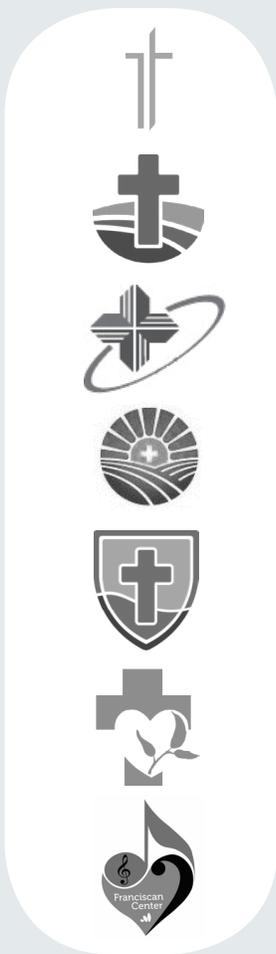


Ministry Report

News/Views
From the Franciscan Sisters
of Christian Charity
Sponsored Ministries, Inc.

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MISSION STATEMENT

The mission of the Franciscan Sisters of Christian Charity Sponsored Ministries is to carry out the commitment of the Sponsor to the healing and educational mission of the Catholic Church through the provision of quality health care and educational services.

In a spirit of partnership with dedicated religious and lay leaders, the Franciscan Sisters of Christian Charity Sponsored Ministries will strengthen the Sponsor's commitment by leading change, ensuring stewardship of resources and integrating mission and values.

Faces of Hospitality

By Sister Kay Klackner, OSF, Vice President of Mission

In the ancient world, hospitality for the poor and strangers was considered a virtue. Wilderness lifestyle made existence and travel very difficult. Encounter of human beings meant protection, rest, and refreshments were expected. Hospitality focused on the sojourners, widows, and poor who lacked family or community status. The Old Testament has a plethora of examples of welcoming hospitality. One most familiar biblical example in Genesis is Abraham and Sarah's welcome and lavish hospitality to the three strangers unaware that they are messengers of God (Genesis 18:1-8). Jewish laws respecting strangers and the poor were written in the spirit of hospitality.

Gospels in the New Testament illustrate hospitality in many parables such as in the well-known Good Samaritan story (Luke 10:30-37); an individual in dire need welcomed and supported by an alien stranger. Jesus accepted the welcome of the food from Martha and the presence of Mary (Luke 10:38-42). Both Jesus' miracle to feed the 5,000 who had come to hear him preach and the many meals Jesus and his disciples accepted demonstrate

hospitality (John 6:1-12; Luke 14:1; Luke 19:5-6).

Today hospitality is an industry that focuses on leisure and customer satisfaction more than necessities. It is defined by luxury, pleasure, enjoyment, and experiences and not catering to essentials. In contrast, Pope

Leo XIV, celebrating a Mass in the Cathedral of Albano, and reflecting on the readings that day about the stories of Abraham and Martha and Mary, said, "Service and listening are, in fact, twin dimensions of hospitality." Additionally, the

pontiff referenced the words of Pope Francis, "If we want to savour life with joy, we must associate these two approaches: on the one hand, 'being at the feet' of Jesus,

in order to listen to him as he reveals to us the secret of everything; on the other, being attentive and ready in hospitality, when he passes and knocks at our door, with the face of a friend who needs a moment of rest and fraternity." (Angelus, 21 July 2019).

Our ministry practice of hospitality is one of listening, welcoming, and

(FACES - continued on page 2)





Message from the President

Friends,

In preparing for this article, I found myself drawn into the many expressions that hospitality can take. There is physical hospitality, the warm and uncomplicated welcome I receive from my golden retrievers when I walk through the door after a long day. Their tails wagging, bodies wiggling, and eagerness to simply be near me remind me that hospitality often begins with presence.



Ryan Neville

There is also social hospitality, the everyday kindness we exchange with one another—sharing conversation in passing, holding a door, offering a smile, listening for a moment longer than required. These interactions knit together the fabric of our days, reminding us that hospitality is not confined to our homes; it extends to hallways, meeting rooms, grocery store aisles, and any space where people meet.

As I reflect on the ministries of the Franciscan Sisters of Christian Charity Ministry (FSCCM), two particular forms of hospitality stand out: emotional hospitality and spiritual hospitality.

Emotional hospitality is when our staff give the gift of empathy, patience, and understanding. It is creating a safe space for people to express their fears, joys, doubts, and hopes without judgment. Emotional hospitality says, *“Your feelings matter. You matter.”*

Spiritual hospitality is the welcoming of another person’s spirit, their relationship with God, and their longing for connection and peace.

In our ministries, it is evident that spiritual hospitality is woven into daily life. It is in the quiet moments of prayer for the people we serve, the calm reassurance offered at a bedside, and the simple but profound act of acknowledging each and every patient or resident as special.

Hospitality, in all its forms, invites us into relationship—with one another, with ourselves, and with something larger than us. Whether it is expressed through the joyful welcome of a pet, the kindness of a stranger, or the compassionate presence of an employee walking beside someone in need, hospitality remains one of the most meaningful ways we can embody care, connection, and community.

(FACES - continued from page 1)

providing the basic needs of elder residents or patients. Greeters, employed or volunteer, may be the frontline workers of hospitality, but everyone in our ministries holds the role of welcoming. This edition of *Ministry Report* shares how hospitality is the life of our members.

Front Cover (left to right): Two smiles, one warm welcome from twin sisters, Karyl Meidl and Karen Stenzel.

SAVE THE DATES

CHA Gathering, St. Louis
June 2-4, 2026

Leadership Enrichment Program
(LEP), October 15, 2026

PRAYER FOR 2026

Fill our hearts with hope as we step into this new year. Remind us that You go before us, that Your goodness meets us in every season, and that nothing in 2026 will be outside Your care. God, we entrust 2026 to You. Amen.

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The Way We Live out Hospitality of Clement Manor

At Clement Manor, hospitality is not merely a service; it is a vital expression of our mission and community spirit, reflecting the love and presence of God among us. Our commitment to hospitality is vividly illustrated by the dedication and compassion of key members of our team and resident committees.

One of the most impactful faces of hospitality is our grief counselor and director of social work & concierge services, Jeanne Aliota. Her role extends beyond offering mere support; it embodies a heartfelt presence that nurtures residents' emotional well-being during vulnerable times. She provides a safe haven for residents to express their emotions, guiding them through the complexities of grief with compassion, understanding, and resources. "As a person of faith, it means so much to me to be able to help people cope with life's challenges, feel listened to,



Sonya Parks and Jeanne Aliota



Members of the resident welcome committee greet all new residents upon arrival.

supported, and comforted. In these ways, I hope that I am able to show the presence of God to others," Aliota says.

The greeting face of Clement Manor is our receptionist, Sonya Parks. From the moment visitors step through our doors, they encounter a warm and inviting presence that sets the tone for their experience. Sonya not only manages inquiries and visitor requests but also greets everyone with a genuine smile and a welcoming spirit. "I do my best to reflect warmth, patience, and genuine care in every interaction so that everyone feels welcomed and supported. I'm proud to help uphold Clement Manor's mission and values, and I strive to show God's presence through kindness, compassion, and hospitality," says Parks.

Another embodiment of hospitality within our community is the resident welcome committee. This dedicated group of residents takes the initiative to ensure that every new resident

feels embraced from the moment they arrive. They personally deliver welcome gifts, introduce themselves, and offer facility tours. Their commitment goes even further as they arrange lunches to foster friendships, ease the transition, and create connections among residents. Every action taken by the welcome committee reflects God's love and demonstrates the importance of fellowship and community.

Our Clement Manor community is aligned with the mission of the Franciscan Sisters of Christian Charity. Our hospitality practices illustrate how our staff and residents go beyond their defined roles every day. They engage in meaningful acts of kindness, and their commitment to serving others resonates deeply within our community. Through listening, welcoming, and sharing, they create an atmosphere that mirrors the love of God, providing each resident with a sense of safety, belonging, and purpose.



The Art of Care: Elevating Patient and Staff Experiences Through Hospitality

At Franciscan Healthcare, we embrace the spirit of hospitality in every interaction, ensuring that everyone who walks through our doors feels genuinely welcomed and valued. Whether you are a patient seeking care or a team member at any stage of your journey with us—whether it's your first day or your 25th year—we understand the importance of a warm, supportive environment. Our commitment to listening and responding to your needs is at the core of our mission.

Our lobby greeters and registration staff play an essential role in making a lasting impression. This friendly welcome not only sets a positive tone but also helps individuals feel more comfortable, especially during challenging times. In our close-knit rural community, we pride ourselves on building meaningful relationships with our patients, ensuring they feel



Linda Koehler, Information Desk and Gift Shop Clerk, is here to offer a smile to patients and visitors, while answering questions and guiding them in the right direction.

genuinely heard and cared for. Our dedicated nursing staff and providers are committed to fostering this sense of connection. Each day, we have numerous opportunities to exemplify our commitment to hospitality across all departments. From the delicious meals served by our attentive dietary team in the cafeteria to the compassionate care delivered by our laboratory and radiology teams, we are here to provide exceptional service at every turn.

Hospitality is not just for the patient. At Franciscan Healthcare, we are proud to offer exceptional services to our employees. The launch of Bright Beginnings Childcare Center last fall has truly been a blessing for our community. Conveniently located just a short distance from the Franciscan Healthcare Campus, this childcare center provides invaluable support for our associates, including those at St. Joseph's Elder Services, alleviating the stress and uncertainty many families face when it comes to childcare solutions. Unlike other facilities, Bright Beginnings remains open even during inclement weather, recognizing the unique schedules of healthcare professionals who often don't have traditional days off. This service not only benefits our current employees but also serves as a powerful recruitment tool for prospective team members. Our dedicated and compassionate staff at Bright Beginnings makes all the difference, ensuring that every



On behalf of the Mission Committee, HR's Dawn Stockamp and Quinn Gutzmann prepare complimentary popcorn for both employees and visitors. Each month a different department takes their turn with this fun task.

child is cared for in a nurturing environment. We are incredibly grateful for this opportunity to support our hardworking team.

It is this heartfelt approach that not only enhances the well-being of our patients but also cultivates a supportive atmosphere for our team, reinforcing our shared values and dedication to excellence.

“The heart of hospitality is about creating space for someone to feel seen and heard and loved. It's about declaring your table a safe zone, a place of warmth and nourishment.”

— Shauna Niequist



Faces of Hospitality at Froedtert Holy Family Memorial Hospital

Hospitality at Froedtert Holy Family Memorial Hospital extends far beyond polite gestures or routine customer service. It is a spiritual and relational practice that honors the dignity, vulnerability, and sacred worth of every person who enters the space. At its core, hospitality in healthcare creates an environment where patients feel safe, respected, and genuinely cared for. This is expressed through being fully present with others, listening attentively without rushing, offering comfort through gentle words or small acts of kindness, and honoring everyone's story. Even the simplest actions—remembering a patient's preference or offering a reassuring smile—can foster meaningful connection, ease anxiety, and build trust.

Those who consistently “go beyond” in hospitality are often nurses, nursing assistants, chaplains, support staff, and volunteers who view their work as a ministry rather than merely a job. They notice when someone is lonely, afraid, or

in pain and take time to respond with compassion. They anticipate needs before they speak, offering a warm blanket to a shivering patient, a quiet prayer to a grieving family, or an encouraging word during a difficult recovery. Their presence communicates a depth of care that patients often remember long after their medical treatment has ended.

At Froedtert Holy Family Memorial Hospital, some of the first expressions of hospitality encountered by patients and visitors come from our volunteers. Welcome and information desk volunteers create a sense of belonging; they give directions and treat every visitor with compassion regardless of circumstances. Our transport volunteers often see the patients when they are anxious, in pain, or facing the unknown. They offer peace in moments of fear, they treat everyone with kindness and compassion, and they remind our patients that they are not alone, when they can't move independently.

Our surgery lounge volunteers serve families during some of their most emotionally challenging moments. They provide reassurance and calm to families waiting for news about their loved ones. They offer compassionate listening to those who need to share fears or concerns. They create a peaceful environment through conversation and extend kindness that brings comfort during the long waiting times.

Through these acts of hospitality, God's care flows through caregivers to meet patients' needs in holistic ways—physical, emotional, and spiritual. While medical treatments address the body, hospitality ministers to the heart. When patients feel truly cared for, stress is reduced, hope is renewed, and feelings of isolation diminish. In this way, caregivers become instruments of God's healing grace, creating spaces where patients can not only recover physically but also experience comfort, dignity, and the reassuring presence of divine love.



Volunteers from the Welcome and Information Desk and the Love Light Tree Celebration.



The Many Faces of Hospitality

From the moment someone walks through the doors of Genesis Hospital, patients, families and community members are met with a warm and welcoming spirit. By fostering comfort and connection, hospitality helps remove barriers to care, inviting patients to engage more fully in their healing journey.

At the heart of this is our dedication to the patient experience. This article highlights a few of the many groups that bring daily care and support to Genesis patients, families and community members.

Valet

Often, the first team members guests encounter, our valet team is available to assist patients and visitors who may need extra help, making arrival easier and more comfortable.

Patient Experience

The Genesis Patient Experience team is dedicated to the health and comfort of every patient. Guided by compassion, attentiveness and feedback, the team helps create meaningful experiences for patients, families and visitors.

Volunteers

Our community volunteers assist in various ways, including serving at the information desk, transporting patients, delivering the book cart to patient rooms, staffing the Gift Shop, visiting patients in the Cancer Care

Center and offering pet therapy. They provide comfort and support, helping patients and families feel cared for during their visit.

Nursing

Our nurses deliver compassionate, skilled care in a supportive environment that promotes the health of patients and the community. With values such as teamwork, communication, trust, professionalism, integrity and respect, our nurses coordinate treatment, monitor progress, advocate for patients and offer reassurance during difficult moments. Their expertise and dedication make a meaningful difference for patients and families.

Spiritual Care

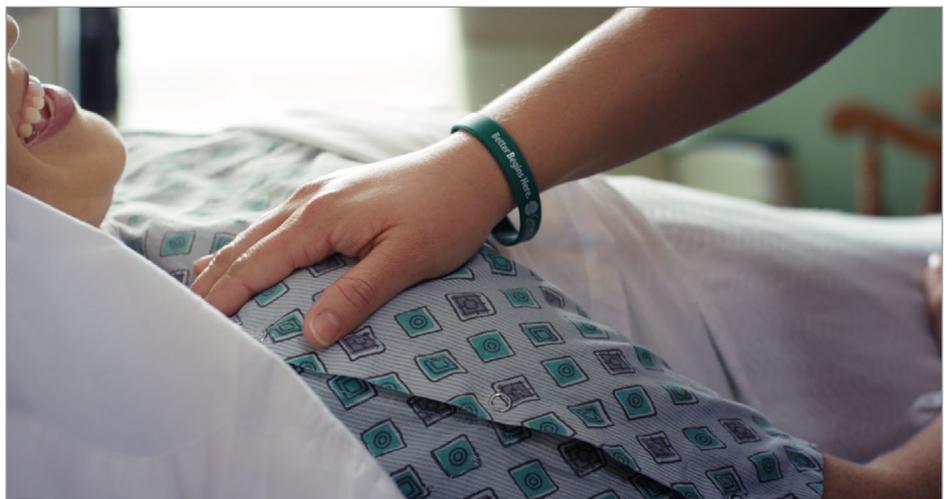
The Genesis Spiritual Care Department is available 24 hours a day for spiritual and emotional support to patients and their families. Welcoming everyone regardless of

their faith, chaplains offer comfort and guidance, helping patients and families celebrate life's joys, navigate challenges and find hope through God's love.

Food & Nutrition

The Food & Nutrition team prepares nourishing meals for patients, families and Genesis team members. Whether in patient rooms or dining areas, each interaction is an opportunity to offer encouragement. Their commitment to hospitality helps create a welcoming environment where patients and families feel supported and safe, allowing them to focus on healing.

The Valet, Patient Experience, Volunteer, Nursing, Spiritual Care and Food & Nutrition teams are just a few of the many groups that embody the spirit of hospitality at Genesis. Their care and attention make every visit a welcoming, compassionate and healing experience.





Hospitality at St. Joseph's Elder Services

St. Joseph's Elder Services, both St. Joseph's Retirement Community and St. Joseph's Hillside Villa, are open facilities. Front doors are unlocked and families and other visitors are welcome from 8:00 a.m. to 8:00 p.m. Beyond those hours the door bell must be rung.

At St. Joseph's Retirement Community a volunteer is at the desk near the entry greeting and welcoming visitors. If the visitor is new to the facility, they are assisted in getting where they want to go. If it's a time when no one is assigned to the desk, and no one seems to be in the near vicinity, a phone and number to call will bring someone to help.

At St. Joseph's Hillside Villa, an employee is at the front desk during business hours to greet and assist all visitors. At all times, visitors are met with graciousness and a smile and greeted by anyone nearby. Introductions and small talk often follow.

Whenever someone comes into our facilities they are greeted and welcomed, given a tour if they haven't been in the facility before, escorted if they need direction, or just let be on their way. We strive to make family, friends, and those coming for the first time, feel at home.

Special events, such as the resident and family member soup and

sandwich supper – with Santa as a special guest, and concerts with local talent joined by family members and friends are a common sight. Family members are always welcome to join residents for a meal on special occasion or just on an ordinary day.

School groups are welcome to join residents for activities or just spending time together. Small children can often be seen and heard at St. Joseph's Elder Services. Children come to visit grandparents and great grandparents and past neighbors. They come to visit, play cards and games, to eat popcorn and ice cream, and to run through the halls.

We have been blest these past months because we have been able to enjoy visitors in both our facilities. We've had individual residents come down with an illness here or there but nothing that has spread throughout the facility. A day or two resting in their room has been sufficient and the resident has been able to rejoin in all activities with fellow residents and those who come into our building. Of course, we have signs asking visitors not to come in if they are not feeling well, but we have not had to shut our doors.

Being able to be hospitable keeps everyone happy and healthy.



Hospitality is seen throughout St. Joseph's from Jackie Watson at the front desk of the Villa, to activities with children and residents.



Hospitality: A Living Expression of God's Welcome

At St. Paul Elder Services, hospitality is a CORE Value—it is a way of being and is felt the moment you walk into our doors. Rooted deeply in our mission, hospitality shapes how we welcome, serve, and accompany each person who enters our community. It reflects God's unconditional welcome and is lived out daily through the actions of our associates, volunteers, and leaders who see every interaction as sacred.

The faces of hospitality at St. Paul are many. They include the receptionists who greet families by name and offers reassurance during uncertain moments; the nursing assistant who takes a few extra minutes to listen and enjoy stories with those we serve; the housekeeper who knows just how each resident, patient, or tenant prefer their home be tidied; the dietary associate who remembers how a resident likes their coffee. These individuals consistently “go

beyond,” not because they are asked to, but because they are here to live our mission and values.

A single example of an associate in action is Lindsey Pillsbury, Bereavement and Spiritual Care Specialist. Pillsbury provides undivided attention to our associates, family members, and those we serve during a time in need. Pillsbury was nominated for our associate spotlight for always being present with those we serve. She demonstrates active listening and provides empathy in every interaction. Pillsbury lives our CORE value of hospitality.

In June of 2025, our culture and education action teams hosted on a hospitality workshop for all associates to attend. Hospitality is present each day, but the workshop challenged our associates to self-reflect on further opportunities to enhance their role in hospitality. As a team we become



Team members spend quality time with residents through the extended family program.

a large force to ensure the presence of hospitality speaks loud, and God's mission is always present. For those we serve, St. Paul is home. For families, it is a place of trust. Our practices of hospitality help create an environment where people feel safe, known, and valued.

Through these practices, God's presence becomes visible. When an associate offers patience instead of rushing, kindness instead of obligation, or comfort instead of efficiency alone, they reflect God's hospitality. This holy welcome meets healing needs that go beyond physical care. Emotional reassurance, spiritual peace, and a sense of belonging are just as vital to well-being as medications or therapies. Hospitality helps ease anxiety, build trust, and foster hope.

At St. Paul Elder Services, hospitality is lived one interaction at a time. It is found in small, faithful acts that together create a culture of welcome and compassion. These everyday moments are where our mission comes alive—and where God's healing love is most clearly revealed.



An associate from the Manor does a manicure and hand massage with a resident.



Hospitality at The Franciscan Center

The Franciscan Center and Holy Family Conservatory are welcoming areas complete with hospitality. Upon entering, students and their families are greeted by volunteers at the front desk with a smile and, over time, a family like familiarity often including questions or updates on life experiences. You will also find friendly persons greeting you at the entrances when you arrive for a concert, recital, or other event. As volunteers, our greeters open doors, welcome with a smile, answer questions, give guidance and provide a quiet aspect of security to our events. To top off some events, volunteers also help with hospitality in the form of a reception. And, our teachers are always smiling and loving their time for teaching.

Following is just one beautiful telling of a super event recently held as part of our Concert Series.



Hospitality Revealed Through “Lessons and Carols”

On December 20, 2025, the Franciscan Center welcomed sixty performers and participants to present *Lessons and Carols* to a genuinely receptive audience who received hospitality in its most extravagant form. Through scriptures and songs, *Lessons and Carols* tell the story of salvation and teach how God continually seeks, illuminates love, and finds us — from Eden’s shadows to Bethlehem’s star.

The musicians and readers who performed for the *Lessons and Carols* represented various organizations of the Manitowoc/Two Rivers and Lakeshore area. These organizations provide service and ministry to people who are in great need. Some of the participants were members from Touch of Harmony Quartet, Hope House, The Two Rivers Optimist Club, Salvation Army, Saint Vincent De Paul and FSCC Sponsored Ministry not only sang and proclaimed the scriptures during *Lessons and Carols*, but these individuals show by their lives the teaching of Jesus to love, by their service-oriented work.

These organizations represented at the *Lessons and Carols* shine a bright light on God’s promise, God’s faithfulness and the promise fulfilled in Christ’s birth. These participants involved in *Lessons and Carols* exemplify generous hospitality through volunteerism in their personal lives.

The performance of *Lessons and Carols* shared with the audience God’s love as radical hospitality through the birth of Jesus. By his birth God “makes room” for humanity and comes to make room with us. As the birth of Jesus welcomes all people, so too do the Franciscan Center for Music Education and Performance staff and teachers who serve, provide gracious hospitality to all who are in need of service be it education, classes, lessons, performance, or a venue space.

Another aspect of the *Lessons and Carols* shows that God’s love makes space where there was none. There was “no room in the inn,” yet God creates room in the most unlikely place—a manger. It’s a reminder that divine hospitality doesn’t depend on perfect conditions. It transforms whatever space is available into a place of welcome. The Franciscan Center is a place where peoples lives are transformed through the experience of viewing beautiful art, performing or listening to music, and embracing cultural opportunities. The Franciscan Center at its core is about belonging and connecting with other people through relationships formed among teachers, students, families, audience members, volunteers, and performers.