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A Letter from our Executive Director



What a time to be alive.

It's become a catchphrase around here. Email sign offs, a way we make ourselves laugh throughout the day, a phrase mumbled after that one. more. change.

It's much more than just a word filler. It's a catchphrase that also functions as a reminder that this year is something to steward.

What a time to be alive!

Translation: This year is not a waste.

It is not a mistake that we are alive to live through it. We were put here for such a time as this. (Acts 17:26)

For Watermark Health, that means God has given us the privilege of being healthcare workers during a global pandemic the likes of which the world hasn't seen for around 100 years. This timing was not a coincidence or mistake.

We serve the God who invented time. And we can see His hands all over it.

God knew that 2020 was coming when He directed our founders to open our doors in 2013. He knew there would be a day that churches were forced to close when He filled our patient rooms with bibles and our volunteer team with evangelists. He knew to send our clinical leadership to Haiti multiple times so we could learn to flex our operations in a moment's notice. He knew there'd be a day we needed PPE when He strategically placed church members in makers spaces and manufacturing companies. He sent meals when we needed sustenance and funding when we needed confirmation to continue flexing towards the needs.

Though we had no idea this year was headed our way, He did. And He has been preparing us for it every step of the way. While many were forced to close their doors this year, we didn't miss a day on the job. We counted the cost and continued to say YES to the opportunities before us. Thanks to the Lord setting us up for success, our clinic doors have stayed open through every ounce of chaos this year brought. We count it an honor to serve our city through these trying times.

Though it has been hard and messy and exhausting, 2020 will be a story we tell for the rest of our lives.

We hope it's a story you tell often too. About a God who prepares His people when they don't even realize He's doing it. About a church that took the call to love their city seriously. About patients who met Jesus in the midst of their anxiety and grief. About a pandemic that reminded all of us of what really matters.

Our hope is that the information shared in these pages drive you to praise God for all He's done and inspire you to steward these unique days to God's glory. Our team is so grateful for the many ways we've been supported by the church this year. Thank you for being a part of this adventure with us!

What a time to be alive!

CHRISTY CHERMAK

Executive Director, Watermark Health



In A Year No One Saw Coming

2020

1.16 | First case of COVID-19 recorded in the US.

2.3 | Our clinics begin travel screening questions.

3.13 | President Trump declares a national emergency and Texas Governor Abbott declares a statewide public health disaster.

3.11 | The World Health Organization classifies the worldwide outbreak of COVID-19 as a pandemic.

3.10 | 500+ person gatherings banned in Dallas County.

3.16 | The City of Dallas orders all bars, gyms, and theaters to close at midnight. Local school districts close indefinitely. Restaurants move to take out only.



March 23 Watermark Health launches an Instagram account. Over the year the account is used to share ministry updates, public health information, and resources for healthcare workers.

March 13 The clinics begin an outdoor triage process to mitigate risk. We ask any volunteers that aren't already working in an ICU to stay home.

March 29 The Watermark Health team writes a letter to the frontlines and hand delivers care packages to providers, nurses, EMT's, and paramedics to encourage them as they head into jobs that have become infinitely more difficult.

3.31 | Texas Governor Abbott issues an Executive Order for Texans to Shelter in Place, only leaving their homes for essential activities.

4.4 | Dallas County surpasses 1,000 cases of COVID-19.

April 6 The clinics begin to hand out Easter baskets to patients that come through. In addition to Easter items, Watermark members generously provide food, ministry materials, and other essentials for us to bless patients with during the Shelter in Place order.



April 27 Watermark Urgent Care launches a drive through COVID-19 testing site in partnership with QuestCare Medical Clinics.

May 5 Watermark Health's first "Pop Up" clinic takes Urgent Care services to vulnerable areas of DFW. The first location was at Our Calling, a Watermark ministry partner that serves the homeless community in DFW.



May 6 The testing site has the opportunity to serve the staff and residents at an area halfway house, helping to identify an outbreak among essential workers.

May 11 The clinic staff notices through testing that a community of Burmese essential workers are experiencing an outbreak and are able to trace the event back to an area factory. The clinic staff works with the factory nurse and County Health Services to educate the patients of their healthcare options and how to quarantine sick family members in the home. Indigenous pastors to the Burmese community are educated on how to care for their congregation well.

5.1 | Texas businesses take their first steps in Abbott's reopening plans.



July 17 Clinic staff and volunteers begin a racial reconciliation bible study. This group turns into a ministry task force helping to make sure the ministry remains a welcoming place for the diverse panel of patients, volunteers and staff.



June 3 Framing on the mobile unit is complete and the clinic team and board visit to write prayers and verses on the structure before construction is finished.

June 22 Updates are made to the clinic volunteer roles, training, and commitment. Past volunteers are invited to return on site. Due to varying risk factors and personal situations, less than half of volunteers choose to return.

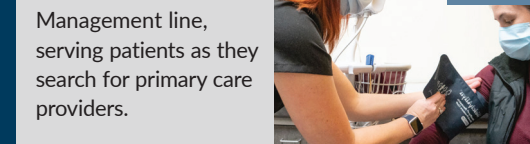
September 17 The Plano clinic launches a Blood Pressure Management line, serving patients as they search for primary care providers.

August 8 The mobile team joins Watermark's food distribution efforts in South Dallas - providing COVID-19 testing and flu shots to the community around Pearl C Anderson. This becomes the 3rd location we serve weekly in South Dallas (a zip code with markedly more difficult access to healthcare). On the first day, the team sees over 20 individuals and ends up sending two to the ER for critical vital signs.

That same day our Plano clinic launches virtual pastoral care.

September 4 The centralized drive through testing site at Watermark Dallas is closed and COVID-19 testing is incorporated into regular clinic operations.

September 12 The Watermark Health team hosts the first Dental Extraction clinic since the Shelter in Place order. There are many stories of patients arriving with tears of gratitude for the services administered. Access to dental care had become more difficult during COVID shutdowns.



11.19 | A 3rd surge begins in Dallas. The clinic staff provides testing for two area non-profits experiencing an outbreak.

November 21 The mobile Unit team partners with Northwest Bible Community Center to host a flu shot clinic for refugees living in Vickery Meadows.



October 20 The staff hosts a flu shot clinic for Watermark Community Church staff.

We Learned God Had Prepared Our Every Step.



Rachel B had been working at UTSW for about a year before her unit was converted to a COVID-19 ICU. She didn't go to nursing school expecting to be a COVID nurse, but the Lord makes no mistakes as to where He places His people.

It is no surprise that this year has been difficult for healthcare workers. The added stresses of their work, the unknowns about risks, and the grief of watching so many die have been a heavy burden for healthcare workers to bear. For Rachel, support was found through others who understood what she was going through.

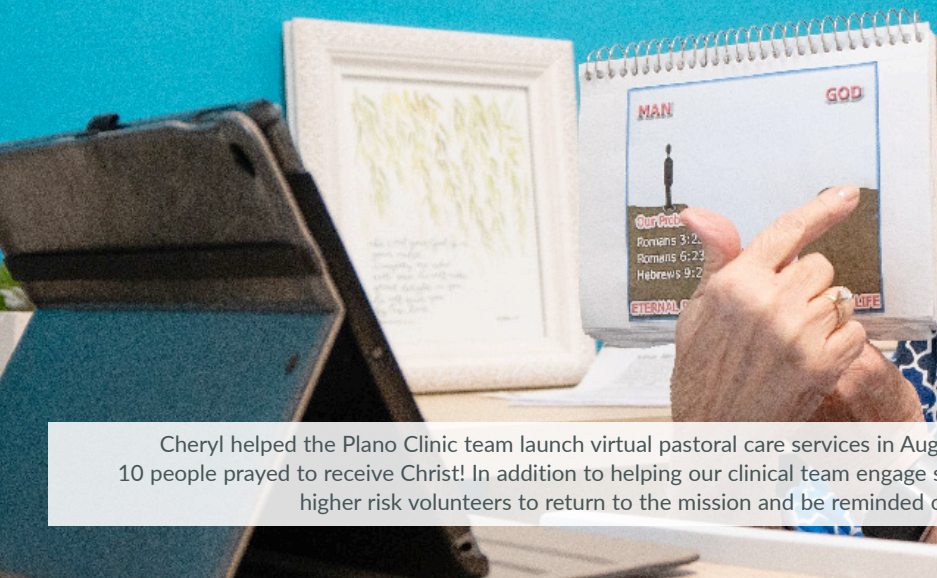
“COVID-19 has been one of the hardest seasons I've ever had to walk through. While work has been chaotic and we have been constantly inundated with ever changing information, the clinics have shown me an example of what healthcare could be like. The staff never asked me to be a superhero. They simply said, ‘Come as you are, and we'll walk through this together.’”

The clinic team has become a “safe place” for healthcare workers to process and heal from some of the difficulties of their current situations. For many they state that serving with Watermark Health has become their version of self-care as they get to practice medicine in a Christian setting.

To further invest in healthcare workers the Watermark Health team began meeting outside the clinic for support groups with ICU nurses to process the difficulties of their job, lament together, and trust the Lord with the work in front of them.

“Coming back to do pastoral care, after five months of not serving, was wonderful. After my first visit back, I realized that getting out of the house and serving was something I needed. Initially it was going to be once a week, but it quickly turned into as many days as the clinic would allow me.

“When I heard we were going to do it virtually, I was initially a little skeptical that it could work. I think we all were unsure that engaging over a computer would be received well. Then, after the very first patient we tried it with accepted Christ, we knew that God was in this. People have been incredibly receptive to talking over the iPad and it has allowed me to share with people just as well as before.”



Cheryl helped the Plano Clinic team launch virtual pastoral care services in August. In the first week of deploying this new technology, 10 people prayed to receive Christ! In addition to helping our clinical team engage spiritually with patients, virtual PC also allowed some of our higher risk volunteers to return to the mission and be reminded of the integral role they play on our team.

While 2020 may have changed some of our methods, our mission remains the same.

9,175
Total Patient Visits

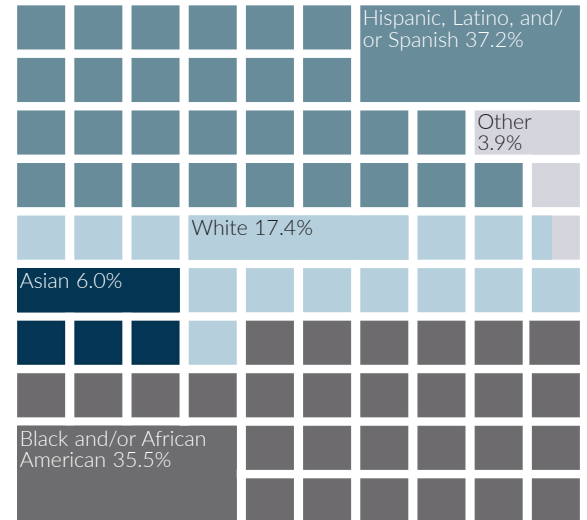
115 Unique Countries Served
28 Unique Languages Spoken

85%
of patients uninsured

1 in 14
Patients leave with a Bible

588 individuals asked for a Watermark Member to follow up with them after their clinic visit. These individuals were called by our connecting team, many times resulting in patients joining members at a ministry or Sunday service.

Demographics of Ethnicities



COVID-19 TESTING: PROVIDING A SERVICE TO DALLAS' ESSENTIAL WORKER COMMUNITY

As COVID-19 caused lock downs around the world, our team saw the opportunity to step into the space of COVID-19 testing, making sure the uninsured and under-insured community in DFW was not left without access to such crucial services. On April 27th we launched a centralized testing site at the Watermark Dallas campus. As testing became more wide spread and the healthcare community learned more about the service, we were able to transition testing to our normal clinic operations in early September. Over the course of the year, we saw testing have a significant impact on our patient population, providing for many that had nowhere else to go for peace of mind, return to work clearance, or access to care.

85

Record high of cars to go through the drive through testing site in one day

66%

First time visit to the clinic

2,000+

Tests conducted for uninsured and under insured

17%

Report that their employment and insurance status changed due to COVID-19

41%

Positivity rate during the summer surge, compared to Texas average of 10%. This indicated we were providing services to a niche community in need—predominantly essential workers that were unable to Shelter in Place in the Spring.

Our COVID-19 Patients Work In:

