

2021 YEAR IN REVIEW

Answering
The Call...
To Serve



**"I came
that they
might have life
and have it more
abundantly."**

John 10:10



VITALity
Catholic Healthcare Services

A HEALTHCARE MINISTRY OF THE DIOCESE OF CAMDEN



Visit Our Website:

vitality.camdendiocese.org

Resource and Referral Call Center:

1-888-26-VITALity / 1-888-268-4825

Having completed six years of operations, VITALity Catholic Healthcare Services remains an ever growing and valuable presence in the lives of our most vulnerable people here in South Jersey. Serving the needs of those struggling through the health declines



**BISHOP DENNIS
J. SULLIVAN**

of aging and the everyday challenges of those with disabilities, VITALity continues to be a ray of hope and a sign of God's love to so many.

VITALity staff have dedicated themselves to the mission of enhancing the quality of life and preserving the dignity of those who are so often forgotten or neglected within our society. Especially during this continuing dreadful pandemic, their commitment to serve the elderly and disabled is manifested in their response with love and compassion to each call for help.

I invite you to read about their fine work in our 2021 Year in Review and come to better know how VITALity may be able to help you, your family members, neighbors or fellow parishioners.

I offer my sincerest gratitude for your support of VITALity through your generosity to the House of Charity - Bishop's Annual Appeal. May God bless you and may His grace come upon all who help others in His name.

Sincerely in Christ,

Dennis J. Sullivan

Most Reverend Dennis J. Sullivan, D.D.
Bishop of Camden

This 2021 VITALity Year in Review recounts our 6th year in service to the people of South Jersey. Throughout these six years we have continued to provide care, advocacy, and support through the charitable programs described in the pages of this Year in Review. Our services and programs are designed to assist those elderly who struggle with declining health and those with disabilities who face multiple life challenges each day.



**DEACON JERRY
JABLONOWSKI**

In this 2021 Year in Review you will read about our programs and see how our services have impacted a growing number of people

here in South Jersey as we continue to live through and endure the tragic effects of the ongoing COVID-19 pandemic. Each program and service is unique in its aim and structure, yet each is delivered with the same sense of caring and compassion, knowing that our response to others' needs fulfills the commands of Jesus to love and care for one another.

VITALity services remain just a phone call away. Our Resource and Referral Help Line (888-26-VITALity, or 888-268-4825) is designed to answer your call for healthcare related assistance of any kind. Our nurses and social workers respond quickly to work with you in easing the burden of navigating the complexities of the healthcare system to secure the services and the resources you need

to manage your care and preserve your dignity through the aging process. Our internal quality studies show a 95% response rate for contact by a professional staff member within 24 hours of each call received for assistance. What a comfort that can be in those times of anxiety when faced with difficult decisions and seemingly endless barriers to the care you need.

VITALity is supported through the generosity of donors to the Camden Diocese's House of Charity - Bishop's Annual Appeal and through grants from the Healthcare Foundation of the Diocese of Camden. Our services are always provided free of charge to anyone in need, regardless of their faith, beliefs, or religious affiliation. It is through your prayers and generosity that we are able

to continue being the healing presence of Christ to the growing number of people we serve in His name.

I hope you enjoy this publication and find it useful for your needs or the needs of someone you love and care for. May God's blessings be upon you as you cooperate in His work of healing and kindness.

Peace and all good things,

Jerry Jablonowski

Deacon Jerry Jablonowski
Secretariat for Health and Well-Being
Executive Director
VITALity Catholic Healthcare Services
Diocese of Camden

Answering the call...

Care Coordination, Resource and Referral Help Line

...to help those in need

VITALity's Registered Nurses and Social Workers (MSWs) encounter individuals and family members during some of the most difficult times of their lives, giving them hope, support and encouragement.



Our Resource and Referral Help Line (1-888-268-4825) received 1,141 inquiries from individuals seeking information, resources and guidance through their journey of aging and declining health (11% increase over the prior year.) VITALity's Registered Nurses and Social Workers reached out to them promptly to arrange a phone consultation or home visit,

resulting in 4,424 encounters representing a 51% increase over 2020.

VITALity's Care Coordinators arranged 2,232 essential services and also provided greatly needed education, advocacy and support to some of the most vulnerable populations of seniors and persons with disabilities.

Since December 2015 when VITALity's doors opened, 5,482 individual requests for assistance have been met by our Care Coordination professionals.

"We are very grateful for the help, guidance and "ear" you provided my brother and I at a point where we were overwhelmed with our concern for our mother. ... we brought her from the hospital to our home where we all were able to spend time with her in her final days. You are such a treasure to give your knowledge and resources so willingly and with great care and concern. It will never be forgotten."



225 individuals contacted VITALity for assistance in navigating the difficult online COVID vaccination scheduling systems and successfully obtained appointments to get their shot.

Top 10 Services

- Medical Appointments (includes scheduled COVID vaccinations)
- Home Health Aide / Home Help Services
- Insurance Assistance
- Housing / Nursing Home / Assisted Living
- Food / Meals on Wheels
- Catholic Charities Referral
- Utility Assistance
- Transportation
- In-Home Medical Care
- Counseling

"Thank you so much for the help you gave me regarding the scheduling of my COVID shot. You were warm, gentle, and generous with your time and caring. It was a wonderful experience dealing with you."

Answering the call...

Stephen Ministry

...to journey together in healing

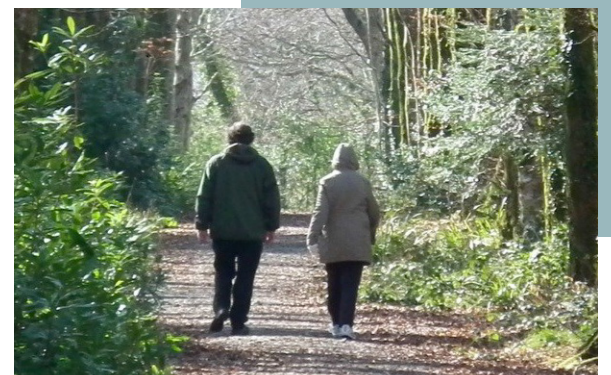
In times of trial, most people find that there is a need to share that difficulty with someone. Stephen Ministry is a lay ministry based on the idea that all Christians are called to and gifted to minister to others, offering compassionate and caring listening by ministering to people throughout the crisis they face. And there are so many needs found in the parishes and communities that it would be impossible for

Stephen Ministry At A Glance

- Stephen Ministry Parishes _____ 16
- Trained Stephen Leaders _____ 36
- Trained Stephen Ministers _____ 322
- Care Receivers _____ 200+

priests and deacons to meet every single need of every single person.

Stephen Ministry fills that gap by assisting the clergy in their pastoral and spiritual care by ministering to those who need to share their burdens: whether it is a divorce, grief, terminal illness, loss of job, hospitalization, loneliness, being a caregiver to a loved one or any other stresses and challenges. Stephen Ministers are trained and organized to help provide one-on-one confidential Christian care to members of our parishes and our communities.



Answering the call...

Parish Nursing

...to promote health and well-being

Parish Nursing continues its strong presence in the Diocese of Camden. Even with the challenges of the last two years, the dedicated healthcare professionals in this ministry adapted, fostering growth and expansion. Three parishes established new ministries, bringing the total number of parish nurse ministries to 34 and five nurses completed the Foundations of Faith Community Nursing course.

Ministry members found unique ways to safely achieve their goal of whole person healing, continuing to touch the lives of countless parishioners. Outreach included phone calls to parishioners, running errands, dropping off necessary medications, virtual prayer groups, social distance walking in the park, hosting flu shot clinics, and collaborations with other parish-based ministries.



Weekly bulletin blurbs were created in some parishes, offering health tips and education. Parish nurses hosted live sessions on social media platforms allowing parishioners to engage safely and ask health related questions of nurses and other qualified healthcare professionals. Videos were produced to help parishioners learn best evidence-based practice techniques to take their blood pressure at home. CPR classes were offered, teaching community members essential life-saving skills.

Outreach by parish nurses helped keep parishioners engaged and connected. With the commitment of these dedicated professionals, Parish Nursing will continue to grow in the coming year and is blessed to have support from VITALity Catholic Healthcare Services.

Journey Of Hope | Mercy Terms

Over the past year, VITALity continued to support parish-based ministries whose focus was centered on some of our most vulnerable populations in the Diocese.

Our Journey of Hope ministries, currently in eight parishes, assisted those going through their battle with cancer. Volunteers dropped off meals, helped with light household chores, provided transportation to and from treatments, and offered prayers and companionship. While small in gesture, these acts of kindness, service, and love assured individuals that they are not alone during their difficult journey.

Our 11 parish Mercy Team ministries serve a similar purpose, assisting older adults and those who are disabled to live and stay independent in their own homes. As the pandemic placed limits on this ministry, volunteers found creative ways to lend support by picking up and dropping off food or prescriptions, or making a call of encouragement. Mercy Team members often collaborate with VITALity's Care Coordinators to help identify people in need of greater assistance.

Serving the needs of our most vulnerable community members continues to be paramount, remembering that each act is a work of mercy and compassion that reflects God's love.

Answering the call...

Hospital Chaplaincy

...to pray with the sick

The Hospital Chaplaincy program cares for the sick, hospitalized, and elderly infirm in 18 institutions throughout South Jersey. This past year our chaplaincy teams continued ministering in the challenging situation of life during the COVID-19 pandemic, finding new ways to bring Sacramental Ministry as well as prayer, comfort, assistance, and solidarity to the sick. Amidst these challenges and with adequate personal protective equipment, our team visited the sick and gave Holy Communion to an average of over 1,300 patients and staff each month. Our Priest Chaplains were able to administer the Sacrament of the Sick to over 3,700 persons in need. These statistics show the

ongoing commitment of our chaplains and volunteers to our sick and suffering brothers and sisters.



Through VITALity Catholic Healthcare Services our pastoral care teams minister in all of the counties in our Diocese. Each team consists of a Priest Chaplain along with an Associate Chaplain (Deacon, Religious Sister, or Lay Minister.) Our priests provide the Sacraments of Anointing and Penance, while all provide Eucharist, pastoral care, prayer, religious articles, and compassionate presence to the infirm and aging who are in need.

Assisted by other parish-based ministries, those who were sick have been able to receive phone calls, prayer bags,

hand-knitted blankets, greeting cards, scapulars, and Christmas cards during their time of sickness. Additionally, our chaplains ministered to the dedicated healthcare professionals who have given themselves tirelessly to serve in these times of global pandemic.

Annual Spiritual Report

- Pastoral care encounters with patients — 45,995
- Pastoral care visits with staff & families — 14,055
- Virtual prayers offered — 28,968
- Holy Communions — 15,803
- Sacrament of the Sick — 3,735
- Baptisms celebrated — 16
- Hospitals/ Facilities served — 18
- Priest Chaplains and Associates — 17

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Answering the call...

Parish Senior Ministries

...to stay connected

Parish Senior Social Day Centers

The Parish-based Senior Social Day Ministries engaged our older adult communities, keeping them connected by gathering in fellowship and love. As pandemic protocols shifted gatherings outdoors, ministry directors answered the call by designing outdoor programming that ensured members could still socialize safely. Once activities moved back inside, The Golden Slippers of St. Simon Stock Parish celebrated the opening of their new meeting space, The Bishop Dennis J. Sullivan Parish Center.

The Diocese's three senior day centers provided spiritual enrichment, exercise programs, intergenerational activities, holiday celebrations, and health and lifestyle presentations. As part of World Day of Prayer for Grandparents and the Elderly, VITALity staff led prayer services at each center, honoring grandparents and older adults as role models of faith in our communities.

Our senior social day centers, supported by VITALity, remain dedicated to our senior members, working to help keep them safe, independent, healthy and engaged so they can live **"Life to the Fullest!"**

Senior Day Centers

The Renaissance Center

St. Andrew the Apostle - Gibbsboro

Prime Timers

Church of the Incarnation - Mantua

Golden Slippers

St. Simon Stock - Berlin

Life to the Fullest Membership Program

2,270 Members

VITALity's "Life to the Fullest" membership program informs and connects seniors to the information they need to stay safe and healthy at home. Membership is free to all seniors age 65 and over living in the South Jersey area. Members receive our bi-monthly newsletter filled with Diocesan news and upcoming events, current health information, and more. Members can request free literature on a variety of topics including spiritual enrichment and healthy living. VITALity's staff navigated our members through these unprecedented times, helping them acquire their vaccine shots by scheduling appointments and finding locations where the vaccines were available. These services were a lifeline to our members.



This senior group is the one reason I have survived through this pandemic, I was so lonely staying home.



Building Awareness

Presentations & Gatherings

18 in person, 7 virtual

Participation in Senior Health Fairs

5 in person

Lives Encountered through Outreach

2,200

Answering the call...

Ministry With the Deaf and Persons With Disabilities

...to gather as community in prayer and fellowship

Ministry With the Deaf and Persons With Disabilities serves people who have communication, developmental, behavioral, and other physical limitations by ensuring their well-being through advocacy and actions of concrete steps, to safeguard their full integration and participation in the life of the Church. Through adapted and accommodative programs of catechesis and sacramental preparation, along with the support and promotion of the expansion

of Masses of Inclusion throughout the Diocese, this ministry works to ensure that persons with disabilities experience belonging in the parish, Diocese, and Church at large.

Throughout the year, opportunities for social engagement and gathering continued, lightening the burden of dependency and allowing the person to emerge and grow as a social being, renewing the joy and happiness that human fellowship brings.



VITALity Mission Statement

We serve to enhance the quality and promote the dignity of life for the elderly, persons with disabilities and their families throughout the Diocese of Camden through programs and services that address the health and well-being of body, mind and spirit. Rooted in our Catholic values, we deliver these services freely and compassionately as the Gospel directs us, and we will care for and assist all people in need, regardless of their religious affiliation.