



UR | NOYES MEDICINE | HEALTH

2020 ANNUAL REPORT

PRESIDENT'S MESSAGE



We have added new words and phrases to our conversations in 2020 that I am quite sure we are tired of hearing and wish we didn't need to continue saying. Throughout the Annual Report there are articles about the pandemic and the heroic efforts of the Hospital and Medical Staff who are most deserving of the praise that is due to them. I will try to focus on the changes and achievements at Noyes that happened in addition to planning and responding to the pandemic.

Noyes Physical Therapy and Sports Performance has occupied their new space in the Brae Burn building throughout 2020. Patients have enjoyed the ease of access that the offsite location affords. Construction of E. Michael Saunders Medical Imaging commenced and is expected to be completed by March 2021. When this project is completed, we will have a PET/CT Scanner and an Interventional Radiology Suite added to our roster of Medical Imaging modalities which means patients in our region will not have to travel for these services.

Our plans to expand the Mental Health and Wellness program in Avon was slowed due to the impact of Covid on our financial status. However, in December, I received a call from Ann Myers who asked "what do you need?"

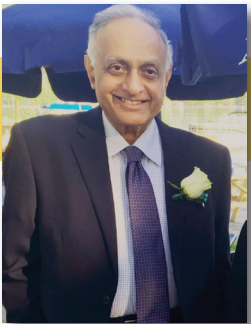
Ann and Carl decided to match the New York State Grant of \$350,000 that we received for the Avon expansion. This brought the needed project back to the front burner. It is expected that the building will be completed in 2021.

Throughout the year, the generosity of our community was demonstrated repeatedly. I can't say it often enough how blessed we are at Noyes to have this support both in the form of donations and, just as important, in your confidence to allow us to care for you.

On a sad note, we lost two very important members of our Hospital Board: Graham Frazer and Mark Lyons. Please take the time to read the article about these gentlemen who gave so much to our community and to Noyes.

This summer I announced my intention to retire in 2021. It was a hard decision as Noyes is in my blood. The last 10 years in the Chief Executive Officer role have been challenging but also hugely rewarding to see the expansion of services we now offer at Noyes. I would never have taken the job if it weren't for the wonderful Hospital and Medical Staff who come through these doors each day. Noyes has the advantage of a dedicated and visionary Board who will guide whoever takes my place. It has been my honor to serve in this role.

**Amy Pollard, RN,
BSN, MPS**
*President/Chief
Executive Officer*



DR. QURESHI RETIRES AFTER 40 YEARS OF SERVICE

On May 31st, internal medicine physician Dr. Sohail Qureshi retired from UR Medicine|Noyes Health's Primary Care Practice after more than four decades of caring for the greater Dansville community.

Prior to formally joining Noyes Health in 2018, Dr. Qureshi was in private practice in internal medicine in Dansville. Dr. Qureshi was also past president of the Livingston County Medical Society.

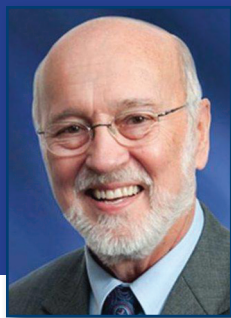
"For many years, Dr. Qureshi was a respected community colleague and collaborator, and we were thrilled when he joined the Noyes Health Team in a more formal way," says President and Chief Executive Officer, Amy Pollard. "His dedication and commitment to doing what's best for his patients was what kept those patients coming back to him year after year and decade after decade. We wish him all the best in his well-deserved retirement."

2020 UR MEDICINE| NOYES HEALTH BOARD OF DIRECTORS:

James Culbertson –
Chairperson
Domenick Martello – *First
Vice Chairperson*
Rich Rizzieri – *Second Vice
Chairperson*
Mark Lyons – *Treasurer*
Marilyn Moore – *Secretary*
Les Cole
Matt Cole
Joan Flender, M.D.
Graham Frazer
Steven Goldstein
Michael Johnsen
Douglas Mayhle, M.D. –
Medical Director
Robert McCann, M.D.
Amy Pollard – *President/
Chief Executive Officer*
Lindsay Quintilone
Ahsen Sheikh, M.D. –
President, Medical Staff
Bernard Sweeney, M.D.
Mark Taubman, M.D.

2020 FOUNDATION BOARD OF DIRECTORS:

Thomas Wamp –
Chairperson
Helen Gray – *Vice
Chairperson*
William Bacon – *Treasurer*
John Quinlan – *Secretary*
Les Cole
James Coniglio
Timothy Costello
Mary Sue Dehn – *Foundation
Director*
Mary Ann Merle
Amy Pollard – *President/Chief
Executive Officer*
Jon Shay
Robert Smith
Maureen Wolcott



MESSAGE FROM THE NOYES BOARD CHAIR

I'm not sure that anyone could have anticipated what 2020 would be like. The daily routines of our lives were completely upended. Essential employees went to work, anyone who could work from home did so, and the rest of us just stayed home while we awaited the development and emergency use authorization of a Covid vaccine.

The majority of the 500+ employees of Noyes went to work every day, protecting themselves and patients with personal protective equipment, disinfectants and distancing. They did this because they are all health care workers. Whether they worked with patients and their families or provided a service supporting day-to-day operations...all had important roles just as they do every day, but, more so in the midst of a pandemic. I witnessed this dedication firsthand as Board Chair through Zoom meetings and reports

When New York State mandated that certain elective services needed to close, the Administrative and Management Teams quickly responded with a plan of how to manage our way through this loss of business in a way that was fiscally prudent. Fortunately, CARES Act funding helped close the gap in lost revenue and eventually services reopened to a very cautious public.

However, progress did not stop. Plans for the new E. Michael Saunders Medical Imaging were finalized and construction was underway by fall. A replacement for retiring Jay Maslyn, Chief Financial Officer was finalized in September. We celebrated Jay's retirement in October at an outdoor, Covid compliant event. A Chief Executive Officer search process was started after Amy Pollard gave her notice to the Board that she intended to retire in 2021... an anticipated decision but one that we hoped would not happen this soon.

As Board Chair, I observed staff responding to a pandemic by planning to care for an influx of patients, keeping up with daily directives from the New York State Department of Health and adapting work flows to meet ever-changing policies and procedures. I was always confident in the ability of Noyes Staff to care for our community. To see how they banded together in the face of the pandemic was inspiring. Everyone pitched in and performed whatever job needed to be done. On behalf of the Board, I extend my gratitude to all Noyes Hospital and Medical Staff for a job well done.

James Culbertson,
Noyes Board Chair

NOYES WELCOMES SIX NEW PROVIDERS

Michael Grabach, CRNA William Roberts, MD
Nina Holbrook, NP Kristen Simon, CRNA
David Levy, MD April Sutton, NP



Mike Levey, Alfred-Almond CSD teacher and husband of Noyes Emergency Department Nurse Krista, borrowed and used a 3D printer to create shields for our staff to wear over their masks. He and his colleagues made enough to outfit all our Emergency Department Clinical Staff.



MESSAGE FROM FOUNDATION FOR NOYES HEALTH CHAIR

When we began 2020, the Noyes Health Foundation anticipated great happenings for our organization. This year was the 100th year of operation for our Hospital, and everyone was excited for the year to unfold. Then in March, all activities came to a halt when the Covid pandemic hit us. The Hospital and its staff were able to react and meet the needs of the community at this uncertain time. The Foundation received tremendous support from our service area with many individuals stepping forward to recognize the everyday efforts of the frontline workers at UR Medicine|Noyes Health. The Covid Appeal, sent out in May, produced \$31,500; and the Annual Appeal attracted approximately \$62,000. This generosity showed us the type of caring individuals that we have in our community.

In addition, plans were underway to construct a new Mental Health and Wellness facility in Avon. Carl and Ann Myers made this a reality with a donation of \$350,000. The project will be completed sometime in 2021. Candy Frazer donated \$20,000, in memory of her husband Graham, to purchase new Medical Oncology treatment chairs. In addition, Jane Schryver donated \$25,000 to honor Amy Pollard for her excellent leadership over the last decade. Amy is retiring in late April 2021. What a loss this will be for our organization.

Even with the pandemic controlling much of our day-to-day activities, people found ways to help the Foundation and the Noyes community. Empire Realty in Dansville and the Noyes Auxiliary co-sponsored a golf tournament with a spin.

The Empire Strikes Back Against Covid Virtual Golf Tournament culminated with a Facebook Live Event which generated \$13,000. Kevin & Rachelle Sick and the Sicky Squad held their annual Memorial Day barbecue with a drive-through twist that brought in \$10,500. Randy Hamilton and his team held their annual 5K "Footin For the Family" with \$15,000 donated to the Cancer Center. We can't forget Bridgett Hoag and Colleen Tracy who held a virtual 5K Turkey Trot for all their family and friends throughout the country and raised \$1,250. They were assisted by the Quinlan family's Taylor Touch Foundation and Dansville Collision.

When I look back on 2020, I am amazed by the outpouring of support for our Hospital. As I have said before, our community really has a jewel in Noyes Health, and our Foundation Board of Directors is forever grateful to all our donors for their unending support. The Foundation will continue to plan innovative ways to honor all of them, and is hopeful for some type of formal event in 2021. At the same time, we are also eagerly awaiting the time when we can have the next Noyes Gala!!!

Thank you, again, for your commitment and support as we navigated through this tough year. I am confident that things will improve in 2021.

Tom Wamp,
*Chair, Foundation for
Noyes Health*



GRAHAM FRAZER, MARK LYONS PASS AWAY

Graham Frazer passed away January 30th. Graham served on the Board of Directors from 2003-2020 in various positions including Board Chairperson from 2017-2019. Owner of Dansville Chrysler Dodge Jeep, he spent countless hours volunteering at Noyes Memorial Hospital with over 8,000 volunteer hours recorded. Graham was presented with the Presidential Volunteer Service Award in 2016. "Bob," as he was known to many of the staff, found a second home as an honorary member of the Engineering Department. No job was too large for Bob, and if it involved travel time, all the better.

Another huge loss felt by the Hospital was Mark Lyons who passed away November 1st. Mark served on the Board of Directors from 2011-2020. At the time of his passing, Mark had been serving as Treasurer of the Hospital Board of Directors since 2015. An architect by trade, Mark worked tirelessly to support and improve Noyes during his free time. He frequently spoke with great pride of his wife, Dr. Deanna Lyons, and sons, Joshua and Jack.





MESSAGE FROM NOYES CHIEF MEDICAL OFFICER

2020 was a challenge, not just for Noyes, but for the whole country. Our saving grace was our affiliation with the University of Rochester system. Without the University of Rochester, we could not have weathered the storm. We were very lucky compared to the rest of the state. When New York City was seeing the surge, we thought it may levitate to us, but we were lucky not to have experienced the same level of devastation. We were forewarned about what could be coming. This allowed us to close things down, social distance, and begin masking efforts before it hit us.

I saw the first Covid-positive patient in Rochester. He had flown from Italy to JFK and then traveled to Rochester by Greyhound bus. When I saw the patient, I knew Covid was here. The two biggest challenges we had were testing and personal protective equipment (PPE). Testing was controlled by the Centers for Disease Control and Prevention (CDC). If we hadn't joined with the University, we couldn't have done any testing. The University affiliation also helped tremendously with acquiring PPE. The biggest buyers get the most supply. The University of Rochester system helped us, and in turn, Noyes helped the University of Rochester system.

Noyes provided a safety valve for nursing homes because Covid patients couldn't be released to nursing homes. Noyes also helped the University of Rochester by offering the Saunders Surgical Center to University of Rochester Medical Center Surgeons whose operating rooms had been closed down by the government. Noyes provided cutting edge care, and our recovery and discharge rates were excellent. During 2020, Noyes discharged 147 inpatients with a diagnosis of Covid. Covid aside, over the last year, we have been trying to reduce transfers out of Noyes. We have gone from 5-6 transfers per day to 1-2 transfers per day.

Process improvement teams have been implemented

where nurses, doctors and advanced practice providers discuss what improvements can be made, then work together to implement those improvements. We have started proactive measures to improve documentation, and other hospitals have taken the work we have done and made similar implementations. Another valuable undertaking was the education sessions Noyes provided relative to vaccination hesitancy.

Unfortunately, we had to close the doors to visitors to help keep everyone safe during the pandemic; however, our staff worked tirelessly to keep families informed, providing updates 2-3 times daily and facilitating FaceTime calls so our patients could keep in touch with their loved ones.

Bilal Ahmed, MBBS
Chief Medical Officer

VACCINATIONS: A HOLIDAY GIFT

Covid vaccines were delivered to Noyes in mid-December with the goal of vaccinating frontline Hospital and Medical Staff. Initially, there was some trepidation from staff; in fact, an early survey indicated only 45% of staff were interested in receiving the vaccine. At the time of writing this article, which is 2021, the Hospital and Medical Staff at Noyes have reached a 90%+ vaccination rate. Great news and great peace of mind!

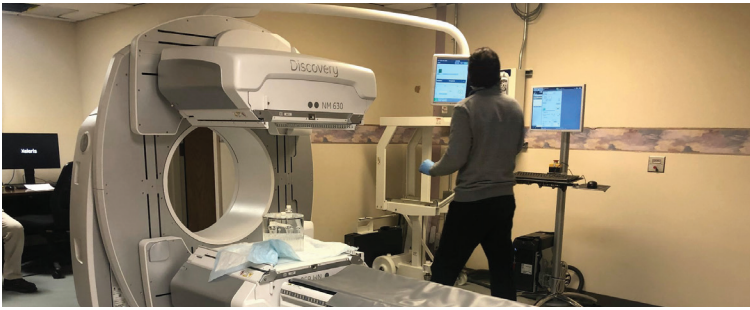
We have learned that each person has different reactions to the vaccines: some had no side effects, while others had side effects ranging from mild to moderate. When side effects, such as fever and/or aches occurred, they rarely lasted longer than 12 hours. Based on the number of employees who tested positive for Covid, we estimate that 10% of Noyes Staff had Covid.

The Centers for Disease Control and Prevention continues to report that not only are Covid vaccines safe, they are nearly 100% effective in offering protection against severe illness if you were to catch Covid, and reports indicate vaccinations can also slow the spread of the virus.



The Noyes Health Staff began getting vaccinated against Covid-19 in late December.

CONSTRUCTION BEGINS ON E. MICHAEL SAUNDERS MEDICAL IMAGING



Noyes Health will soon be home to a new PET/CT scanner as well as a new Interventional Radiology Suite. The project was made possible, in part, thanks to a \$1 million gift from the Saunders family in memory of E. Michael Saunders, as well as a grant from New York State. “We are so grateful to Phil, Carole, their family, and the Saunders Foundation for their generosity and continued support for Noyes,” said Noyes President and Chief Executive Officer, Amy Pollard.

Construction on the Radiology Department began in December, and will be renamed E. Michael Saunders Medical Imaging at Noyes Memorial Hospital. “E. Michael Saunders Imaging goes a long way in meeting our overall goal of providing the health care our patients need as close as possible to where they and their caregivers live and work,” Pollard said.

The new department will feature the addition of a PET/CT scanner, giving patients of the Ann and Carl Myers Cancer Center at Noyes and other hospital departments the option of getting the diagnostic imaging they need in Dansville rather than traveling to Rochester or farther. The expanded space will also include a new Interventional Radiology (IR) Suite, and offer complete care for port and catheter insertion, biopsies, maintenance of dialysis fistulas, and other invasive procedures.

DONATION AIDS NEW NOYES MENTAL HEALTH AND WELLNESS CLINIC IN AVON

A generous donation from Ann and Carl Myers is helping to fund a new Mental Health and Wellness Clinic in Avon. The donation matches a previous grant of \$348,500 from the State of New York to partially fund the construction. The Myers previously donated \$2 million to the capital campaign to build a cancer treatment center at Noyes Memorial Hospital in Dansville. Since the Ann and Carl Myers Cancer Center opened in January 2017, the Center has seen more than 10,000 Medical and Radiation Oncology visits a year, with patients from all over the Genesee Valley and beyond getting the expert care of UR Medicine’s Wilmot Cancer Institute.

“We are so grateful for Ann and Carl’s continued support of our efforts to provide the best possible healthcare to our community, as close as possible to where we all live and work,” says Amy Pollard, Noyes Health President and Chief Executive Officer. “Increased access to mental health resources are more important today than ever, and the Myers’ generous gift will ensure that residents in northern Livingston County will have that access.” The new clinic will be built on a lot conveniently located just off Interstate 390, and will include consultation rooms and offices for on-site counselors, as well as walk-in crisis management services.

DANSVILLE CHAMBER OF COMMERCE RECOGNITION OF HOSPITAL WEEK

During the Covid pandemic, the Dansville Area Chamber of Commerce graciously recognized Noyes Health Staff, and at the same time helped locally-owned food establishments by providing staff vouchers to use at the following business.

Battle Street Brewery
Big Sky Restaurant
Café Tazza
CB’s Bar & Grill
Dog House Cafe
Ice Cream Island

Java Jungle Cafe
Jack’s Gaslight Grill
MacFaddens Coffee Co.
Middleton’s Frozen Custard
Parkeys Lounge
Pizza King

Scovill’s Grill
Sunrise Restaurant
Tony’s Pizzeria
Tower Pizza
Wong’s Kitchen



Noyes Health Auxiliary pledged \$75,000 toward the purchase of a mobile X-ray machine for the Hospital. The machine allows for X-rays to be taken at a patient’s bedside rather than the patient needing to be transported.

MANAGING THROUGH A PANDEMIC

Many years ago, I read a book, *The Great Influenza*, by John Barry. It was the story of the 1918 Spanish Flu. That was an eye-opener, to see how a truly novel virus could pretty much decimate huge populations of people and throw the world into chaos. Infection prevention practitioners have always talked about how the biggest threat to our health was a pandemic from a new virus for which there is no treatment or vaccine already established. As soon as people started talking about a novel virus like Covid-19 and how it was starting to spread, at first it was “ok, that’s over in China – that’s not us.” But I knew it was only a plane ride away.

When Covid-19 started hitting this country, I thought back on that book and realized the only defense we would have initially from this virus was going to be enforcing strict infection control practices aimed at reducing the spread of the virus, i.e., masking and distancing. That was going to be our only protection until such time as testing, vaccine, and treatment could be developed. In January and February, we started talking about how to deal with Covid within the University of Rochester system. Then, the directions from the New York State Department of Health started coming out in a flurry. We knew we had to put together a surge plan to ascertain how we were going to take care of a potential influx of patients.

We set up incident command and started having regular meetings. Once we started seeing cases, those meetings became a daily event.

The nursing leadership put together a plan where we would put patients that

were Covid suspect/positive. Everybody had to be flexible. Plans we made one day changed the very next day.

The Calm Before the Storm

In the initial phase back in March and April, we really never saw a high census of Covid patients. We had 2, 3, 4 patients at a time. We were kind of lulled into thinking that we were going to be able to avoid the onslaught of patients being reported in New York City.

The summer went along quietly. In December, after the holiday get togethers, is when we saw the increase in positive patients. At the highest point, we had 18 patients hospitalized all at one time who were Covid-positive in various stages of illness. They ranged from needing IV antibiotics all the way up to the patients who required being on a ventilator.

In the very early days, the plan was that any patient that needed ventilation would be transferred to Rochester. As you can well imagine, that fell by the wayside pretty quickly because the tertiary centers like Strong were inundated with patients requiring ventilation. Medical and Nursing Staff have always managed patients requiring ventilatory support, thus we kept Covid patients needing this level of care here unless there were complex issues that required transfer.

I think the biggest challenge was just for the Clinical Staff – whether that is Nursing, Lab, Radiology, or anybody who had to interact with a Covid patient – who had to very carefully don and doff the protective equipment every single time they went and saw a patient.

Planning for the Unprecedented

When we do disaster planning, we practice for a disaster that lasts for hours or days. So that’s what most of our experience in disaster response has been. This was a disaster that has been in place for over a year. Very unprecedented.

Difficult Decisions

By early spring, the New York State Department of Health issued directives telling hospitals to discontinue elective outpatient visits and procedures. Some physician office visits went to telemedicine. Between 80%-85% of Noyes revenue is outpatient, and suddenly that business was closed. We had to move very quickly to define how to decrease labor costs that reflected the reduced outpatient volumes which is always a hard decision.

By the end of March, we started furloughing employees. At its high point, we would have 85-90 people off in one week. That went on through July. Although Noyes was not eligible for the Payroll Protection Program, at least the employees who were furloughed received the increased unemployment benefit and their health care coverage remained intact.

The Fiscal Impact

During the period when elective outpatient services were curtailed, Noyes lost approximately \$5M in revenue which was fortunately made up with the CARES Act funding. Even when we started opening up services, it took a while for the public

to be comfortable coming into the hospital. Interestingly, some of the departments that saw drops in volume included the Emergency Department, Urgent Care, and After Hours, but then with everyone distancing and wearing masks were we just spreading fewer illnesses among ourselves?

Coming Together

If I tried to highlight the efforts of one person, it would be such an injustice to everyone who worked night and day to define and implement our response plans.

We became very resourceful in finding the supplies we needed to keep staff and patients safe. The community responded in many ways to help us: Dentists, who because they weren’t seeing patients, would empty their offices of all their personal protective equipment (PPE) and bring it to us; a local store donated a washer and dryer to us once we said we were having to wash disposable gowns because of a PPE shortage; and various community groups donated meals for the staff.

Looking Back and Ahead

A pandemic is something that happens once every 100 years. Thankfully, our knowledge today along with standard infection control practices allowed us to navigate the Covid pandemic until the vaccine was developed. It has not been an easy year, and many have suffered losses. As always, the goal of getting through this pandemic has brought out the best in people. I was witness to this every day at Noyes.

**Amy Pollard, RN,
BSN, MPS**

*President/Chief Executive
Officer*

QUALITY REPORT

With the changing health care landscape, organizations are rethinking the way they deliver care with the goal of improving clinical outcomes and reducing costs.

Patient surveys relative to experience of care help the Noyes Quality Team guide decisions regarding hospital policies and standards of patient care. Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) surveys are nationally standardized and publicly reported to allow valid comparisons across hospitals locally, regionally, and nationally.

At Noyes, we strive to exceed the expectations of patients and their families. Continuous efforts have been made to better serve our patients and their families preserving the patient-centered approach to care.

Focused on performance, and with a strong track record, we continue to improve patient safety by looking at trends in incidents and creating performance improvement projects based on these trends.

No aspect of safety is out of the scope of our trained Quality and Process Improvement Team.

Patients who need care at the hospital may be anxious, confused, or agitated. In keeping with our culture of caring, we want to ensure they receive first-rate medical attention and that we communicate with them in ways that increase their sense of well-being. We are always looking to improve our patient experience. One of the ways we have improved this throughout the pandemic is strengthening nurse communication and efficiency with our patients. This has helped keep our patients better informed about and engaged in their care, improved nurse-patient relationships, and resulted in increased patient satisfaction.

Our commitment to excellent, quality patient care drives our mission.

DeNae Gibson,
Director of Performance Improvement/Quality



The 4th Annual Footin It for Family 5k raised \$15,000 for the Cancer Center. Following all Covid precautions, the event was a huge success.

PHYSICAL THERAPY IS ON THE MOVE

The Physical and Sports Rehabilitation specialists at UR Medicine|Noyes Health in Dansville are on the move.

In March, the team began seeing clients in a newly-constructed space in the Brae Burn Building, 60 Red Jacket Street in Dansville, just across the street from their current home at Noyes Memorial Hospital. The new location offers convenient access and adjacent parking.

“We’re excited to offer a more convenient location, external to the Hospital, for our outpatient clients to access the care they need,” says Noyes President and Chief Executive Officer, Amy Pollard, “while at the same time staying close to the Hospital for our Therapists to remain closely connected with our Orthopedic and Pain Management programs.”

The change in location came with a new name: Noyes Physical Therapy and Sports Performance.

“The therapy practice continues to evolve, and the change in location provides us an opportunity to better name it in-line with the care we provide,” explained Michael Donegan, Senior Director of Operations. “While we continue to provide therapy for the full spectrum of physical challenges, from rotator cuff repairs and vestibular dysfunction to lymphedema and wound care, the program has distinguished itself in the science of sports-related care, addressing the specialty needs of athletes of all ages. The change in name more accurately describes who we’ve become. We’ll certainly also continue offering Speech-Language Pathology services and Certified Hand Therapy.”



A trip to the Hospital or Urgent Care can sometimes be confusing and intimidating for children. Once again, PetSmart in Geneseo made a very generous donation for the little ones who visit Noyes Health. PetSmart donated hundreds of new stuffed animals that will help ease fears and bring smiles to our young patients.

2020 DONATIONS

ANNUAL/COVID APPEAL:

Acomb Acres
Anonymous Donors
American Legion – Daniel Goho
Post No. 87
Virginia Amico
David Anderson
Kenneth Applin
Theodore Applin
Leonard Arias
Jeremiah and Susie Axtell
Marcia Ayers
Ronald Bailey
Rodney and Carolyn Baker
Jeanine Barber
Stephen Bartholomay
Agnes Batte
Beta Sigma Phi Sorority
Lewis Bickle
William and Mary Biggee
Michael and Patricia Bixby
Lynn Blades
Cornelius N. Bliss Memorial Fund
Michael and Marie Blum
Dennis and Suzanne Boor
Penny Bose
Mary Lou Boyd
Bruce and Anne Bristol
Barbara Brockway
Bruce and Sharyl Brown
Dawn Brown
John and Virginia Buck
Alice Button
William and Susan Carney
Douglas Churchfield
Delores Clark
Robert and Judith Clark
John Clifford
William and Mary Coast
June Collier
Tim and Dawn Costello
Nick Crawford
William and Mary Crowell
Serena Cucinotta
James Culbertson
Patricia Curran
Glenn and Mary Ann Dalrymple
Dansville Area Chamber of
Commerce
Dansville Collision, Inc.
Robert and Gail Derrenbacher
Catherine Dickerson
Tony D'Imperio
Sharon Dixon
Michael and Danae Donegan
Carolyn Eastman
Elementary Student Council –
Naples Central School
John and Theresa Eldridge
R. Scott and Ruth Elwell
Suzanne Engel
Faith Englert
Norma Miner Evans
Mary Ann Fink
Paul and Gay Frame
Jeanne Galbraith
Robin Gardner
David and Kathleen Gates
Thelma Gates
Bud and Chris Gee
Geneseo Rotary Club
Lori Gonyo
Joseph Graber
Elisabeth Grant
Patricia Grant

Helen Gray and Pam Mark
Kevin and Cheryl Gray
Kathryn Green
Carol Griffen
Janet Gunn
Clayton and Mary Knopp Harris
Robert and Rose Hayes
Barry Haywood
James and Nancy Titus Helfrich
Lillian Hemmer
Paulette Henry
Bridgett Hoag
David and Kellee Hoag
Dan and Barb Holbrook
Mary Ann Holden
David Hollingshead
Rick and Kate Hollis
Allan and Nancy Howe
Jerry Howe
Steven Howe
Megan Hubbard
Robert and Nancy Hussey
Deke Johnson
Ronald and Linda Johnson
Timothy Johnson
Kevin Johnston
Dolly Jonasse
Joann Kendall
Robert Kennedy
Marian Kennell
Norman and Kathleen Kennell
Ralph and Marilyn Kerr
Harold and Mary Lou Kiesl
Roger Kiley
Suzette Kimmel
Richard Kinney
Bruce and Kathie Knapp
Arthur and Brenda Koch
Francis and Eleanor Kosakowski
Richard and Gloria Kreiley
Joseph and June LaBell
LaBella Associates
Dominic LaGioia
Bernhardt and Dorothy Lang
Helen Lent
Jennifer Leuzzi – Mill Creek
Optical
David and Nancy Leven
Nancy Light
Judy Lindsey
Gerri Long
Kenneth Losey
Gary and Francine Ludwig
Thor Luther
Cara Lynch
Judith Lynn
Harriett Dell MacDonald
Norma Maltby
John V. Malter & Co.
David and Nancy Mance
William Maracle
Joel Margeson
Kenneth Mark
Richard and Sharon Mark
Jeffrey and Theresa Marshall
Deanna Mastin
Peter Mastrolino
John and Kathleen May
Joyce McKeown
Daniel McRae
Larry and Mary Ann Merle –
Genesee Construction Service
Charles and Barbara Mettler
Charles and Suzanne Mettler
Jewel Miles

Danny Miller
June Miller
Keith Mitchell
Thomas F. Moogan and Laura L.
Moogan
Family Foundation LTD, Inc.
Dennis and Marilyn Moore
Gary Moore
Paul Moore
Patricia Moran
James and Bonita Morgan
Aletha Morsch
Linda Motz
Susanne Munro
John and Susan Murphy
David and Regina Murray
Carlton and Ann Myers
Russ and Marie Nichols
Mary Norton
Nicholas H. Noyes, Jr.,
Memorial Foundation, Inc.
O'Brien's Septic & Portable
Toilets
Mary Anne Palermo
Donna Parks
Richard Payne
Lisa Pfuntner
Thomas Platten
William and Carolyn Pollock
Walter Purtell
Anita Putnam
Patricia Quibell
Thomas and Mary Quinlan
Robert Radell
Nancy Recktenwald
Joseph Regal
Sherrie Reilly
David and Catherine Reinholtz
Rich and Pamela Rizzieri
Stephen Robinson
Zenaida Roque
Patrick and Susan Rountree
Benjamin Rudney
Tyler Russell
Susan Sahrle
Richard and Joyce Sarvis
Diane Sauerbier
Anthony and Linda Shay Scavone
William SchAAF
Lillian Schattner
Paul and Barbara Schmied
Jane Schryver and Paul Hoffman
Patricia Schubmehl
Donald and Catherine Schwendy
Douglas and Susan Schwingel
Jack and Pat Shafer
Deborah Shay
Ahsen and Huma Sheikh
John and MaryElizabeth Skillings
John and Kathleen Smith
Nedra Smith
Robert and Robbin Smith
Alice Snyder
Harmon and Vicky Spencer
Dorothy Stapley
Robert and Anna Starcher
Gerald and Roberta Staub
Stein Family Farms
Judith Marshall-Stekel
Mary Stewart
Thomas Stuczynski
John and Elizabeth Sullivan
Bernard Sweeney
Sue Saylor
Brian and Rosemeire Teachout –
Dansville Family Dental Care
Carol Thompson
Hugh Thompson
Tony's Pizzeria
Jeff and Pam Trescott

Father Michael Twardzik
United Way of Livingston County
Jon Van Derhoof
Thomas Vogt
Thomas Wager
Geraldine Waight
Bill and Rhea-Jean Walker
Robert and Sandra Walker
Thomas and Joan Wamp
Michael Watson
Peggy Gelsner-Webb
Joyce Wechsler
Gail Weidman
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In spite of our best efforts to be accurate, we may have overlooked a misspelling or omitted a name by mistake. If that is the case, please accept our apology and notify Kellie Sylvester at (585) 335-4212 of the error. **THANK YOU!**

Noyes Memorial Hospital

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AMY POLLARD ANNOUNCES RETIREMENT

Amy Pollard, President and Chief Executive Officer of UR Medicine|Noyes Health will retire in April 2021 after a decade leading Nicholas Noyes Memorial Hospital and its healthcare entities.

"I have been blessed to lead Noyes as it has grown and evolved to meet the needs of the community it serves, and I am forever grateful for the work of my colleagues, and Noyes' Board of Directors, for supporting my efforts," Pollard said in a statement.

"This has been a tough decision, but, at 68, it's time for me to step aside and think about the other ways I can contribute to my community," she said. In announcing her decision so far in advance, Pollard said she will be able to work with the Noyes Health Board "toward a seamless transition for the new Chief Executive Officer." Pollard, who began her career as a nurse on medical-surgical and obstetrical units, later expanded her experience and professional advancement with roles in nursing education and management. She joined Noyes as Vice President of Patient Services in 2007, bringing with her more than 25 years of professional experience. In February 2011, Pollard was appointed Interim President of Noyes. Six months later she assumed the permanent role of President and Chief Executive Officer. She was chosen from a pool of more than 100 applicants. Pollard earned her Bachelor of Science in Nursing at the University of Pittsburgh and a Masters in Professional Studies at Alfred University.

During Pollard's tenure, she led a campaign to build the new and expanded Mary Saunders Beiermann Emergency Department at Noyes, shepherded the organization through the affiliation process with UR Medicine, and collaborated with UR Medicine's Wilmut Cancer Institute to build and open the Ann and Carl Myers Cancer Center, a regional hub for Medical and Radiation Oncology treatment. Noyes also expanded Mental Health and Wellness services, and is building the new E. Michael Saunders Imaging Center, with PET/CT scanning equipment and an Interventional Radiology Suite to provide additional screening for cancer patients.

"We are sad that Amy is leaving, but we appreciate the time she is giving us to find a successor, one who will have very large shoes to fill," said James Culbertson, Chair of Noyes Health Board of Directors. "Amy has been a tireless champion for Noyes and for this community, and we look forward to being able to celebrate her contributions and many professional accomplishments when the time is right." In May, 2017, Pollard was installed as a New York State Senate Woman of Distinction in recognition of her long career in nursing and healthcare.

"The last ten years have been an incredible experience and the growth and success achieved at Noyes happened because of each and every one of you," Pollard stated. "When I took this position, I did so because of the people who work at Noyes. I believe in us, and look what we have accomplished."



Jane Schryver, a Noyes Foundation Legacy Circle donor and devoted Bills fan, donated \$25,000 to the Noyes Foundation. Her gift is to honor Amy Pollard, Noyes' Chief Executive Officer, who is planning to retire early next year. Jane thanked Amy for her more than a decade of leadership, and all of us at Noyes thank Jane for her continued support.



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