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*VP, Business Operations & Compliance Officer*

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*President/CEO Ex-Officio*

THUNDERMIST HEALTH  
CENTER OF WOONSOCKET

Medical, Behavioral Health,  
Convenient Care, WIC  
450 Clinton Street  
Woonsocket, RI 02895  
(401) 767-4100  
WIC (401) 767-4109

Dental  
25 John A. Cummings Way, 4<sup>th</sup> Floor  
Woonsocket, RI 02895  
(401) 767-4161

THUNDERMIST HEALTH  
CENTER OF WEST WARWICK

Medical, Behavioral Health,  
Convenient Care  
186 Providence Street  
West Warwick, RI 02893  
(401) 615-2800

Dental  
1219 Main Street  
West Warwick, RI 02893  
(401) 615-2804

THUNDERMIST HEALTH  
CENTER OF SOUTH COUNTY

Medical, Dental, Behavioral Health,  
Convenient Care  
1 River Street  
Wakefield, RI 02879  
Medical (401) 783-0523  
Dental (401) 783-5646

PROVIDENCE  
*Limited scope, special populations*  
557 Broad Street  
Providence, RI 02907  
(401) 235-6838



2019  
ANNUAL REPORT



Mission

To improve the health of our patients and communities by delivering exceptional health care, removing barriers to that care, and advancing healthy lifestyles.

Vision

Every member of the Thundermist community can lead a healthy life.

Values

**Caring:** We have a passion and commitment to serve our diverse communities, patients and each other in a safe environment.

**Community:** We respect the knowledge and skills of our local partners, patients, and employees. We support, create, and lead opportunities for growth and development.

**Innovation:** We develop, adopt, and contribute to advancements for improved health. We share knowledge openly with our staff, partners, patients, and communities.

**Excellence:** We maintain high standards and deliver exceptional results.

**Integrity:** We are champions and advocates for our patients, communities, and each other. We stay true to our mission, vision, and values.

A Message from Our CEO



2019 marked Thundermist’s 50<sup>th</sup> anniversary. It was an important recognition – not only of longevity, but of impact.

The vision of a few dedicated individuals who believed every person should have access to health care has evolved into a health care delivery system that helps improve and saves lives. Our founding medical director, Francesco Cannistra, MD, felt strongly that our organization should be there when people had nowhere else to turn. His legacy of compassion, care, and excellence is still apparent five decades later.

Thundermist’s impact is far reaching. In 2019, we cared for 51,405 Rhode Islanders. We employ 628 people with wages and benefits totaling \$45 million. Last year, our operational budget totaled \$67 million. We’re training the next generation of health care providers through three residency programs that train family medicine physicians, psychiatric nurse practitioners, and family nurse practitioners. Our innovative model of care and cultural competence are unlike what is found at most health centers or primary care offices. We help patients improve their physical, emotional, and oral health and also address barriers to health care, often called the social determinants of health.

Our impact is statewide; our patients come from every zip code in Rhode Island. We care for one out of every 20 Rhode Islanders. We thank the patients who trust us with their care.

None of this would be possible without you. The support of our donors, community partners, and stakeholders allows us to do what we do.

We look forward to what the next decade holds and ways we can continue to strengthen primary care in Rhode Island.

Best regards,

*Jeanne LaChance*

Jeanne LaChance  
President/Chief Executive Officer

HEALTH CARE

CARED FOR  
1 out of 20  
RHODE ISLANDERS



51,405  
UNIQUE PATIENTS

256,156  
PATIENT VISITS



\$4.6 Million  
IN FREE CARE

GOOD JOBS

49  
JOBS CREATED

191  
NEW HIRES

\$15/Hour  
MINIMUM STARTING WAGE

164  
PROVIDERS

628  
EMPLOYEES

\$45 Million  
IN WAGES AND BENEFITS

MEETING THE UNIQUE NEEDS OF OUR COMMUNITY

Convenient  
Care

15,848  
PATIENTS

26,002  
VISITS

Thundermist is open 365 days per year. Our walk-in medical service has early morning and evening hours to accommodate patients’ schedules.

Behavioral  
Health Services

6,745  
PATIENTS

40,186  
VISITS

From training the next generation of psychiatric nurse practitioners to launching innovative programs for our youngest patients, Thundermist is addressing the state’s behavioral health crisis. Our behavioral health workforce includes counselors and prescribers.

Community  
Health Team

5,146  
PATIENTS

13,415  
VISITS

We have 20 employees who deliver care in the community. These community health workers help patients navigate the health care system and improve their health with the goal of reducing cost.

Trans Health  
Access Team

1,003  
PATIENTS

34%  
INCREASE

The Trans Health Access Team provides culturally and clinically competent care for the trans community. Blue Cross & Blue Shield of Rhode Island designates all Thundermist sites as LGBTQ Safe Zones, which are identified as providing safe, affirming, and inclusive care to the LGBTQ+ community.

Medication-Assisted  
Treatment

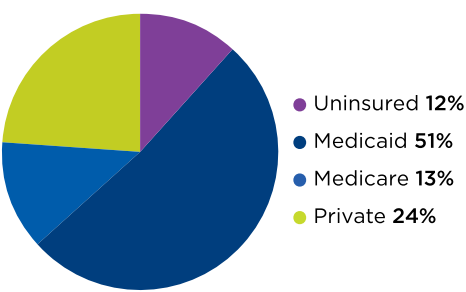
637  
PATIENTS

22%  
INCREASE

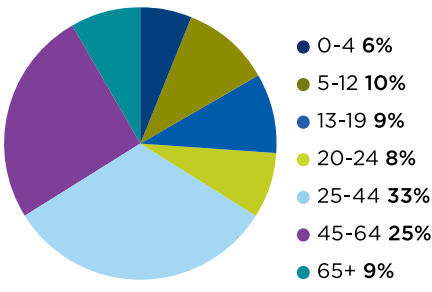
Thundermist addresses the opioid crisis and saves lives. Access to medication-assisted treatment (MAT) in a setting that also provides primary care, social services, and behavioral therapy helps patients move toward improved health status, while reducing overdoses. Thundermist also offers MAT services to pregnant patients.

# Patient Demographics

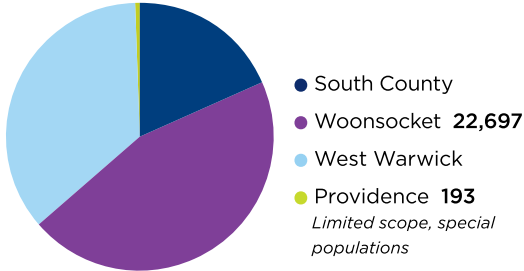
PATIENT INSURANCE STATUS



PATIENTS BY AGE

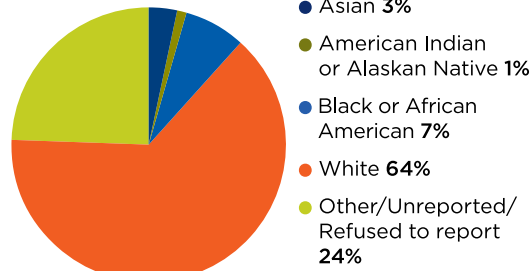


PATIENTS BY SITE



Some patients are seen in more than one site.

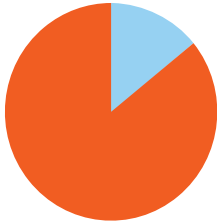
PATIENT RACE & ETHNICITY



19% of Thundermist patients are Hispanic.

# Employee Demographics

LEADERSHIP



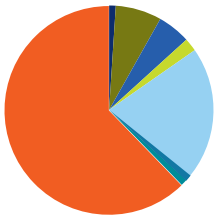
- American Indian or Alaska Native (not Hispanic or Latino) 0%
- Asian (not Hispanic or Latino) 0%
- Black or African American (not Hispanic or Latino) 0.50%
- Decline to Answer 0%
- Hispanic or Latino 13%
- Native Hawaiian or Other Pacific Islander (not Hispanic or Latino) 0%
- Two or More Races (not Hispanic or Latino) 0%
- White (not Hispanic or Latino) 82%

100% of the senior leadership team identified as white.

Data separated by race and ethnicity is not available at this time. Employees are able to select multiple categories.

In 2019, 14 out of 15 member of the Thundermist Health Center Board of Directors completed a demographic survey. 100% of the people who completed the survey identified as white.

NON-LEADER EMPLOYEES



- American Indian or Alaska Native (not Hispanic or Latino) <1%
- Asian (not Hispanic or Latino) 7%
- Black or African American (not Hispanic or Latino) 5%
- Decline to Answer 2%
- Hispanic or Latino 21%
- Native Hawaiian or Other Pacific Islander (not Hispanic or Latino) <1%
- Two or More Races (not Hispanic or Latino) 2%
- White (not Hispanic or Latino) 61%

## 2019 Financial Highlights

### Sources of Revenue

- Federal Community Health Center Funding: \$5,989,748
- Medicaid, Medicare, Insurances, Patient Payments: \$56,568,105
- Grants and Contracts: \$3,897,307
- Rental Income, Fundraising, Other: \$1,025,351
- TOTAL AMOUNT: \$67,480,511

# A Different Kind of Care

Normand was just days away from starting a new job when he had two strokes in 2012.

In just three days he would have started a new job and had health coverage. Now his future looked different.

His strokes left him unable to work, without health care coverage, and in need of substantial care and resources to get better. The social workers at the hospital said he should go to Thundermist Health Center for the help he needed.

“At first, Thundermist seemed like this big scary place,” said Normand Giguere. “But I was quickly blown away by how they helped me. It was a wonderful feeling to have all of these people who really cared.”

The staff at Thundermist quickly got to work helping Normand get the care he needed following his strokes and helping him to find the resources in the community that could help him get back to living the life he had before.

“Thundermist managed my care and helped me keep on top of what I needed to do to be safe and healthy,” said Normand.

The strokes meant Normand now needed expensive medication. He didn’t have insurance to pay for it, but Thundermist still made sure he had his medicine.

“I really believe that without Thundermist, I would be homeless,” Normand explained. “I still can’t work, and without insurance, the care and medicine I need is very expensive. If I had to pay for my medicine, I would not be able to afford to live.”

Normand says the support of his children, Christopher and April, was also important to his recovery. “My kids were working two jobs and taking care of me,” said Normand. “It was hard for me to accept that I was not independent anymore, but everyone was there for me and I am so thankful for that.”

“I think if I wasn’t part of Thundermist my quality of life would be different. I really appreciate everything Thundermist has done,” said Normand. “People have an idea of what they think Thundermist is. They don’t realize it’s the best care you can get.”

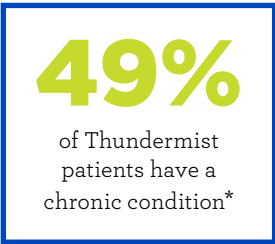
*Normand’s story highlights Thundermist’s role as patient-centered medical home. The services that have made a difference to Normand are often not reimbursed by private or public insurance plans. Without our supporters and community partners, we would be unable to offer the services that help Normand get the medical and emotional support he needs. He says it’s something he wishes everyone could experience.*



# Award-Winning Care

## “Why do you go to Thundermist?”

Many of our patients respond to this question with a clear answer – Thundermist provides high-quality care.



“I could go anywhere, but I choose Thundermist because it’s the best care I have ever gotten. The care is individualized and comprehensive,” said Sandra Enos.

Thundermist plays a critical role in improving health outcomes and ensuring access to high-quality, integrated care. Many of the patients we reach are at greater risk of health complications. We provide a wide array of comprehensive services to meet the complex health needs of our patients.

“Thundermist offers a comprehensive model of care that includes primary and preventive care, dental, behavioral health, pharmacy,

and social services. We help patients make better-informed decisions about their health care,” said Jeanne LaChance, president/CEO. “We respond to the needs of each patient and provide individualized services, such as care coordination, transportation, outreach, and case management. This model of care leads to better outcomes for our community.”

In 2019, the Health Resources and Services Administration (HRSA) recognized Thundermist for efforts to improve the quality, efficiency, and value of the health care we provide. Thundermist earned awards in more categories than any other health center in the state.



\*Patients with a visit in 2019. Chronic condition as defined by CMS, including asthma, hypertension, and diabetes.

# Ending Hepatitis C

“The medication is easy to take and highly successful. We have seen an almost 100% cure rate.”

This is a quote from Sapna Chowdhry, MD, an infectious disease specialist and medical director of Thundermist Health Center of Woonsocket when talking about a recent effort to screen patients for hepatitis C. Screening is important because most patients have no idea they are infected.

The goal of the project is to end hepatitis C by treating everyone who is infected. “If there is no disease to transmit, there can’t be any new cases,” explains Dr. Chowdhry. The disease is curable with medication.

In 2019, the entire care team collaborated to screen patients considered to be at higher risk for hepatitis C (people born between 1945 and 1965). In nine months, the team increased the screening rate for this population from 49% to 66% and identified 171 new cases.

# The Next 50 Years

## Thundermist Health Center has redefined primary care and will continue to do so.

During our 50-year history, we established a medical home that now cares for more than 51,000 Rhode Islanders. These patients receive an innovative, patient-centered model of care that evolved to better meet the needs of each individual person.

Primary care at Thundermist includes much more than medical care. A multi-disciplinary care team helps each patient improve their physical, emotional, and oral health while also addressing the social determinants impacting their health and well-being.

How will Thundermist continue to evolve over the next 50 years?

### Trauma

The immediate answer is addressing trauma. Thundermist will accomplish this by becoming the first trauma-informed health center in Rhode Island and training our workforce to provide trauma-informed care following an approach outlined by the Substance Abuse and Mental Health Services Administration.

A patient’s experience with trauma impacts every area of their life. Trauma also impacts families across generations. Evidence shows many poor physical and behavioral health outcomes are directly related to past traumatic experiences.

### Social Determinants of Health

The evidence is clear we must address the social determinants that impact health. Thundermist is actively addressing food insecurity. Funding from Neighborhood Health Plan of Rhode Island supports two exciting projects aimed at food insecurity in Woonsocket. Each month, patients can receive a voucher to purchase fresh fruits and vegetables at the Winter Farmers Market held at the health center. In addition, a new investment will support our Woonsocket Emergency Food Cabinet and ensure patients who are hungry go home with several healthy meals that meet guidelines for chronic diseases, such as diabetes.

### Innovative Technologies and Treatment

Thundermist clinicians are on the cutting-edge of new technologies, evidence-based practices, and new approaches to the way care is delivered. A recent example is the addition of PrEP (pre-exposure prophylaxis) for prevention of HIV to the services offered at Convenient Care. People can walk into any Thundermist Convenient Care location to receive the service. PrEP is a new, safe, HIV prevention method for HIV-negative people to reduce the risk of becoming infected.

### Policy Development

Thundermist recognizes we must have a voice in crafting policies that extend far beyond the exam room. Two areas we have been recent active participants are ensuring Rhode Islanders access to affordable housing in a healthy area and safe, reliable transportation.

These are only a few examples of how Thundermist will continue to change the way we think about primary care and play a critical role in improving the health and strength of our state.



# Connecting Children to Oral Health

Thundermist acted quickly to expand dental care to children following the licensing of public health dental hygienists.

A new, innovative program is a prime example of the success that comes from integrating medical and dental care.

Public health dental hygienists are trained to perform oral hygiene care without direct oversight of a dentist. Two public health dental hygienists work in Thundermist’s Woonsocket medical practice. They collaborate with pediatric and family medicine providers and the Women, Infants and Children Program (WIC) to identify children in need of dental care. If a child has not received dental care in the past year, we offer a same-day appointment with a public health dental hygienist.

Services include a basic screening, dental cleaning, fluoride treatment, sealants, nutritional counseling, and oral health instructions. Patients are also scheduled for an appointment with a dentist for additional care.

“Oral health is important to a child’s overall health. It is important children see a dentist before their first birthday, receive sealants, and regularly see a dentist. This program helps to connect children with oral health care,” said Eric Prosseda, DMD, chief dental officer.

During the first month of the program, more than 200 children got the care they needed. They will now receive regular dental care, but most importantly their medical and dental care providers will work in coordination to improve their overall health.

“Our approach to care is unique. This integration of medical and dental care improves the quality of care for our patients. They receive all the care they need in one place. It’s convenient for the patient and improves outcomes,” said David Bourassa, MD, chief medical officer.

Four-year-old twins, Kevonna and Keseana, recently benefited from this program. They received their first dental cleaning while at Thundermist of Woonsocket for a medical appointment. The kids have follow-up appointments with a dentist, and their mom got tips on how to take care of their teeth. Their siblings will also see a dentist in the coming weeks.

“This was really helpful. I didn’t know juice was bad for their teeth,” said their mom, Shamekia Coger. “I’m grateful that my kids will now have a dentist.”

In 2019, the Thundermist dental team worked toward an important goal – ensuring every patient between the ages of six and 14 receives sealants. Sealants help prevent cavities and decay in molars.

Their focus and commitment made a tremendous impact. Thundermist is now in the top quartile of health centers across the country for patients with sealants. In addition, the percentage of Thundermist patients between the ages of six and 14 with sealants grew from 40% to 85% in 2019.

It’s important that children receive sealants soon after their molars grow, around age six. The Centers for Disease Control and Prevention says school-age children without sealants have almost three times more cavities in their first molars than those with sealants. Untreated cavities can cause pain, infection, and problems eating, speaking, and learning.



# Thundermist 2019 Events

## MOONLIGHT AT THE DUNES

Moonlight at the Dunes was the first event to kick off our 50<sup>th</sup> anniversary. You helped raise more than \$64,000. Your generosity allows patients access to a circle of care to support all their health care needs, including medical care, behavioral health care, dental care, and other social services. Thank you for being such a big part of creating a healthy community.

## THUNDERMIST GOLF TOURNAMENT

Nearly 100 golfers came together to support Thundermist’s mission and programs, raising more than \$23,000. In addition, your generosity in our raffle helped raise nearly \$1,300 for our food pantries that help hungry patients.

## 50<sup>TH</sup> ANNIVERSARY GALA

You helped raise more than \$40,000 to support health care for those in need. You, along with more than 100 community leaders, came to celebrate Thundermist’s 50<sup>th</sup> anniversary and hear the impact your support makes directly from a grateful patient, Denise. Thank you for supporting Denise and others like her in getting the care they need.

## 2020 Events: Save the Date



**Moonlight at the Dunes**  
Friday, May 29, 2020  
The Dunes Club  
Narragansett



**Thundermist Golf Tournament**  
Tuesday, September 22, 2020  
Sakonnet Golf Club  
Little Compton

# Donors (January 1, 2019 – December 31, 2019)

Thank you for your generosity. 88% of Thundermist revenue supports direct patient care.

The 1661 Inn  
AAFCPA  
Aaron and Rochelle Shatkin  
Susan C. Adamowicz  
Laura Adams  
African Eyes Travel  
Susan L. Agnelli  
Margalit & Hisham Aharon  
Air Masters HVAC Services  
of New Enlgand, Inc.  
Southwest Airlines  
William & Elizabeth Aitkenhead  
Carol Albeck  
Alice Gertrude Lothrop  
Lincoln Fund  
All That Matters  
AMC Theater  
Amica Companies Foundation  
Ann B. and Walter Adamowicz

Anthony’s Coal Fired Pizza  
Chris Antonellis  
The Arctic Playhouse  
Jane Arndt  
James and Karin Aukerman  
Kerry Bamrick  
BankRI  
Amanda Barney  
Beacon Mutual  
Belmont Market  
Nancy Benoit  
Ivelisse Bermudez  
Jeff and Cindy Berry  
William Bivona  
BJ’s Charitable Giving  
Richard & Karen Black  
Carol Blake  
Blue Cross & Blue Shield  
of Rhode Island

Blue Moon Farm  
Body Mechanix  
Joanne Boisvert  
Gary & Jeanne Bonin  
Estelle Borucki  
Boston Bruins Community  
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Boston Red Sox  
Boston Sisters of Perpetual  
Indulgence  
Dr. David Bourassa and  
Dr. Jeanne Ziter  
Diane Bourget  
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Bradford Soap Works  
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Brewed Awakenings  
CoffeeHouse

Kate Brewster  
Brick Alley Pub & Restaurant  
Brickley’s Ice Cream  
Barbara S. Brown  
David G. Browning  
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David and Michelle Burnett  
David Byrd  
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Michael Lennahan  
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Crystal Lake Golf Course  
Shaun Curry  
CVS Corporation  
Dave & Busters  
Dave’s Marketplace  
David and Lisa Maine  
Delta Dental of Rhode Island  
Frank and Mary Deluise  
Lori DelVaglio  
Whitney and Layne Derby  
Paul Desmarais  
Paul Desrosiers  
Donna deWardener  
Different Drummer  
Christine Dikdan  
Dove and Distaff  
Chris Durigan  
James Durkin  
Econotel Systems  
EcoTarium  
Mary (Polly) Eddy  
Elite Island Resorts  
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Phyllis Fern  
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Shauna Fontaine  
Glenn Fort  
Forty 1 North  
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Joe Gerardi  
Diane Girard  
Arnold and Robin Goldberg  
Marla Goulart  
Granite Gives Back, Inc.  
Green & Greenberg  
Counselors at Law  
Green Line Apothecary  
Ronald and Brenda Grundy  
Thomas and Catherine Hahn  
Craig and Clohesey Hale

Emily Halla  
Audrey Hallberg  
Beverly Ann Harris  
Harvard Partners  
Crawford Haythe  
David and Jo-Ann Heilemann  
Timothy and Linda Hennessey  
Timothy Henry and Tita Mejia  
Corrine Hill and Krista Handfield  
Stephen Hug  
William S. Hurley  
Matt Hutt  
Joseph Iannucci  
International Tennis Hall of Fame  
Interstate Navigation Company  
Lise Iwon  
Jack and Mary McCabe  
Susan Jacobsen  
Jane P. Nobrega and  
John H. Nobrega  
Jayana and Dale Klatzker  
Florence and Donna Jeffrey  
Jerry’s Supermarket  
Jessica and Jason Douglas  
John and Phyllis Kennally  
Catherine Johnson  
Jessica Johnson  
Edith J. Johnston  
Joseph and Mary Lou Renquin  
The Kayak Centre of RI  
Kays  
Patricia M. Keefe  
Keith Kelly  
Kendra Scott  
Keough Kirby Associates  
Kiel James Patrick  
Hyun Kyung Kim  
Cheryl King  
Kathleen A. Kingston  
Dr. Christopher Klaus  
William E. Komm  
Dominik and Maureen Kotlow  
Shriram Krishnamurthi  
and Kathi Fisler  
L’Occitane  
Sue Labonte  
Jeanne LaChance  
Stephen B. Lang  
Launch Trampoline Park  
Irene Lawrence  
James Lewis  
Michael and Deborah  
Lichtenstein  
Lifespan Labs  
Judith Logan  
Lulabells  
Elizabeth Lynch  
Erik Lystad  
Main Street Dental  
Laboratory, LTD  
Marilyn J. Malina  
Dr. Jessica Manyan  
Gordon Marchand  
Peter Marino  
Amalila Martin  
John C. Martland  
Mary Lemoine Potter Fund  
Ann C. Mason  
Massage Envy  
Glenn Fort  
Lynda McCoy  
Andrea McGinn  
Joan McHugh  
Sharon McMahon  
David and Elizabeth McNab  
Mike Mederios  
Midnight Sun  
Amy Miksis  
John W. and Emily Miller, Jr.  
Therese R. Millette  
Mohegan Sun  
Maria Montanaro and  
David Warner  
Lois Monteiro, Ph.D  
Danielle Murphy  
Mutual of America

Barbara Nader-Sims  
Justin Nardolillo  
Narragansett Beer  
National Education  
Association Rhode Island  
NE Patriots Charitable  
Foundation  
NEERS  
Neighborhood Health Plan of RI  
The Newport Playhouse &  
Cabaret Restaurant  
Lauren Nocera  
North Smithfield Ambulance  
& Rescue Association  
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Michael O’Brien  
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Omni Hotel Providence  
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The Providence Center  
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Justin A Rapoza  
Tracey Ravello  
Manny Reis  
Nora M Renquin  
Rhode Eyeland  
The Rhode Island Foundation  
Rhode Island Free Clinic  
Jason Rhodes  
Rhody Sports Properties  
RI Philharmonic  
Maxine R Richman  
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William Ritzau  
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United Methodist Church  
Sienna Restaurant  
Lucy F Silva  
Simply Natural  
Jacqueline Slater  
Donn P. and Rose Slonim  
Mary-Frances Snow  
South County Sand &  
Gravel Co., Inc.  
Cynthia Skevington  
Southwick’s Zoo  
Michael Souza  
Spa Thayer  
Spangles  
Colleen St. John  
Stadium Theatre  
Carol A. Steere  
Karen F. Stein  
Stock Culinary Goods  
Stop & Shop  
Prentice and Margaret Stout  
Studio B  
Mary Anne Sumner  
Sweeney Real Estate  
and Appraisal  
Sweenor’s Chocolates  
Elizabeth and John Tait  
Lauren Tait  
Thomas and Gayle Tarzwell  
Jeff Taylor  
Pamela Tesler Howitt  
Frog & Toad  
Trader Joe’s  
Trattoria Romana  
Lawrence Trim  
Edward Truchon  
Tufts Associated Health  
Plans, Inc.  
Twin Willows  
United Healthcare of  
New England  
UPPAbaby  
USI Insurance Services LLC  
David and Deb Valois  
Christopher Van Hemelrijck  
Village Reflections  
Vine to Wine  
Virginia L. and Jeffrey  
B. Goldstein  
Vision 3 Architects  
Don Vivenzio  
W by Worth  
Wachusett Mountain  
Ann Ward  
The Washington Trust Company  
Water Wizz of Cape Cod  
WB Mason  
West Falmouth Market  
Gail Whitfield  
Lisa Whiting  
Maryann Whitley  
Wickford Village Antiques  
Don and Kitty Wineberg  
With Heart & Soul  
Barbara Wolfe  
Lorraine Woods  
The World Store  
Wright’s Dairy Farm & Bakery  
Cynthia Wyman  
Your Neighborhood Theatre  
Fred Ziter