

MAKING A *difference*

PROGRAMS AND ACTIVITIES OF COVENANT HEALTHCARE FOUNDATION



LEFT Representatives from Tim Hortons visited Foundation offices for an in-person donation check presentation. Pictured, left to right: Carol Cottrell, Aimee Minard, Kristen Van Dam, Sue Rolka, Kelly Maniko (local Tim Hortons owners) and Paula Fedewa (Tim Hortons Corporate).

Giving, Receiving and Recognizing Healthcare Heroes

Extraordinary care meets extraordinary times – that pretty much sums up the past four months here at Covenant HealthCare. This issue of “Making A Difference” focuses on some unmatched “silver linings” coming from the challenges of battling a new, unknown disease that has impacted so many in our

communities. You’ll read about how we have shifted and changed to support our neighbors...and how we’ve been on the receiving end of amazingly thoughtful gestures to nourish, protect and recognize the healthcare heroes among us — mind, body and spirit.

As an example, Covenant HealthCare was grateful to be one of just three hospitals in Michigan chosen to be part of a fundraiser spearheaded by Tim Hortons. The popular quick-service restaurant chain created a “United Donut” — a white fondant creation covered with red, white and blue sprinkles — with 100 percent

of the proceeds going to support hospitals working on the frontline of COVID-19. The fundraiser ran May 14-17.

And there’s more! Read on to learn about the extraordinary teamwork, care and strength demonstrated thus far during the pandemic.



WIOG COVENANT KIDS RADIOTHON SHOWS THE LOVE

SEE PAGE 6-7 FOR MORE COVENANT KIDS 2020 NEWS!

Covenant HealthCare hosted the second Covenant Kids Radiothon with WIOG 102.5 FM in February and raised over \$30,000 in donations and pledges! The WIOG staff and on-air personalities, particularly Nate and April, work tirelessly to broadcast live for two 12-hour days from our Harrison Café. The overwhelming response from the community is amazing to watch as people connect to interviews and stories of extraordinary care. From life-saving miracles to impactful therapies, the interviews that were showcased emphasize the power of every dollar raised during this fundraiser.

LEFT: WIOG on-air personalities Nate and April, along with station staff and volunteers, worked tirelessly for two 12-hour broadcast days from the Covenant Harrison Café.



OUR MISSION

Covenant HealthCare Foundation supports the Covenant Medical Center by accepting gifts and providing stewardship of charitable funds received from the Covenant HealthCare constituency.



STAY MIGHTY STAY SAFE



COMMENTS FROM THE DIRECTOR

I am certain that had we taken a poll in January, no one could have predicted the unimaginable world we were all about to enter. Daily routines were entirely disrupted, schools closed, events were cancelled; many of our friends, neighbors, and colleagues were either furloughed or working from home. Dining out, going to a movie, or attending a concert became a thing of the past. Rapidly adapting and remaining nimble became important behaviors.

Covenant HealthCare Foundation was no exception to the changes brought about by COVID-19. Beginning March 24, our staff packed up our critical work tools and prepared to work from home, with no idea when we would return to our offices in the beautiful Epic House.

Covenant Foundation's purpose has always been to support the work of Covenant HealthCare and the employees. To most people, this is interpreted as purchasing large, expensive pieces of equipment or raising funds for a capital campaign. However, the pandemic provided an opportunity for Covenant Foundation to demonstrate other types of support for our colleagues throughout the organization. In the following pages, you will read our staff accounts of the work they did during the height of the pandemic. Whether it was ordering and delivering meals from local restaurants, providing housing for staff who needed to shelter away from their families due to Covid-19 exposure, receiving and acknowledging community donations, or assisting the payroll department with multiple payroll adjustments due to Covid-19 related staffing changes, our staff was actively engaged in supporting our Covenant colleagues in the important work they were performing.

It was not just the Foundation staff that supported our colleagues. Businesses, civic organizations, families, churches, and individuals were all generous in providing masks and PPE, meals, personal care items, and encouraging messages. All these demonstrations of support were deeply appreciated by Covenant employees and sustained them during their down moments. Over 100 of our physicians responded to a challenge from one of their own to contribute to Covenant's COVID-19 fund. In addition to supporting the employee meal program, this fund was utilized to support employees who were experiencing financial hardship as a result of COVID-19.

We live in a truly remarkable community. There is a familiar saying, "when the going gets tough, the tough get going." We are truly blessed to live in a community that supports one another through the tough times. As we slowly move toward our "new normal," let's remember that we got through the darkest moments of the pandemic by doing it together.

Stay Mighty!



Carol Cottrell

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An Extraordinary Response

Here's a quick glimpse at how events and milestones have unfolded for Covenant HealthCare since the pandemic began *through JULY 22, 2020.*



INITIATING A RESPONSE / CARE CONTINUUM

On March 23, 10 days after the first COVID positive at Covenant was identified, the **COVENANT COVID-19 HOTLINE** was established to be a resource for employees, local physicians, and the public on COVID-19. Since then, the Covenant COVID-19 Hotline providers have **ANSWERED 24,620 calls**



While Covenant has been working in **VIRTUAL CARE** for years, circumstances allowed for a broader use and wider acceptance by patients. Since the start of the pandemic, **422 PROVIDERS** (Covenant and affiliate partner providers) documented **34,733 virtual visits**

THE FIRST "MOBILE CARE" PATIENT was seen May 9. This team was designed to connect with COVID-19 patients who do not have a primary care physician and are discharged to home. Patients are visited at home by staff who are equipped with virtual diagnostic tools and connected virtually to a provider. We are proud to offer a continuum of care for patients in an innovative way.



TESTING

Thursday, April 2, Covenant Laboratory was validated to begin processing tests for COVID-19 for patients hospitalized and patients admitted through the Emergency Care Center. Within a few short weeks Covenant set up a drive-through sampling site at the Hamilton campus in collaboration with a county-wide effort to screen/sample people for COVID-19.

TOTAL TESTS since pandemic began (includes pending tests): **14,707**

TOTAL NEGATIVE TESTS: 12,746 / TOTAL POSITIVE TESTS: 1,716

TOTAL SPECIMENS TAKEN AT DRIVE-THROUGH SAMPLING SITE ON HAMILTON: 3,782

CURRENT INPATIENTS WHO ARE COVID-19 POSITIVE: 15

TOTAL COVID-19 DISCHARGES FROM THE HOSPITAL TO DATE: 342



CARING FOR STAFF

Throughout the pandemic, Covenant has demonstrated extraordinary commitment to our healthcare heroes.

COVENANT LEADERSHIP INVESTED \$10 MILLION TO PROVIDE PAY CONTINUATION for all employees (up to budgeted hours) for 8 weeks (4 pays) to give consistency amidst the uncertainty. Covenant is providing 100% salary continuation for a maximum of two weeks to support employees who test positive for COVID-19 or are quarantined as defined by the CDC guidelines.

EMPLOYEE WELLNESS PROGRAMS — the Hope Team Here for You Hotline, free emotional health services Employee Assistance Program (EAP), Hands of Hope, free lodging for self-quarantine (at McNally House) and other discounted services for healthcare workers — were widely promoted to extend much-needed care to our heroes on the front lines.

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RED CARPET EVENTS CANCELLED FOR 2020

Sadly, due to the COVID-19 pandemic, Covenant HealthCare Foundation is cancelling the Red Carpet for this year. While we held considerable discussion about trying to conduct at least a portion of the event, we ultimately decided it was best to cancel. A number of concerns factors into the decision:

1. We have established an expectation for Red Carpet events. Attempting to hold the event in these uncertain times could result in us failing to meet the standards we, ourselves, have established.
2. With many businesses only recently opening back up, it seems insensitive to approach these businesses for sponsorships. The economic impact of the pandemic has definitely created a negative balance sheet for many.
3. Many of the golf pros have had their summer schedules adjusted, due to the pandemic. They are trying to fit all their individual clubs' traditional events into a much shorter season.
4. With the then-current Executive Order requiring all golfers to have individual carts, rather than shared carts, Apple Mountain was unable to procure the needed number of carts for the Red Carpet golf events.
5. As a result of the pandemic, some people are uncomfortable participating in events with a large group of attendees.

On a positive note, this cancellation presents us with an entire year to be creative for Red Carpet 2021. Stay tuned for details!



Meal Purchasing Program Feeds Heroes and Fuels Neighborhood Businesses



If you frequented a locally owned Saginaw restaurant during the shutdown for takeout – and we hope you did (safely with social distance and a mask) – you probably saw large orders waiting for pick up. That’s because, beginning March 23, Covenant HealthCare Foundation purchased approximately 300 meals per day, seven days a week from locally owned Saginaw restaurants to help them during this difficult time. Covenant HealthCare Foundation served a total of 22,483 meals from Monday, March 23 through Monday, June 8, from more than 30 local food vendors.

Of those meals, 4,421 were donated by a business, organization or community member and 2,566 were purchased using funds donated by 100 Covenant HealthCare physicians.

Community Cares for Covenant

Foundation staff and physicians weren’t the only ones supporting Covenant colleagues. Businesses, civic organizations, families, churches, and individuals have been extremely generous in providing personal protective equipment, meals, personal care items, and encouraging messages.

HERE ARE A FEW OF THE SUPPLIES WE WERE SUPPORTED WITH*

- N95 Masks - 20,000
- Ear Loop/Tie Masks - 16,000
- Face Shields - 10,570
- Gloves - 50,000 pairs
- Goggles - 2,000
- Sanitizer - 339 gallons
- Bouffant Caps/Hair Nets - 5,000
- Shoe/Boot Covers - 4,100
- Handsewn Masks Total: 18,181
 - Donated: 12,241
 - Made by COVID Support Staff: 715
 - Purchased via Local Tailors: 5,225

* Totals through July 23, 2020



Working to Welcome Back Our Volunteers ...Safely

Volunteer Services is happy to announce that we have mapped out a three-phase plan to restart volunteers with the continual goal of providing a safe and healthy environment for those who provide service to Covenant HealthCare.

Back in March, under an abundance of caution, we made the difficult decision to suspend services for all volunteers age 70 and older and those younger with significant health concerns.

The Front Desk & Volunteer Services staff, with just 10 remaining volunteers and under direction from Incident Command, became the collection point for handmade masks, with the goal of collecting 10,000 for our staff and patients. To date, more than 18,000 masks have been collected for distribution. The front entrances also became collection point for PPE donations, food deliveries, and gifts for staff on the front lines.

As we move into the recovery phase, we excited to start welcoming back our volunteers. If you would be interested in volunteering at Covenant HealthCare, please contact Volunteer Services, 989.583.6040, volunteering@chs-mi.com. Interested individuals can apply online at www.covenanthealthcare.com.

We are currently recruiting for volunteers in non-clinical areas such as the Gift Shops, Information Desks, Surgical Waiting, and Wayfinding.



Volunteer Scott Sayers provided countless hours of support helping with cleaning and distributing masks, food distribution and supporting patient belonging deliveries during the last several months.



GIFT SHOPS BECOME MASK CENTRAL

The Covenant HealthCare Gift Shops have become “Mask Central.” Each shop carries a wide variety of masks for adults and children, from the simple disposable masks to “sequin bling” masks. Our selection is changing often — stop in (with mask on) to check out our selection of masks, gifts, and other convenience items.

We have missed our volunteers and look forward to continue bringing them back into the fold safely. During their absence, employees have done a great job of filling the needed hours. A big thank you goes out to the staff who supported during these uncertain times.

Covenant Kids Week Postponed; Chrysalis Gala Pending

The 2020 Covenant Kids Week was originally scheduled in March along with our first ever Chrysalis Gala. Due to the pandemic, Covenant Kids Week on TV5 will be postponed until next April. While the Gala is tentatively scheduled for October 24, we are awaiting updates to Executive Orders to make a determination if we can move forward. We will keep you updated on these special events to raise funds for support life-saving equipment for our region's tiniest patients.

We would like to thank all our sponsors for Covenant Kids Week and the Chrysalis Gala for their support as we raise money to purchase a new infant transport isolette for the LifeNet Helicopter.

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If you are interested in additional details or sponsorships for the future, please contact Aimee Minard, Corporate Relations Officer at 989.583.7602 or aimee.minard@chs-mi.com.

STAY AT HOME ORDER CHALLENGES — BUT DOESN'T DISCOURAGE — OUR COVENANT KIDS CHAMPIONS



This community cares deeply, and it shows with the support we receive each year from the simple act of selling \$1 circles and bringing awareness to Covenant Kids. But this year, typical fundraising could have come to a halt when the governor issued her Stay Home/Stay Safe order. With fewer patrons at bars, restaurants and salons and fewer visitors to the hospital, we didn't quite know what to expect.

Extremely supportive locations like Clark True Value Hardware, Big Ugly Fish, Gabby's Pub & Grill, Memory Lane Cafe, K-Wall's Kitchen, 7-Eleven, Sir Neds Barber Shop, Family First Credit Union, and Dolney RV Center pushed on. While some decided to keep collecting donations with fewer patrons, others just finally re-opened in June and gave us what they had collected before the pandemic. This year we thank them for their help, and also for staying safe and doing their part to slow the spread of the virus.

As the shutdown stretched on, our pajama supply depleted in the Neonatal Intensive Care Unit. Thankfully, each year the PJ's for Premies pajama drive runs from November through January. The donation delivery was delayed in March. We worked with our infection prevention team to safely receive a donation of 2,436 pajamas, 126 hats, 106 blankets and 61 pairs of socks. With masks worn and the donations going straight to be laundered, we were able to accept these much-needed supplies for our tiniest patients.

Covenant Kids is now accepting new stuffed animal & toy donations again. We are thankful that no matter what circumstances and delays we may encounter, our community pulls through with heartwarming gifts to welcome patients and brighten their stay at Covenant HealthCare.

LEFT, TOP TO BOTTOM:

\$1 COVENANT KIDS CIRCLES were sold by extremely supportive local businesses like Memory Lane Café before . We thank them for their continued support and generosity, while staying safe during the pandemic.

PJ FOR PREMIES PAJAMA DRIVE - With masks worn and the donations going straight to be laundered, we were able to accept much-needed supplies for our tiniest patients.

If you are interested in donating to Covenant Kids or becoming a Covenant Kids Champion, visit covenantkidsmi.com for more information.



WIOG Radiothon Photo Highlights

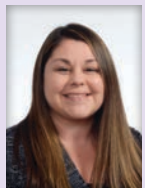


COVENANT HEALTHCARE FOUNDATION
1447 NORTH HARRISON
SAGINAW, MI 48602

ADDRESS SERVICE REQUESTED

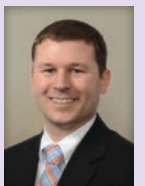
FOUNDATION NEWS

Foundation Staff Reflect on COVID-19 Work Changes



"For 11 weeks, I worked with dozens of small restaurants in Saginaw County. It was an absolute pleasure supporting these businesses in our community as we all faced uncertainty in unprecedented times. And it was a blessing to be able to support our employees and thank them in person for their hard work and dedication, daily. At a time when you can't give someone a handshake or a hug, a meal is a tangible way to thank them. These meals had a tremendous impact."

— *Aimee Minard, Corporate Relations Officer*



"Not being able to meet with people made my job virtually impossible to perform, thus we were encouraged to think outside of the box and



"What an amazing journey and opportunity for me to think differently and develop a new approach to my job responsibilities. Although I was unable to visit with

find other ways to support Covenant HealthCare. As I had previous experience working in the Payroll Department, it was only natural that I offered to help there while the Foundation office was closed. They needed the help, and I was able to give them a hand with several tasks and projects. I was also busy delivering meals to the incredible staff at the hospital. It was incredibly rewarding seeing the smiles of both the restaurant owners as well as the employees who received the meals. I witnessed amazing teamwork and collaboration in both the community and at Covenant." — *Jon Homan, Major Gifts & Planned Giving Officer*

The pandemic forced many on the foundation staff to adapt to "business NOT as usual." It also provided a new perspective on serving and giving. We hope these reflections provide you with a sense of the tremendous heart at the center of fundraising at Covenant.

donors and supporters while working from home, I started calling them to "just check in." The conversations I had were amazing. I heard the fear people were experiencing brought on by the Covid-19 pandemic and their concern about how to keep themselves and families safe. There were those who were lonely and frustrated from not being able to go anywhere and were grateful that I called to see how they were doing. Still others wanted to know how they could support our Covenant HealthCare employees.

I learned that even through the toughest times, the human spirit of gratitude is always present. Fear, in time, subsides and the presence of kindness rises. Gratitude is contagious and is the best reaction Covid-19 has brought out in others!" — *Carrie Schultz, Major Gifts & Planned Giving Officer*

COVENANT HEALTHCARE

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