

## From the *Board Chair & President*

Despite its challenges, 2020 was a year of significant, meaningful achievement for our community. Duncaster was delighted to welcome eighteen new residents and several talented employees to our campus including Ami Desai, Vice President Health Services/Administrator; Lisa Greene, Vice President Sales and Marketing; David Crowell, Vice President-Facilities Management; Adrienne Perry, Director of Assisted Living and Care Management; and Lori Doyle, Controller.



In February, we received our five-year re-accreditation from CARF, our national accreditation body, recognizing our dedicated commitment to improving the lives of those we serve. In addition, our affiliations with key industry peer groups, Novare and Caring Communities, were invaluable resources that helped us navigate a rapidly changing environment. During the pandemic, the ability to share best practices and lessons learned with industry colleagues was an extraordinary resource.

Throughout the year, we further enhanced resident well-being, social engagement and safety. A positive outcome of the pandemic was the accelerated use of technology to improve communication and engage staff, residents, families and prospective residents. Zoom, FaceTime and Skype became routine and ensured that all were connected to those most meaningful to them. In addition, Duncaster greatly benefited from our long-standing collaborative partnership with the Hartford HealthCare Medical Group. In June, we were honored to jointly host, with Governor Ned Lamont and Hartford HealthCare, a press conference on the value of COVID-19 testing.

Examples of the exceptional work accomplished by our health services staff abounded. In Assisted Living, Lilibeth Warner, RN, BSN was selected from a statewide applicant pool to receive The Nightingale Award for Excellence in Nursing. And, the team at Caleb Hitchcock Health Center implemented new best practices for Congestive Heart Failure, including the IV-administration of diuretics. Nursing leadership was restructured, infection-control procedures were further enhanced, and education and training on dementia care were advanced. Most significantly, Caleb Hitchcock Health Center at Duncaster, which has achieved a five-star rating from the Centers for Medicare and Medicaid Services annually since the rating system began in 2008, maintained its distinction as a five-star rated skilled nursing center during this global pandemic.

Duncaster ended 2020 even stronger and wiser and with a keen eye to the future. We began a new Strategic Planning process designed to create a road map to ensure Duncaster's continued success. We expect 2021 will be a pivotal year with the announcement of a new Strategic Plan to guide the Board and Management Team, ensuring that Duncaster is well positioned for continued success in a rapidly changing, competitive and dynamic environment.

Sincerely,  
Daniel C. Tracy & Michael A. O'Brien