. In addition, HCS is able to invest in new hardware and cloud based software solutions that allow our business to function remotely as we transitioned workers out of our office environments." †

## CORPORATE SUPPORT:

Many corporations have philanthropic programs in which they match charitable donations of their employees. Consider asking your employer how your gift to the Heritage Christian Services Foundation can have twice its impact!

# HERITAGE HIGH FIVE

[HERITAGECHRISTIANSERVICES.ORG/HIGHFIVE](https://heritagechristianservices.org/highfive)

## RECOGNIZE SOMEONE TODAY BY SENDING THEM A HIGH FIVE!

To all at Palamino Drive

““ *The compassion and care they show our family members always, but especially during this crazy time is outstanding! Thank you for all you do.* ””

– Kelly and James Walters

To Tiffany Clark

““ *Thank you for being willing to come in and do an overnight shift on short notice when it was needed. Always a team player and willing to do what needs to be done to help.* ””

– Karen Berl

To Sarah Campbell

““ *Sarah always exemplifies so many of the qualities that represent Heritage Christian services: Christian compassion, courage, excellence, honesty and humor. She genuinely loves and extends compassion to the people she supports - her staff, and the people in group homes; and those that live with their families. Her courage shines when things prove challenging at work; her excellence is evident in her work ethic.* ””

– Sue Palmer