

NEWSLETTER

After 19 years as Chief Executive Officer of Good Shepherd Community Care, Tim Boon has announced his decision to retire.

Tim's impact on our organization has been simply extraordinary. Under his leadership, Good Shepherd experienced remarkable growth in the number of patients and families it serves, the breadth of programs it offers, and the strength of its workforce.

But numbers alone cannot capture Tim's legacy. His compassion, integrity, and unwavering commitment to our mission ensured that every decision reflected our values and dedication to those in our care.

Tim has fostered a culture where excellence and kindness go hand in hand. Leaders are rare who can provide strong direction while garnering the admiration and affection of their coworkers. Tim Boon is that kind of person. His leadership has helped make Good Shepherd a respected health care provider. His humanity and sense of humor have enriched us all, making us feel valued, supported, and inspired, as reflected in our perennial recognition as one of The Boston Globe's "Best Places to Work."

While we'll miss Tim's leadership, we're happy to announce that Meg Lutze will assume the role of Chief Executive Officer effective October 1, 2026.

There are many reasons why Meg is the ideal choice to lead Good Shepherd now. She has served the organization with distinction for over twenty-three years, most recently as Chief Operating Officer. She is highly regarded for her judgment and expertise and has played an integral role in developing and advancing our organization's vision and strategic direction. We are confident that, under her leadership, Good Shepherd will continue to thrive while remaining true to the values that have defined it for decades.

Tim has graciously agreed to stay on in an advisory capacity for several months following his retirement. Meg and Tim have worked closely together throughout their tenure, and they are continuing to do so now to ensure a seamless transition.

On behalf of the Board of Directors, we extend our deepest gratitude to Tim for all he has meant to Good Shepherd, and our warmest congratulations to Meg as she takes the helm.

Sincerely,



David M. Clive, M.D.
Chair, Board of Directors



Dear Friends and Supporters,

As I approach my retirement, I am filled with profound gratitude for the privilege of leading this organization over the past 19 years. While watching Good Shepherd grow has been deeply rewarding, it has been even more gratifying to witness the professional and personal development of our dedicated staff and leadership team.



When I arrived nearly two decades ago, Good Shepherd's hospice program was our sole focus, caring for just over 20 patients daily. Today, our reach has expanded significantly; we now serve over 350 hospice patients and families, including those at our residential facility. Our Palliative Care programs support an additional 350 individuals, bringing our daily census to more than 700 patients and families. Beyond clinical care, our bereavement services provide essential support to over 1,500 adults and children annually.

This remarkable growth is rooted in our core vision: a community where every person is comforted by the knowledge that they will be respected, valued, and supported while navigating serious illness and loss.

At the heart of this vision is a culture built on the founding principles of hospice - creating a circle of support for those experiencing grief. For our interdisciplinary teams to provide this care consistently, our leaders must provide that same circle of support for our staff. While no organization is perfect, we strive every day to reflect this culture of compassion and respect in every interaction, both with the families we serve and with one another.

We have built our clinical, management, administrative and leadership teams around this central concept of mutual support and collegiality. I retire with complete confidence in our leadership team to uphold Good Shepherd's legacy of caring, and I can think of no one better suited than Meg Lutze to lead them forward.

Meg was already a part of Good Shepherd when I joined 19 years ago, and she has been instrumental in every milestone we have achieved since then.

I am sincerely grateful to the staff, volunteers, board members, and donors who have supported both this organization and me over these two decades. Thank you for the opportunity to spend my career serving something so much bigger and better than myself.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tim Boon', with a stylized, looped flourish at the end.

Tim Boon
President & CEO
Good Shepherd Community Care

A LEGACY OF SERVICE

Tim Boon will be deeply missed as he closes this chapter with Good Shepherd, yet the foundation he built will continue to shape our mission-driven organization for years to come. I have had the incredible fortune to learn from Tim for nearly two decades as a mentor, partner and leader, and I will always be grateful for his guidance, wisdom and support.

When I reflect on Tim's leadership, what stands out most is his unwavering willingness to do *whatever* was needed, *whenever* it was needed. Whether visiting a patient who had fallen and required help getting back on their feet or covering overnight nursing shifts at the Parlin Residence during its early days, Tim stepped in wherever help was needed: he simply saw what needed to be done - and did it. A few months ago, I called Tim on a Sunday to report an unexpected problem. Without hesitation, he told me he was getting in his car and heading to the office to support the team. "Our staff shouldn't have to handle this on their own," he said. That simple statement captures everything about who Tim is. His leadership has always been rooted in service; to our patients, our families, our staff, and our mission.

Tim often reminds us that Good Shepherd, as a not-for-profit organization, is considered a legal person. He would also say that it is the best person he knows because it brings together the very best qualities of so many people in pursuit of a common good. Tim has never viewed Good Shepherd as the work of any one individual, but as a community united by shared values and a shared commitment to compassionate care. He has been a remarkable steward of that community.

It is difficult to imagine fully living up to the legacy Tim has created, but I take real comfort in knowing he spent years preparing this organization, and preparing me, for what comes next. Because of Tim's leadership, Good Shepherd is strong, deeply grounded in its values, and well prepared for the future. Those values - dedication, integrity, stewardship, respect, and compassion - will continue to guide every decision we make as we build on the foundation he has created.

As I prepare to step into the role of President and CEO, I do so humbled by the strong trajectory Tim set and the vibrant organization he nurtured, and clear-eyed about what it asks of me. I pledge to lead with the same eye toward patient care that has always defined Good Shepherd, and to keep our shared values at the center of all that we do.

With deep admiration and gratitude, we wish Tim a retirement filled with the same joy, care, and fulfillment that he has given to so many others throughout his remarkable career.



Meg Lutze
Chief Operating Officer
Good Shepherd Community Care



GOING THE DISTANCE: TEAM GOOD SHEPHERD CONQUERS THE BOSTON MARATHON

When five dedicated runners crossed the finish line of the 130th Boston Marathon this spring, they accomplished far more than completing one of the world's most iconic races. Together, Team Good Shepherd raised an incredible \$64,900 to support compassionate care for patients and families facing serious illness, grief, and end-of-life challenges.

As Good Shepherd Community Care's inaugural Boston Marathon Official Charity Team, the group exceeded its original fundraising goal by nearly \$15,000. Each runner raised more than \$10,000 individually, demonstrating an extraordinary commitment to both the marathon journey and the mission they chose to support.

Every mile trained, every donation secured, and every step taken on Marathon Monday helps ensure that more individuals and families receive the dignity, comfort, and connection that define Good Shepherd's care.

"We are overwhelmed with gratitude for what this team accomplished on Marathon Monday," said Jennifer Sax, Vice President of Advancement. "Their dedication, perseverance, and commitment to our mission were evident every step of the way. They carried Good Shepherd with them from the starting line to the finish."

The marathon experience began long before race day. During months of training, runners shared stories, connected with supporters, and raised awareness about the importance of hospice and palliative care throughout the community. Their efforts culminated in a celebratory pasta dinner hosted by Steelcase, one of Good Shepherd's valued Corporate Champions and home to team member Justin Kneeshaw. Surrounded by family, friends, colleagues, and supporters, the runners gathered to reflect on their journey and the purpose that inspired them to take on the challenge.

The evening served as a reminder that while five Good Shepherd runners were at the starting line in Hopkinton, an entire community stood behind them.

KEVIN YANG | MAGGIE QUEENAN | JOHN CUEVA | MARTIN KELLEDY | JUSTIN KNEESHAW



HONORING A GIFT OF COMPASSION

Camp Erin® Boston is honored to receive a generous gift from Johanna Brooks, Good Shepherd Community Care Palliative Care Nurse Practitioner, made in memory of her mother, Mary Lee Carroll.

Mary Lee was a licensed clinical social worker, hospice volunteer, and pioneer in children's bereavement support. In 1994, she founded **Camp Jonathan Connecticut**,

one of the nation's first bereavement camps for children, creating a safe and supportive space for young people navigating grief.

Johanna's gift will help support the 2026 Camp Erin Boston season, ensuring that children and families experiencing loss have access to the same compassion, understanding and support that her mother championed throughout her life.

We are deeply grateful for Johanna's generosity and proud to honor Mary Lee Carroll's remarkable contributions to the field of children's bereavement. Her vision inspires our work, and this gift will deepen the impact of Camp Erin's mission by further strengthening the community of campers, families and volunteers who come together in healing, connection and hope.

Mary Lee
Carroll

Licensed clinical
social worker,
specializing in
bereavement, as well
as a hospice volunteer

Founded Camp Jonathan, a
bereavement camp for
children, in 1994



CAMP ERIN® BOSTON

Our 2026 Summer Session will be held on Saturday
August 15th from 9:30am - 7pm in Middleboro, MA.

Who can attend Camp Erin?

- Any child or teen ages 5-18, and their family who have experienced the death of someone close to them in their lifetime.
- It does not matter if the deceased was a patient of Good Shepherd Community Care.
- It does not matter how long ago the death occurred.
- Priority will be given to families who have not attended Camp Erin Boston before and who can commit to attending all camp related events.

Applications are now open online!
www.CampErinBoston.org/apply



A MILESTONE EVENING OF COMPASSION AND CONNECTION

GOOD SHEPHERD COMMUNITY CARE CELEBRATES ITS 15TH ANNUAL INSTITUTE DINNER

On May 14th, Good Shepherd Community Care welcomed supporters, caregivers, partners, and friends for its 15th Annual Institute Dinner, an inspiring evening dedicated to compassion, connection, and the importance of humanistic care.

Held in celebration of the Good Shepherd Institute's mission to foster education and meaningful dialogue around serious illness, caregiving, grief, and end-of-life experiences, the event invited guests to reflect on the shared humanity that connects us all. Through powerful storytelling and thoughtful conversation, attendees were reminded of the profound impact that empathy and presence can have during life's most vulnerable moments.



A highlight of the evening was the presentation of the Legacy in Humanistic Care Award, in honor of the late Paul and Anna Ornstein. Accepted by their daughter, the award recognized the Ornsteins' extraordinary lifelong devotion to understanding suffering, advancing healing, and championing empathy, education and - always - human dignity.

Guests heard a deeply moving reflection from Good Shepherd Nurse and recent Boston Marathon Runner, Maggie Queenan, who proudly wore a Good Shepherd bib on race day. Recounting her experience with hospice when her mom was dying and the grief community she later helped build, Maggie shared how those experiences shaped her path and inspired her career in hospice nursing.

The evening concluded with a compelling keynote presentation from Dr. Katherine Gergen Barnett. Drawing on her professional understanding of today's hospice landscape and her own family's experience during her father's end-of-life care at Good Shepherd, she encouraged guests to engage with the question: "How do we go from this fear of mortality to thinking about the good death?" Her remarks illuminated the power of bearing witness, the strength found in connection and community, and the ongoing work needed to ensure that compassionate end-of-life care reaches all who need it.

One guest described the evening by sharing:

"Every part of it was excellent! From the intros and short stories, to the extraordinary remarks by Veronika Bloom who presented the legacy award...Maggie Queenan's superb piece, and capped off by Dr. Gergen Barnett's remarkable presentation. It was all beautifully paced, with very meaningful, intelligent commentary throughout."

As Good Shepherd Community Care reflects on this milestone event, the organization extends heartfelt gratitude to all who attended and supported the evening. Their generosity and partnership help ensure that individuals and families facing serious illness continue to receive care rooted in dignity, compassion, and connection.

A SPECIAL THANK YOU TO OUR EVENT HOST COMMITTEE

Knowledge Builders

Assisting Hands Home Care - Boston
Northwest

Dr. Dave Clive & Gloria Vigliani

Emil & Marty Ragonas

Kathy Corkins & Thomas Kaegi

Susan Nemetz

Ted Owens & Denise Deamore

Timothy & Deborah Moore

Friends of the Institute

Beth S. Marx

Jan & Eliot Putnam

Newton At Home

Thank you to our event photographers: Shay Fitzpatrick Photography & Sean Sullivan!



COMING SOON!

Good Shepherd Institute will launch a new educational video series focused on a wide range of end-of-life care topics. Created as a resource for patients, caregivers, and the broader community, these videos will offer practical guidance, compassionate support, and helpful information to assist individuals navigate the hospice journey with greater confidence and understanding.

Videos will feature hands-on caregiving instruction and common care scenarios, such as safely cleaning and repositioning a bedbound patient, administering medications, responding to a fall, and more. Through this series, we hope to make trusted education more accessible to those caring for loved ones.



RAMPING UP COMMUNITY: COMPASSION COMES FULL CIRCLE

For years, Jeanie Carson, Bereavement Counselor at Good Shepherd Community Care, has helped individuals and families navigate some of life's most difficult moments. Through counseling, support groups, and regular follow-up calls, she has provided comfort, guidance, and a compassionate presence to countless people grieving the loss of a loved one.

Recently, however, Jeanie found herself the one in need of support.

Experiencing mobility challenges and a lack of wheelchair accessibility at her home, Jeanie had been unable to leave her house for months. Simple activities that many take for granted - visiting friends, attending events, and simply enjoying time outdoors - had become unreachable.



What happened next is a powerful reminder of how compassion has a way of coming full circle.

Jeanie had supported two individuals through their own experiences with loss: Justin Gordon, CEO of Amramp, following the death of his father, and Katie Russo, Amramp's bookkeeper, after her mother's diagnosis with end-stage cancer. Through regular counseling and check-in calls, Jeanie became an anchor during a period marked by loss, uncertainty and profound change. "My experience with Jeanie has been great," Katie shared. "She leaves me beautiful messages and lets me know that she is there to support me in whatever I need. I greatly appreciate working with her and the entire team."

After experiencing Good Shepherd's care firsthand, Justin saw an opportunity to give back and offered Amramp's assistance for future patients. At the time, he had no idea who would ultimately benefit from that generosity. When a Good Shepherd team member learned of Jeanie's need, she called Justin.

When Amramp learned that the recipient would be Jeanie, the very counselor who had supported Justin and Katie, the project took on a deeply personal significance. The company donated and installed a wheelchair ramp at Jeanie's home, restoring sorely missed and greatly treasured independence.

"The very next day, I was able to attend a baby shower for a young friend," Jeanie said. "Every aspect of my life that involves leaving my house is now possible, which was only a dream, really, for such a long time."

When asked what it feels like to finally get outside again, her answer was simple and heartfelt:

"To get outside, get some fresh air - it's just awesome."

We are all deeply grateful to Justin, Katie, and the entire Amramp team for their extraordinary generosity and kindness. Their gift is so much more than a ramp - it is freedom, connection, and a reminder that the care we provide each day often finds its way back in the most unexpected and beautiful ways. This story is a testament to the enduring impact of compassion and the remarkable things that can happen when people come together to support one another.



A special thank you to the Amramp Marketing Team for capturing this meaningful ramp installation and creating such a beautiful video that shares the impact of this project.

Scan the QR code to watch



CARE IN EVERY SEASON

At the heart of hospice care is a simple promise: patients and families can count on us to be there. This past winter, that commitment was put to the test as snowstorms, icy conditions, and frigid temperatures swept across Massachusetts. Yet time and again, Good Shepherd clinicians went above and beyond their job descriptions to ensure patients continued to receive the compassionate care they depended on.

For some members of our team, that meant more than navigating unplowed, slippery roads. It meant picking up a shovel. Several clinicians helped clear snow and ice from patients' walkways and driveways on multiple occasions, ensuring safe access to homes and reducing an added burden for families already facing the challenges of serious illness. These acts of service were never part of a care plan, but they reflected something even more fundamental: a deep commitment to caring for the whole person.



"Throughout this past winter, Nurse Camille Maglio kept a snow shovel in her car and, when necessary, dug her way through snow and ice to visit her patients at their respective locations, often after shoveling out her own home that morning" explained Nurse Manager Mariana Sandarovskaia. "Camille's snow shovel is emblematic of her dedication in delivering quality, timely care to her patients – a dedication we all strive for and an embodiment of our mission at Good Shepherd."

While so much of hospice care takes place behind closed doors, stories like these offer a glimpse into the extraordinary compassion and dedication our clinicians bring to their work every day. Whether providing expert symptom management, offering emotional support, or clearing a path through the snow, our team continually demonstrates what it means to meet patients where they are - with skill, kindness, and unwavering commitment.

In every season and under every circumstance, patients and families can count on Good Shepherd to be there. We are grateful for the remarkable clinicians who bring that promise to life each day.

With special recognition to Camille Maglio, Donna Clarke, and Amy Zirngiebel, whose dedication - and shovel skills - inspired this story.

STRUMMING THROUGH CHALLENGES: MUSIC, HEALING, AND THE UKULELE KIDS CLUB

Since partnering with the Ukulele Kids Club (UKC) in 2022, Good Shepherd Community Care has witnessed firsthand the joy, confidence, and connection that music can bring to children facing serious illness. An international nonprofit organization, UKC has helped thousands of children around the world overcome stress, anxiety, and health challenges through the power of music therapy and the gift of a ukulele.

This year, we were thrilled to receive another generous donation of ukuleles from UKC, continuing a partnership that has become deeply meaningful to our Pedi Pal program.

Our music therapists use the ukuleles in a variety of ways to support therapeutic goals for children and families. Through music, patients can strengthen gross and fine motor skills, build confidence and decision-making abilities, learn new skills, and deepen sibling and family connections. For many children, the ukulele becomes more than just an instrument. It becomes a source of comfort, creativity, and self-expression during an incredibly difficult time.

The program's impact extends well beyond each session, as patients are able to keep their ukuleles after their sessions conclude. Families are also given access to online lessons led by music therapists, allowing children to continue learning, growing, and finding joy through music long after their sessions end.

"The ability for patients to continue engaging with music after a session makes an incredible difference," shared Bryanna Tobin, Pedi Pal Program Manager. "Music therapy supports patients in the moment, but also helps foster autonomy, confidence, and skill development over time. Having the support of such a phenomenal organization has created opportunities for our patients to deepen their relationship with music in lasting ways."

Earlier this year, Bryanna had the opportunity to speak at the New England Ukulele Festival, where she shared the mission of Good Shepherd Community Care and highlighted the impact these instruments have on our patients and families. During the event, Good Shepherd was gifted a specialty New England ukulele, a meaningful symbol of this growing partnership and the shared belief that music can bring healing, hope, and connection.

We are deeply grateful to the Ukulele Kids Club for their continued generosity and support of our Pedi Pal families.

Pictured: Marlen Rodriguez-Wolfe, UKC Chairperson, Board of Directors and Bryanna Tobin, Pedi Pal Program Manager



CORPORATE SUPPORTER SPOTLIGHT

We are thrilled to recognize and celebrate the incredible businesses and organizations whose support powers our mission and helps make our work possible. Through their generosity and partnership, members of our Corporate Champions Circle help ensure that patients and families facing serious illness, end-of-life challenges, and grief receive the compassionate care and support they deserve. Their commitment strengthens every aspect of our work, from hospice and palliative care to bereavement services, community education, and the Miriam Boyd Parlin Hospice Residence. We are deeply grateful for their investment in the health and wellbeing of our community.



Learn more about our Corporate Champions Circle:
www.GSCommunityCare.org/Corporate-Champions-Circle-Members

DEEPENING CONNECTIONS

For many years, Good Shepherd Community Care and North Hill Communities, Inc. have shared a commitment to enhancing quality of life for older adults and supporting individuals and families through some of life's most meaningful moments. Today, that longstanding partnership continues to grow in exciting new ways - expanding opportunities for education, connection, and joy across our community.

A Good Shepherd Platinum-Level Corporate Champion and trusted partner, North Hill has long been committed to advancing compassionate, person-centered care. Beginning in 2025 and continuing into Spring 2026, Good Shepherd launched an educational series for North Hill clinicians focused on end-of-life care, serious illness conversations, hospice and palliative care, grief, bereavement, and related topics. The series created opportunities for learning, discussion, and professional growth while helping clinicians deepen their understanding of the unique needs of individuals and families navigating serious illness and loss.

Now, our partnership is extending beyond the classroom, and beyond North Hill's traditional retirement community demographic. This year, North Hill is helping bring Good Shepherd's first-ever Pedi Pal Prom, ***A Night Under the Stars***, to life for pediatric palliative care patients and their families. From generously providing and packing goodie bags for every prom guest to financially supporting a photo booth to capture special memories, and engaging residents in creating beautiful decorations, North Hill is helping transform the evening into a magical celebration.

We are deeply grateful for North Hill's generosity, collaboration, and shared commitment to enhancing quality of life for individuals and families in our community. Through this enduring partnership, we are not only strengthening care, we are creating opportunities for learning, connection, comfort, and joy.



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