

LEADERS & ACHIEVERS

2021 AWARDS



A Leader & Achiever Since Day 1



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Lauren Motola-Davis
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by Lauren and her peers in the legal
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FROM THE EDITOR

These leaders excel by
adapting to the situation



WHAT MAKES A LEADER in many ways depends on the situation. At various times, they must direct and listen, plan and react. They must motivate and encourage and also hold themselves and others accountable.

Their effectiveness depends heavily on results, but not so much that they lose sight of everything else. Some of this year’s impressive group of 2021 PBN Leaders & Achievers may have been born to meet those challenges. But they all have learned along the way, through successes and mistakes and often from mentors. That ability to continually learn and adapt to the situation is what’s helped these 22 men and women earn the respect of colleagues. And in an ongoing pandemic, it’s allowed their companies and organizations to carry on and, in many cases, prosper. Susan Colucci, controller for the Providence Marriott Downtown, had worked through many challenges during her decades in hotel management. But when the pandemic hit and her hotel’s occupancy fell to 2%, the ensuing layoffs left the company in unprecedented chaos.

“It was all adaptation at that point,” she recalled, including relearning “systems that my staff had been doing.” Like Colucci, Trudy Coxe didn’t need to be told the pandemic would require The Preservation Society of Newport County to adapt its management and programming and to persevere. “We’ve had no option but to just keep going,” said the nonprofit’s longtime CEO. While the ability to learn and adapt has helped her and the rest of the 2021 group of leaders and achievers, Betty Galligan’s business was more prepared than most. That’s because crisis communications is Newberry Public Relations & Marketing Inc.’s specialty. “It meant staying calm. ... Our goal was to bring the client closer to their customer,” she said. We’d like to thank partner sponsor Lewis Brisbois Bisgaard & Smith LLP for helping us recognize this year’s outstanding class.

Michael Mello

Michael Mello
Editor

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DARLENE ALLEN

CEO AND EXECUTIVE DIRECTOR
Adoption Rhode Island



SUPPORT PROVIDER: Darlene Allen, CEO and executive director of Adoption Rhode Island in Providence, ensures everyone at the family service center receives support, from the children and families to the staff and volunteers, including those who are fostering or adopting children.
PBN PHOTO/RUPERT WHITELEY

DARLENE ALLEN, CEO and executive director of **Adoption Rhode Island** in Providence, has dedicated her life to working with children throughout the state and innovated how to find homes for those children.

With her undergraduate degree from Providence College, and her master's degree in human services from the University of Massachusetts Boston, Allen has been an innovator in the non-profit sector, working to develop programs for Rhode Island's youths that focus on support.

"It's a small state; they're all our kids. Every young person should get what they need to be able to get through high school, as well as other opportunities to break the cycle of poverty and child welfare," she said.

Adoption Rhode Island has fostered work around the idea that Allen sets forth: We all need support. From her staff to her volunteers, including those who are fostering or adopting children, as well as the children and families they serve, they all receive support from the organization.

"One child and one family at a time, we're helping with evidence-based interventions given to teachers, child welfare workers, home visitors [and] other professionals to help make a difference," she said.

Allen is hands-on with most of the work she does, helping lead national panels on helping youths, as well as developing programs within the state such as the Heart Spot Gallery, which allows for professional photographers to photograph those who are looking for families, and then the exhibit travels throughout the state.

She also developed a program focused on teens who are about to age out of the foster system and who are faced with the threat of no social support, and sometimes a lack of education.

Allen attributes much of the success of Adoption Rhode Island to her staff and their dedication and hard work. Overall, regarding the children

she works with, she said, "If you give them the chance, they can succeed." ■

CAITLIN HOWLE
Contributing writer

IF YOU
GIVE THEM
THE CHANCE,
THEY CAN
SUCCEED.



CONGRATULATIONS, LAURA CALEND

As a leader and achiever at Crossroads and across Rhode Island, we are so proud to have you on our team!

Congratulations to all honorees of this year's Leaders & Achievers Awards.





WE PROUDLY CONGRATULATE

Trudy Coxé

CEO & EXECUTIVE DIRECTOR,
THE PRESERVATION SOCIETY
OF NEWPORT COUNTY

During the past year and a half, the
Preservation Society has faced the greatest
crisis in its 76-year history. Your steadfast and
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OF NEWPORT COUNTY

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LISA BERGERON

CHIEF VISIONARY OFFICER
AWE LLC



ADVANCING EXCELLENCE: Lisa Bergeron, chief visionary officer at AWE LLC in Providence, founded the consulting agency 17 years ago with the goal of “creating experiences to help people, teams and leaders expand the most important skills to navigate the new future of work.”
PBN PHOTO/RUPERT WHITELEY

LISA BERGERON, chief visionary officer at AWE LLC, often begins virtual team meetings with a half-hour group huddle for colleagues to talk and reconnect with one another.

This personalized and connection-driven approach to meetings at AWE, which stands for Advancing Workplace Excellence, seems to reflect the company’s human-centric ethos at large.

“We focus on creating belonging, and that lens is so huge,” Bergeron said. “So much of our work is through that lens – the human lens – of inclusion because it encompasses so much.”

AWE is a consulting agency in Providence that provides workshops and events centering on promoting diversity and inclusion in the workplace, as well as providing professional development coaching and leadership series for individuals, communities and businesses.

Bergeron founded the organization 17 years ago, with the goal of “creating experiences to help people, teams and leaders expand the most important skills to navigate the new future of work,” she said.

For example, in April 2020, AWE launched the REACH series, guiding small-business owners and leaders through a multistep program focusing on building new skill sets and adapting to changes in their various industries. In April and June of 2021, AWE led a series called Women Who Influence, which addressed many of the challenges women are facing due to COVID-19.

The pandemic has impacted AWE’s approach to its services, particularly since COVID-19 has affected the state of work and the skills companies and employees need, including navigating working from home and fostering workplace equity.

“We especially found that after this past year, there’s even a deeper call to recalibrate, upskill people, reinforce resilience and empower people during this really challenging time,” Bergeron said. “Our programs that we

design help people and individuals adapt to the changing workplace and doing that with emotional agility, authentic influence and inclusive engagement.” ■

ISABELLA DELEO
Contributing writer

‘OUR PROGRAMS
... HELP
PEOPLE AND
INDIVIDUALS
ADAPT TO THE
CHANGING
WORKPLACE.’

WILLIAM BRYAN

PRINCIPAL IN CHARGE, R.I. PRE-K-12 EDUCATION PROJECTS
Gilbane Building Co.



HEARING ALL SIDES: William Bryan, principal in charge of Rhode Island Pre-K-12 education projects for Gilbane Building Co. in Providence, says leadership requires “listening to understand who the other party is and what their perspectives are.”
PBN PHOTO/TRACY JENKINS

IN HIS ROLE as principal in charge of Rhode Island Pre-K-12 education building projects for Gilbane Building Co. in Providence, William Bryan oversees construction projects that use innovative practices informed by the most advanced thinking on how children learn.

Part of his role includes persuading parents and communities to let go of their vision of schools as the “cells and bells” model of children packaged by age into classrooms and to instead imagine a fluid, individualized school that moves students along by mastery of material, rather than by age.

Bryan says these tasks of persuasion are difficult. He has strong views on the differences in how people learn, and the responsibility of societies to make schooling – and, by extension, career preparation – work best for individuals and for the general economy.

Bryan has plenty of personal experience. He and his wife have a son with developmental disabilities caused by oxygen deprivation in the womb.

Due to the needs of their son, Bryan and his wife got

involved with the nonprofit J. Arthur Trudeau Memorial Center in Warwick, a service provider for people with intellectual and developmental disabilities. Bryan served as chairman of the board of the center in 2014, when it was going through a huge self-reassessment and generation change.

The current school design of hallways lined with siloed classrooms was imported to the United States 150 years ago by industrialists who needed better-educated workers during the country’s transition from an agricultural to an industrial economy, Bryan said. Experts agree that model doesn’t work anymore.

Bryan wants to see everyone from kindergarteners to parents to school boards to politicians embrace a “learning community” model in which schools, designed and built to support that model, are yearlong learning sources for the whole community.

Leadership, Bryan said, requires “listening to understand who the other party is and what their perspectives are. I always try to find ways to help people work from their strengths.” ■

MARYLHOWE
Contributing writer

‘I ALWAYS
TRY TO FIND
WAYS TO HELP
PEOPLE WORK
FROM THEIR
STRENGTHS.’



Congratulations to Joseph R. Paolino Jr. on being named one of PBN's 2021 Leaders & Achievers!



LAURA CALEDA

CHIEF MARKETING AND PHILANTHROPY OFFICER
Crossroads Rhode Island



VALUABLE EXPERIENCE: Laura Calenda, chief marketing and philanthropy officer for Crossroads Rhode Island in Providence, a nonprofit providing services for homeless individuals and families, says her previous leadership experiences in the health care and housing industries have translated to her current role at Crossroads.

PBN PHOTO/TRACY JENKINS

LAURA CALEDA and her colleagues at **Crossroads Rhode Island** have been working to end homelessness in the state. And their work is as critical as ever: Rhode Island saw a 4.6% increase in homelessness from 2019 to 2020, according to the 2020 Annual Homeless Assessment from the U.S. Department of Housing and Urban Development.

“Over the course of the [COVID-19] pandemic, we saw the homelessness numbers start to increase, and I think they’re going to get worse,” said Calenda, chief marketing and philanthropy officer at Providence’s Crossroads.

The nonprofit provides housing, educational opportunities, job training and emergency shelter to individuals and families facing homelessness. In January, the organization announced plans to renovate its Travelers Aid Housing building at 160 Broad St. in Providence, transforming the single-occupancy rooms into one-bedroom apartments with private kitchens and bathrooms.

In June, in partnership with the R.I. Housing and Mortgage Finance Corp. and Providence Housing Authority, Crossroads announced the completion of 30 newly renovated apartments throughout Providence.

With upward of 35 years of experience in marketing and communications, Calenda leads Crossroads’ fundraising initiatives. Throughout the pandemic, much of her work has been remote, including organizing virtual fundraising events and maintaining donor relations.

“Through it all, we continue to maintain our laser focus on getting as many people as possible housed,” Calenda said.

Before joining Crossroads in 2017, she worked in marketing and communications management positions for Corvias Group, a development company, and Blue Cross & Blue Shield of Rhode Island. She said the leadership experiences in health insurance and housing have translated to her current role at Crossroads.

“It’s been really exciting to be able to leverage my experience in those two different industries here in a really meaningful way,” Calenda said. ■

ISABELLA DELEO
Contributing writer

‘WE CONTINUE TO MAINTAIN OUR LASER FOCUS ON GETTING AS MANY PEOPLE AS POSSIBLE HOUSED.’



Congratulations!


Partridge Snow & Hahn congratulates PBN’s 2021 Leaders & Achievers Honorees.

We extend a special congratulations to Jack Partridge for this well-deserved honor. A founding member of the law firm, Jack spent 33 years of his career contributing thoughtful leadership and focusing his countless achievements toward our growth and success.

Congratulations to all of this year’s honorees.

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to our CEO & Founder, **Joan Kwiatkowski**, and the other 2021 honorees for being recognized by PBN as outstanding leaders in our state!

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SUSAN COLUCCI

CONTROLLER

Providence Marriott Downtown



ABILITY TO ADAPT: During the COVID-19 pandemic, the number of employees at the Providence Marriott Downtown plummeted from more than 200 to eight. Susan Colucci, the hotel's controller, says she had to relearn the systems her staff had been handling, such as accounting, purchasing and human resources as a result.

PBN PHOTO/TRACY JENKINS

JUST BEFORE THE COVID-19 pandemic hit the U.S. in March 2020, the 354-room **Providence Marriott Downtown** was operating at an average 70% capacity and was bustling with guests and more than 200 employees.

Then the economy was hobbled and the hotel found itself at 2% occupancy with eight employees, one of them being controller Susan Colucci.

Colucci had been in the hotel management business for about 40 years, many of those in management roles at the Marriott, so she and seven colleagues soldiered on.

That period of crisis, and the economic recovery that is still underway, demanded from Colucci and her co-workers a quality that she lists as essential to leadership: the ability to adapt to and embrace change.

"It was chaos," Colucci recalled. "It was all adaptation at that point."

Although she had worked in these areas earlier in her career, Colucci suddenly had to do much deeper hands-on work in accounting, purchasing and human resources,

including the heartbreaking task of laying off employees. "I had to relearn the systems that my staff had been doing so that I could be effective," she said.

Colucci's early career had been packed with fast adaptations. She said she began working in 1979 for Interstate Hotels Corp. In the early 1980s, she was sent to Charlotte, N.C., and then to Cincinnati to open or assist in the management of hotels. In 1987, she enrolled at Bryant University to earn her bachelor's degree in accounting. She re-joined Interstate Hotels Corp. in 1990 and the Providence Marriott in 1992.

Developing the capabilities of employees is one of the most important and enjoyable parts of management, Colucci said. "Leadership comes with the development of subordinates," she said. "To be successful, people have to understand why they are

doing something one way rather than another. I like the gratification of being able to contribute to someone else's success." ■

MARY LHOWE
Contributing writer

'I LIKE THE
GRATIFICATION
OF BEING ABLE
TO CONTRIBUTE
TO SOMEONE
ELSE'S SUCCESS.'



Hal Horvat
— president, CEO, and chairman
of the board

The award says
"leader and achiever."
We'd add quite a bit more.

Friend, advocate, volunteer, mentor, visionary... the list goes on. We're thrilled that Hal Horvat — our president, CEO, and chairman of the board — is an honoree in the *Providence Business News* 2021 Leaders & Achievers Awards program. Hal's 30+ years of banking experience, contributions to our growth and success, and volunteer service to the community and to his profession are hallmarks of a true leader and achiever.

Congratulations Hal; we're proud you're on our team.

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f in

TRUDY COXE

CEO
The Preservation Society of Newport County



PREPARED: Whether she's hiking in the woods along the North South Trail in Rhode Island or coming up with new programming and safe ways to hold longstanding events during a pandemic, Trudy Coxe, CEO of The Preservation Society of Newport County, says "you've got to be prepared for the unexpected."

PBN PHOTO/DAVE HANSEN

TRUDY COXE HAS SERVED for more than 20 years as CEO of **The Preservation Society of Newport County**, but she has recently brought a new level of flexibility and nimbleness to the organization.

Throughout the COVID-19 pandemic, Coxe has embraced fresh approaches and programming to help the nonprofit – responsible for maintaining The Breakers, Marble House and several other national historic landmark properties – remain financially sound through a tumultuous time.

Coxe connects her pandemic leadership style and her recent experience hiking the length of Rhode Island on the North South Trail.

"When you're out in the woods, you've got to be prepared for the unexpected. The same holds true when you're back at work," she said. "And just like you can't plop down in the middle of a boulder field and say I'm not going to go on, we've had no option but to just keep going here at the preservation society."

That has included offering new programming, such as virtual lectures, outdoor holiday lighting displays at

The Breakers and a fresh emphasis on marketing the properties' landscapes. Coxe and her team have also reimaged longstanding events, such as the Newport Wine & Food Festival, in new, COVID-safe formats.

"I know it sounds very trite, but the biggest challenge is money," Coxe said. "It's bringing it in and using it in a wise way, and to me that requires a lot of careful thought."

For example, to help compensate for a dramatic drop in its budget due to the pandemic, the preservation society strategically opened only five of its 11 properties.

Although the nonprofit has not fully recovered yet, Coxe notes its steady progress, including restoring several jobs that had been eliminated at the start of the pandemic and strong ticket sales this summer.

So the key to moving forward as the COVID-19 delta variant raises new concerns?

"We just have to keep our spirits high," Coxe said. "We have a wonderful place to work, and we are in the hospitality business after all." ■

JENNA PELLETIER
Contributing writer

**'WE'VE HAD NO
OPTION BUT TO
JUST KEEP GOING
HERE AT THE
PRESERVATION
SOCIETY.'**

SUSAN DALY

VICE PRESIDENT OF STRATEGY
Rhode Island Marine Trades Association/
Composites Alliance of Rhode Island



FULL CIRCLE: Susan Daly, vice president of strategy for the Rhode Island Marine Trades Association/Composites Alliance of Rhode Island, was raised in a sailing family and involved in competitive sailing since she was 11 but switched gears to pursue an art history degree in college, where she learned critical thinking and problem-solving – skills she says have helped her throughout her career.

PBN PHOTO/DAVE HANSEN

RAISED IN A SAILING FAMILY in Fairfield, Conn., and involved in competitive sailing since age 11, Susan Daly went on to earn an art history degree from Yale University and an MBA from Boston University – a switch in gears, she says, but not as much as one might think.

"Art history was a great interest of mine at that time and though I realized I wasn't interested in being a curator, I am still interested in the topic," she said. "A liberal arts degree taught me critical thinking and problem-solving – analytical skills I still use today."

With all elements coming together, Daly has found her niche advocating for and connecting folks within Rhode Island's marine industry as the vice president of strategy for the **Rhode Island Marine Trades Association/Composites Alliance of Rhode Island**. She's held the position since 2015.

Though she has never owned a boat nor had one particular business mentor, Daly has found opportunities and rewards in the boating world, combining the knowledge she's gathered from business experts along

the way.

Daly has raced sailboats around the world, negotiated digital media rights to produce live, online coverage for the America's Cup in 2000 as general manager and vice president of Quokka Sports Inc., and has overseen marketing accounts for brands such as Visa Inc., Amoco, Microsoft Corp., The Gatorade Co., Motorola Inc. and The Quaker Oats Co.

Daly's real love is taking big ideas – especially with startups – and bringing them to fruition.

Rhode Island's marine industry is a great place in which to do that, Daly says.

"We have some of the best-in-breed companies in all the world here; and not just companies that build boats, but smaller companies providing everything that goes on a boat: electronics, marinas, boat designers, charter companies, instructions, the full gamut of everything needed to get

out on the water," she said. "Rhode Island is the envy of the United States. There is truly amazing talent here and there is also lots of water, so it's truly amazing to sail here." ■

SUSAN SHALHOUB
Contributing writer

**'A LIBERAL
ARTS DEGREE
TAUGHT ME
CRITICAL
THINKING
AND PROBLEM-
SOLVING.'**

MICHAEL FALVEY

CEO AND PRESIDENT
Falvey Insurance Group



CHARITABLE GIVING: At the onset of the COVID-19 pandemic, Michael Falvey, CEO and president of Falvey Insurance Group in North Kingstown, provided all his employees with \$100 and the instructions to use it to benefit someone in need, and a few months later gave all employees \$250 to donate to a social justice cause of their choice.

PBN PHOTO/RUPERT WHITELEY

IN 1995, MICHAEL FALVEY started Falvey Cargo Underwriting as a two-person operation. Today, his North Kingstown-based company, now called **Falvey Insurance Group**, has grown to become one of the top five providers for cargo insurance in the United States. It is also the largest vessel pollution insurance provider for commercial vessels in the U.S. and a leading company for small-business transactional cargo insurance.

The company – an insurance managing general agent with underwriting authority – employs about 100 people in offices throughout the U.S., and as far as London.

What has been the secret to the company's success?

"We're so specialized and focused on our niche areas," said Falvey, CEO and president.

At least 50% of the insurance group's business relates to the water. This includes providing coverage for shipping cargo by vessel and pollution, such as oil spills.

Falvey's strong background in maritime affairs has helped him develop this niche. After graduating from the U.S. Merchant Marine

Academy in 1978, he spent about a year as a cargo underwriter at Affiliated FM Insurance, before spending several years at sea with various shipping companies and eventually joining the U.S. Military Sealift Command, where he provided fleet support for the U.S. Navy.

Falvey's success goes beyond his quantitative strengths to his people skills. For instance, he meets and has lunch with every new employee to ask them about their views and answer questions they have. At the onset of the COVID-19 pandemic, during a company "Zoom happy hour" he provided all his employees with at least \$100 and the instructions to use it to benefit someone in need. A few months later, he gave everyone \$250 to donate to a social justice cause of their choice.

"What Mike did with charitable giving during the pandemic was inspiring and brought the company together even closer than we had been prior. ... It was

an extraordinary example of leadership," said Falvey's colleague Eric Newman, senior vice president, ProTech Risk Solutions. ■

JENNA PELLETIER
Contributing writer

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SPECIALIZED
AND FOCUSED
ON OUR NICHE
AREAS.'**

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BETTY GALLIGAN

PRESIDENT
Newberry Public Relations & Marketing Inc.



PUBLIC RELATIONS 101: Betty Galligan, president of Newberry Public Relations & Marketing Inc. in East Providence, created The PR Finishing School, a set of 10 online learning modules designed to help people who are new to public relations learn the business or for companies to supplement training for new employees.
COURTESY NEWBERRY PUBLIC RELATIONS & MARKETING INC.

AS PRESIDENT OF Newberry Public Relations & Marketing Inc. in East Providence, Betty Galligan works to best serve clients amid a shrinking media landscape.

In recent years, she has guided clients toward self-publishing via blogs and social media platforms. Now, artificial intelligence technology is impacting the quality of public relations writing.

“It’s like robotic surface writing for keywords, with no depth,” Galligan said, making it more important that companies with good stories let them shine.

The COVID-19 pandemic presented her company and team of five with a new set of challenges, but it was nothing they couldn’t handle. With health care clients – including physicians’ groups, a nursing home and assisted living facilities – Newberry PR specializes in crisis communications, so the company was ready.

Considered an essential communications business, Galligan’s office stayed open during the pandemic, helping health care facilities with continuous email communications, signage and social media updates on U.S. Centers for

Disease Control and Prevention guidelines, visitor restrictions and safety protocols.

“It meant staying calm and adhering to guidelines,” Galligan said. “Our goal was to bring the client closer to their own customer – the patient and the families of patients. We had to consider our tone and our voice in writing those communications.”

Galligan is not one to sit idle, as she also serves as president of the Association of Marketing Professionals of Rhode Island and is the lead singer in a rock band.

Her latest project involves putting her 35-plus years in the business to work to help others, with The PR Finishing School. A set of 10 online learning modules, it’s a way for people who are new to public relations to learn the business or for companies to supplement training for new employees. Students are assigned homework, Galligan said, and must pass a module to go on to the next one.

‘OUR GOAL WAS TO BRING THE CLIENT CLOSER TO THEIR OWN CUSTOMER.’

“Each student gets assigned a career mentor,” she said. “We want the completion certificate that they get to have meaning.” ■
SUSAN SHALHOUB
Contributing writer

HAROLD M. HORVAT

CHAIRMAN, CEO AND PRESIDENT
Centreville Bank



COMMUNITY RESOURCE: Harold M. Horvat, chairman, CEO and president of Centreville Bank in West Warwick, says he understands the bank’s impact on the local community, which is why it focused on helping small-business owners gain access to Paycheck Protection Program loans to stay open and retain employees during the COVID-19 pandemic.
PBN PHOTO/RUPERT WHITELEY

HAROLD M. HORVAT HAS BEEN at the helm of Centreville Bank in West Warwick as chairman, CEO and president for the past seven years. A community bank, Centreville adapted during the COVID-19 pandemic to provide much-needed resources to its customers.

“Centreville Bank is truly invested in our community,” Horvat said. “We want to play an active part and we know that we make a difference.”

Centreville employees credited Horvat with guiding the bank through the pandemic and said his leadership showed them they could accomplish their goals by working together.

Once it became clear that business as usual was no longer enough, Horvat made changes that would allow his employees to focus on new areas of growth, mostly while working with customers remotely. He put his team first and maintained positive, encouraging communications that kept staff motivated, engaged and confident that they would get through the crisis by working together.

“We adapted our staffing so that our employees

could continue working,” Horvat said. “When we had to close our lobbies, we redeployed our retail employees in different ways, focusing on opportunities with PPP [Paycheck Protection Program] loans and mortgage loans.”

Knowing that small businesses would need help to survive, Horvat focused on working with business owners to help them access PPP loans so they could pay their employees and keep their doors open, even if virtually. Thanks to his team’s efforts, many companies survived the worst of COVID-19 and came out stronger.

“During the pandemic,” Horvat said, “we played an active role in helping businesses and organizations access PPP money so that they could remain open.”

Looking back at the past 18 months, Horvat is proud of what the team at Centreville Bank has accomplished.

‘WE WANT TO PLAY AN ACTIVE PART AND WE KNOW THAT WE MAKE A DIFFERENCE.’

“We were forced to quickly adapt to a different environment, but now we can look back proudly at all that we accomplished in our community,” he said. ■
HUGH MINOR
Contributing writer

JOAN KWIATKOWSKI

CEO

PACE Organization of Rhode Island



ALL-INCLUSIVE CARE: Joan Kwiatkowski, CEO of the PACE Organization of Rhode Island in East Providence, brought the Program of All-inclusive Care for the Elderly model to the Ocean State when she founded the home health care service 16 years ago.

PBN PHOTO/TRACY JENKINS

JOAN KWIATKOWSKI'S STORY is one of resilience. She lost her father to a heart attack when she was 8, and her mother, who died alone in a hospital with cancer, when she was 12. With those experiences, Kwiatkowski developed a feeling that something should change in the approach to health care.

After taking a transformational philosophy class in college, she began to reflect on her mother's experience. "It was very clear that things should have been done differently; she should have been cared for in her home," she said.

After working at hospitals and other health care settings for several years, as well as earning an undergraduate degree from Boston College and a master's degree from Boston University, she began work with CareLink Inc., a nonprofit working in long-term care that wanted to be innovative in its work. Through that, Kwiatkowski sought to bring the Program of All-inclusive Care for the Elderly model to Rhode Island. She did by founding the **PACE Organization of Rhode Island** in East Providence.

The nonprofit has been in operation for 16 years, and Kwiatkowski continues to serve as CEO.

"My purpose, my resilience is based on my dedication to my mom, and that no one goes through that," said Kwiatkowski, who lives in Barrington with her husband, and they have two adult children.

She said work at PACE-RI continues to be transformational, explaining that for many years, she was one of the only women in a male-dominated field. "I doubted myself, [but] I had something to contribute," she said.

This feeling has led her to encourage her staff to keep learning, to keep challenging themselves, and even take time to reflect on areas in which they may struggle, since they are all contributing and actively changing the lives of those that PACE-RI serves.

"It isn't about me; my purpose on this Earth, right now, is to try to leave this world and other

people better than they are right now," Kwiatkowski said. ■

CAITLIN HOWLE
Contributing writer

**'MY PURPOSE,
MY RESILIENCE
IS BASED ON
MY DEDICATION
TO MY MOM.'**

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Authentic leadership starts with these qualities.

Virginia Magnan, RN, delivers them each and every day as the clinical director of the HopeHealth Hulitar Hospice Center.

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Dean of the School of Business at Providence College
as well as PC alumni Darlene Allen '83, Lauren Motola-Davis '81,
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THOMAS LAWSON

CHAIRMAN, CEO AND PRESIDENT
FM Global



NOT QUITE DONE: Thomas Lawson, chairman, CEO and president of FM Global in Johnston, will retire at the end of the year but plans to continue on in his role as chairman of the board.
COURTESY FM GLOBAL

THOMAS LAWSON, chairman, CEO and president of **FM Global**, will continue to serve as chairman of the Johnston-based commercial property insurer following his retirement at year's end.

Lawson will spend more time cataloguing and assembling his beloved model train collection, among other pursuits that he hasn't had much time for in the past 42 years he has been with the company.

"I plan to also do charity work," he said. "I'm looking forward to traveling, playing golf and having some lazy Saturdays."

Lawson has led the firm since 2014, growing revenue in that time by 28%, from \$5.3 billion to \$6.8 billion. In 2020, the company landed in the Fortune 500 for the first time, at No. 447.

Lawson has not only been instrumental in growing FM Global's revenue but also its footprint. In 2001, he spearheaded a \$125 million, 1,600-acre research campus in Glocester, expanding the building in 2008. The facility – which includes a natural hazards lab and can replicate hurricane-force winds – has received global attention as a place

where manufacturers can test equipment for electrical hazards, test the efficiency of fire protection systems, and evaluate the impact of ultraviolet sun radiation on building materials.

The FM Global Learning Center in Norwood was also constructed during Lawson's tenure. It is dedicated to awareness about common property-loss risk factors.

Although the COVID-19 pandemic was the most challenging time to lead a company such as FM Global, Lawson credited his senior staffers with helping the company endure it.

"I have a great management team," he said. "By no means is this all me; it's the whole team."

Lawson said the company was forced to make decisions without having all the information.

"The last thing you want to do is not make a decision," he said.

"I learned that you can't over-communicate. We send a message out every Monday telling employ-

ees to take care of themselves. We are still doing that. It's probably the most-read piece of correspondence in the company." ■

SUSAN SHALHOUB
Contributing writer

**'THE LAST
THING YOU
WANT TO DO
IS NOT MAKE
A DECISION.'**

VIRGINIA MAGNAN

CLINICAL DIRECTOR
HopeHealth Hultar Hospice Center



INSPIRED: Virginia Magnan, clinical director at HopeHealth Hultar Hospice Center in Providence, was inspired to leave her career in the nonprofit sector and return to school to get her nursing degree to work in hospice care after seeing in-home hospice caregivers provide services for her parents before they died.
PBN PHOTO/TRACY JENKINS

WARWICK NATIVE Virginia Magnan was working in the non-profit sector when she decided to go back to school to become a registered nurse.

It was an idea sparked by the in-home hospice caregivers who provided her parents with services before they died in 2000 and 2005. Magnan was inspired and wanted to do what they did – provide end-of-life care.

At 49, she earned a nursing degree from the Community College of Rhode Island, advising anyone else who makes a change later in life to "just do it and don't let anyone dissuade you. What is on the other side is so important."

A creative person entering the sometimes-scientific nursing field, Magnan followed a mentor's advice to audit a difficult class, meaning she attended without receiving academic credit.

"When you are an older person, you are a little bit more certain. You keep your head down, do your work and just get through it," she said.

While in nursing school, Magnan had other family members receiving care at

HopeHealth Hultar Hospice Center in Providence.

"I became a nurse to work in hospice," she said. "But seeing HopeHealth confirmed where I was supposed to be working. I hadn't even known this facility existed. It's the only one offering this level of care."

Magnan worked at Lifespan Corp. in Providence, and before that at South County Walk-In and Primary Care in Narragansett. Once at HopeHealth, she rose through the ranks, first as a referral nurse in 2015, then as a patient care manager, then elevating to clinical director in 2020.

Along with a staff of 80, she's supervised COVID-19 safeguard implementation at HopeHealth while keeping visitation in place. At the same time, construction was underway to expand the facility to 30 beds.

Magnan loves her job, her employer, those she works with and the work she does.

"Hospice can be a very life-affirming profession," she said.

"You get to appreciate being able to offer people dignity in their final days." ■

SUSAN SHALHOUB
Contributing writer

**'HOSPICE CAN
BE A VERY
LIFE-AFFIRMING
PROFESSION.'**

SYLVIA MAXFIELD

DEAN

Providence College School of Business



ACCOMPLISHED: Sylvia Maxfield says her proudest achievement of her 10-year tenure as dean of the Providence College School of Business is raising the school's ranking to a top 50 position, as awarded by the undergraduate ranking website Poets & Quants.

PBN PHOTO/DAVE HANSEN

OVER HER NEARLY 10-YEAR TENURE as dean of the Providence College School of Business, Sylvia Maxfield has been "pretty hard-driving about continuous improvement" for the school, she said.

Proof of Maxfield's successful leadership comes in the form of a long list of accomplishments, which include overseeing the opening of the spacious new Ryan Center for Business Studies in 2017, establishing three endowed chairs and increasing MBA enrollments by about fivefold.

"Being awarded the prestigious business accreditation AACSB helped [with enrollment]," Maxfield said. "We worked hard to improve the student experience and get the word out that the program offered flexibility for students and featured faculty and staff who deliver a high-touch, quality business education."

But her proudest achievement, she says, has been raising the undergraduate business school's ranking to a top 50 position, as awarded by the undergraduate ranking website Poets & Quants.

"It wouldn't have been possible without building

our new Ryan Center for Business Studies," she said.

When she talks to prospective undergraduate students, Maxfield often emphasizes Providence College's strong liberal arts offerings as a selling point.

"When you add our Catholic and Dominican religious heritage and Division I athletics, this makes the PCSB pretty unique," she said.

During her tenure, Maxfield has focused on increasing internship opportunities, as well as bolstering alumni engagement.

More recently, the challenges and setbacks caused by the COVID-19 pandemic have led Maxfield to place more of a focus on "leading with empathy," she said. She also notes that transparency and accountability are key aspects of her leadership style.

Maxfield is currently focusing on overseeing the implementation of the ambitious PCBiz 2025 strategic plan, which includes metrics for 20 objectives, including

improving student learning objectives related to ethics and increasing diversity of students, faculty and staff. ■

JENNA PELLETIER
Contributing writer

**'WE WORKED
HARD TO
IMPROVE THE
STUDENT
EXPERIENCE.'**



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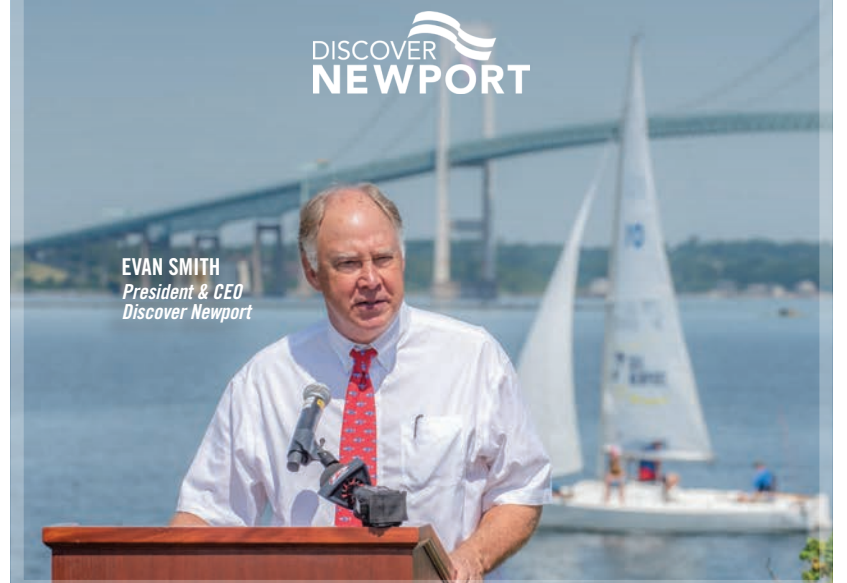


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EVAN SMITH
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LAUREN MOTOLA-DAVIS

MANAGING PARTNER

Lewis Brisbois Bisgaard & Smith LLP



TEAM EFFORT: Lauren Motola-Davis, managing partner at the Providence office of Lewis Brisbois Bisgaard & Smith LLP, says being a team player is essential to being a leader and credits the hard work of her staff at the law firm for helping her become the leader she is.
PBN PHOTO/ELIZABETH GRAHAM

LAUREN MOTOLA-DAVIS is a managing partner at the law firm **Lewis Brisbois Bisgaard & Smith LLP** and has worked out of the Providence location since it opened in 2015.

Over the past six years, she has helped grow the team of attorneys and staff from six to 16 people, leading the local office of the country's sixth-largest law firm. For Motola-Davis, leadership is something earned and developed after years of hard work, and a quality cultivated through empathy, trust and the levity of laughter.

"One does not become a leader overnight," she said. "You have to work your way up."

Such work often requires years of working every day, being available outside the window of 9 a.m. to 5 p.m., and having "total devotion to the entity, to the firm, to the employers."

Motola-Davis says one of the most essential elements of being a leader is being a team player.

"Union is strength," she said, noting this belief has been central to her career. "I could not have become a leader without

the hard work of the people who report to me – it's a team effort."

Motola-Davis takes time to connect with her staff and believes it's important to create a sense of belonging in the workplace.

"I try to interact with everyone on a personal level, to be cognizant of how they're feeling and what's going on in their families," she said.

Laughter, too, has its place, even in a law firm.

"We laugh a lot during the day," she said.

When the world shifted to Zoom meetings due to the COVID-19 pandemic, Motola-Davis made sure to maintain the same work environment during video calls.

"Comic relief, I'm a big proponent of that," she said.

She also takes time to focus on her mental health and encourages her staff to do the same. For Motola-Davis, this means making

time for yoga and meditation at least five days a week.

"It's not unusual to find me doing a headstand in my office," she said. ■

HELENA TOUHEY
Contributing writer

**'I COULD NOT HAVE
BECOME A LEADER
WITHOUT THE
HARD WORK OF
THE PEOPLE WHO
REPORT TO ME.'**



Congratulations to Bill Bryan on being named one of this year's PBN Leaders and Achievers!

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JOSEPH R. PAOLINO JR.

MANAGING PARTNER
Paolino Properties LP



PROTECTING EMPLOYEES: Thanks to COVID-19 protocols such as testing, face mask requirements and keeping a 6-foot distance, Joseph R. Paolino Jr., managing partner of Paolino Properties LP in Providence, was able to keep his real estate investment and management company open throughout the pandemic and didn't lay off any employees.

COURTESY PAOLINO PROPERTIES LP

MAINTAINING 40 PROPERTIES during a public health crisis was an unexpected challenge for managing partner Joseph R. Paolino Jr. and his team at **Paolino Properties LP** in Providence. But their years of experience and pursuit of excellence had prepared them for the task.

A well-known public figure, Paolino served as Providence mayor from 1984-1991 and as the director of economic development and tourism under former Gov. Bruce Sundlun. In both roles, Paolino learned how to respond during a crisis by focusing on what was important – the people who were affected.

"Our priority was to protect our tenants and our family here," Paolino said. "My daughter [Jennifer Romano] put in safeguards from the very beginning and kept us safe."

Not only did Paolino protect the people under his watch, but he encouraged others to do the same.

"From early on, we advocated testing and instituted restrictions [such as] face masks and keeping a 6-foot distance," Paolino said of COVID-19 protocols.

Paolino said he feels strongly about taking responsibility to stop COVID-19 from spreading by getting the vaccine.

"People who don't want to get the vaccine should stay home. I respect everyone's opinion, but I don't have to agree," he said.

Throughout the pandemic, Paolino not only kept his business open and his workers employed but he also kept them safe.

"We kept on working, but we did it carefully. We followed science and never had to close," he said. "We want everyone to be able to come to work, but we want it to be done safely. We want to be the safest in the state."

These choices were not without consequences and costs.

"Financially, the past year has been very challenging to our company," Paolino said. "It's hurt us. I can't replenish what we've lost in income."

But Paolino knows, in the long run, he did the right thing.

"We didn't lay off anyone," he said. "My commitment to my staff was to keep them working and keeping them safe." ■

HUGH MINOR
Contributing writer

**'MY COMMITMENT
TO MY STAFF
WAS TO KEEP
THEM WORKING
AND KEEPING
THEM SAFE.'**



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Darlene Allen, CEO and Executive Director of Adoption Rhode Island, has dedicated her career to improving the lives of children, youth and families. She is a strong leader and advocate.

Darlene has been recognized for her work both locally and nationally. She is committed to high-quality standards of practice and leads a team of professionals empowered

to learn, utilize and share best-practices through trainings and professional education.



The Staff and Board of Directors of Adoption Rhode Island are proud to congratulate Darlene Allen on receiving the 2021 PBN Leaders and Achievers Award.

Adoption Rhode Island is a private nonprofit organization whose mission is to create safety, belonging and permanency for adopted and foster children, vulnerable youth, and families through compassionate services, advocacy, and education.

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JOHN J. PARTRIDGE

FOUNDING PARTNER
Partridge Snow & Hahn LLP



ALWAYS TEACHING: Although John J. “Jack” Partridge, one of the founding partners of Partridge Snow & Hahn LLP in Providence, has stepped down from the law firm, he continues to mentor new lawyers entering their respective practices.
COURTESY PARTRIDGE SNOW & HAHN LLP

AT 81, JOHN J. “JACK” PARTRIDGE has a resume filled with achievements: Founding partner of the Providence law firm **Partridge Snow & Hahn LLP**. Civic leader. Novelist. 2021 finalist for R.I. lieutenant governor.

“For me rest is rust, and I don’t want to be rusty,” he said. “I have to keep up with my three kids.”

Partridge and seven other lawyers founded the business law and litigation law firm Partridge Snow & Hahn in 1988. His practice focused on business decision-making, corporate governance for nonprofit and for-profit entities, and financial institution law.

After more than three decades as partner, Partridge recently stepped down from the firm. For years he has been dedicated to mentoring other lawyers, particularly by encouraging them to give back through civic engagement and pro bono work, and continues to do so, including mentoring new lawyers entering their respective practices.

“I’ve always strongly believed that if you’ve been as fortunate as I have, you must give back to the community,” said Partridge, who grew up in

Pawtucket and graduated from Providence College and Harvard Law School.

That was a large part of his motivation for applying for the role of lieutenant governor earlier this year, he said.

“I was a finalist, but I didn’t get it, so that’s history,” he said. “I’m not disappointed.”

Throughout his career, Partridge has served on several nonprofit boards and is co-founder and former co-chair of the Pawtucket Foundation, a nonprofit focused on economic development in the Blackstone Valley.

In recent years, Partridge has developed a successful second career writing crime and mystery novels set in Rhode Island. His latest book, “Under Blood Moons,” which was released in March, follows Jake Fournier, an Iraq War veteran who makes an unlikely parole board member.

“It’s about the issue of how do you deal with the parole of a person when a community doesn’t want him back,” Partridge said.

“I can draw from my experiences in these novels because I’ve certainly seen a lot of controversy over the years.” ■

JENNA PELLETIER
Contributing writer

‘FOR ME
REST IS RUST,
AND I DON’T
WANT TO
BE RUSTY.’

LESLIE PIRES

DIRECTOR OF SPECIALTY PHARMACY AND 340B
Care New England Health System



EASING THE PROCESS: As the director of specialty pharmacy and 340B for Care New England Health System in Providence, Leslie Pires coordinates working with doctors and insurance companies, advising for patients to make sure they are responding to medications, navigating side effects and getting answers to their questions.

PBN PHOTO/ELIZABETH GRAHAM

LESLIE PIRES HAD a conversation with a guidance counselor that changed her life. After deciding to apply to college and be a biology major, her high school guidance counselor encouraged her to do a joint application in pharmacy. She now works as the director of specialty pharmacy and 340B for **Care New England Health System** in Providence.

Specialty pharmacy is a new area of pharmacy that focuses on getting patients the medications that they may need for illnesses such as cancer or rheumatoid arthritis that are typically mail ordered and not available through a patient’s local pharmacy.

Pires coordinates working with doctors and insurance companies, facilitating one-on-one meetings and advising for patients to make sure they are responding to medications, navigating side effects and getting answers to their questions.

“We’re trying to make it less miserable,” Pires said. “Let’s help the patient get through it. We can make the process easier.”

Pires also tackles the burden of the financial obligation for patients who utilize the pharmacy. Any profits the program earns go back into helping to coordinate care. Be it finding rides to chemotherapy, coordinating pet sitting so a patient may receive overnight treatments, or looking for cost-reduction strategies through federal grant programs, Pires and the 340B program are there for patients.

“[Patients] need to focus on getting better and getting well [and] the mental adjustments to the disease, and if I can remove that burden from them, that means something to me,” Pires said.

Pires, who holds a Doctor of Pharmacy and a master’s degree in pharmacology, says she runs her department and all facets of her life with caring in mind.

“Caring is why I do what I do,” said Pires, who also assists the homeless by volunteering through the Mathewson Street Church in Providence. ■

CAITLIN HOWLE
Contributing writer

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THAT BURDEN
FROM THEM,
THAT MEANS
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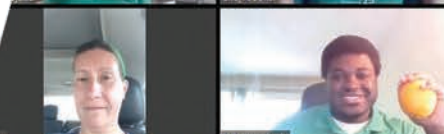
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DR. PHILIP R. RIZZUTO

OWNER

Rizzuto Eyelid and Facial Plastic Surgery



EYEING SOLO: Dr. Philip R. Rizzuto, an ophthalmologist, is the owner and sole practicing medical doctor at Rizzuto Eyelid & Facial Plastic Surgery in Providence, where he specializes in reconstructive and cosmetic surgery of the eyes and surrounding parts of the face.

PBN PHOTO/TRACY JENKINS

DR. PHILIP R. RIZZUTO is a self-employed ophthalmologist, but he doesn't work alone – not exactly.

The owner and sole practicing medical doctor at **Rizzuto Eyelid & Facial Plastic Surgery** in Providence, Rizzuto is a part of a group of about 200 self-employed ophthalmologists nationally who call themselves “solo eye docs.” He describes them as “a wonderful group of men and women who share ideas and talk about why physicians should not be afraid to go and start their own businesses.”

Rizzuto is an oculoplastic surgeon specializing in reconstructive and cosmetic surgery of the eyelids, the cavity around the eye, the eyebrows, cheeks and other parts of the eyes and surrounding parts of the face.

In addition to owning and operating his practice for 22 years and managing a staff of five, Rizzuto is also a clinical faculty member at the Brown University Warren Alpert Medical School and runs the oculoplastics program at the Providence Veterans Administra-

tion Medical Center.

For Rizzuto, the decision to open a solo practice has had its challenges and rewards.

“As with anything, you're trying to build a patient-customer-client base, that takes time,” Rizzuto said. But, he added, “There's nothing, no greater feeling than doing that yourself.”

Rizzuto is also involved with national and local medical associations, including the American Academy of Ophthalmology board of trustees, the Blue Cross Blue Shield Health Care Community Exchange Council, the Down Syndrome Society of Rhode Island Inc. and the Rhode Island Free Clinic Inc. board of trustees.

Nonemergency medical practices such as Rizzuto's were forced to shut down in the early stages of the COVID-19 pandemic in 2020. But his offices have reopened. “I've never had more fun ... than what I'm doing now,” he

said. “I've worked for 20 years to build this business and my practice so that I could be here now taking care of people.” ■

ISABELLA DELEO
Contributing writer

**'I'VE NEVER
HAD MORE
FUN ... THAN
WHAT I'M
DOING NOW.'**

ELIZABETH ROBSON

CEO AND PRESIDENT

J.F. Moran Co.



DOUBLE DUTY: Elizabeth “Betty” Robson says her dual roles as CEO and president of customs broker and logistics company J.F. Moran Co. in Smithfield and as a faculty member at Johnson & Wales University in Providence working with students pursuing their MBAs complement one another and help her to be better in each position.

PBN PHOTO/RUPERT WHITELEY

ELIZABETH “BETTY” ROBSON believes that relationships are the key to success. As CEO and president of **J.F. Moran Co.** in Smithfield, she works to run the customs broker and logistics company with her sister, Victoria Black.

Robson has been working at the company since she was 15, beginning as a billing clerk. At Boston College, where she earned her bachelor's degree, she arranged her courses so she could commute to work when she wasn't studying. After college, Robson became a licensed customs broker and went on to earn her law degree from Stetson University before returning to Rhode Island.

It's been more than 30 years since her beginning as that billing clerk. Robson paves the way for innovation by not only running the family business, but also serving as a faculty member at Johnson & Wales University in Providence, where she works closely with students pursuing their MBAs.

This marriage of academic and professional work spills over into the way that Robson teaches and works with her employees.

“Both have

helped me to be better on the other side, with industry helping me be a better teacher, and being an educator made me recognize how vital it is to dig deeper,” Robson said.

With her students and her employees, Robson can say that she has been in their shoes. She has been “behind the desk” in numerous roles within the company and stresses the importance of the people she has met in her professional journey.

“It is the people who are the biggest part of the business,” Robson said.

Under Robson's tenure as CEO and president, J.F. Moran has excelled, all with her focus on how individual relationships and mentoring within a company can help them thrive. Her biggest advice is, “If you can find something you love doing every day that makes you happy, you're going to be successful.”

Robson lives in Lincoln with her husband, George, who also works at J.F. Moran. Her daughter Daphne will soon take the bar exam, and her son Ethan is pursuing his MBA. ■

CAITLIN HOWLE
Contributing writer

**'IF YOU CAN
FIND
SOMETHING
YOU LOVE
... YOU'RE
GOING TO BE
SUCCESSFUL.'**

LUCY ROSE-CORREIA

CHIEF OF TALENT
Children's Friend



NOT BACKING DOWN: Whether she's working to provide services for vulnerable children and families through Children's Friend in Providence, where she serves as chief of talent, or running the New York Marathon, Lucy Rose-Correia believes in challenging herself.

PBN PHOTO/DAVE HANSEN

LUCY ROSE-CORREIA took a circuitous route to discover her talent.

A Rhode Island native, she found herself in Seattle, looking for work as a single mother and ended up at Nordstrom Inc., selling cosmetics. She excelled and eventually transferred to a store in New Jersey, where a friend working in the human resources department suggested she give HR a try.

It was a good fit. Eventually, Rose-Correia was helping the luxury department store open a location at Providence Place in the late 1990s. That included hiring more than 300 employees. In 2004, Rose-Correia earned an undergraduate degree at Lesley University at the same time as one of her sons. After working in several corporate HR positions, she now serves as the chief of talent for **Children's Friend**, a Providence nonprofit providing services for vulnerable children and families.

Rose-Correia brings passion and conviction to everything she does. She believes in challenging herself, not only professionally but also personally, including running in the New York Marathon.

Rose-Correia holds dual citizenship in the U.S. and Cape Verde, and works throughout the state to educate those of Cape Verdean descent on their heritage. Rose-Correia was also the founder of the Cape Verdean Veterans Memorial Project, which constructed a monument at the Rhode Island Veterans Cemetery in 2018.

"The spirit in which we engage people in a curious and positive way, we're being ambassadors of our culture," she said. "I love to talk about my heritage, and being in Rhode Island allows me to connect with the community of Cape Verdeans." While working on the memorial project, she met her future husband, Gary Correia, a retired U.S. Marine lieutenant colonel.

As a woman and a person of color, Rose-Correia said she feels it is important to share her achievements. "We need to be advocates for the work that we do and set the example for the next generation that's coming up behind us," Rose-Correia said.

Rose-Correia is working toward a master's degree in holistic leadership at Salve Regina University. ■

CAITLIN HOWLE
Contributing writer

**'WE NEED TO BE
ADVOCATES FOR
THE WORK THAT
WE DO AND SET
THE EXAMPLE.'**

EVAN SMITH

CEO AND PRESIDENT
Discover Newport



TOURISM CHAMPION: Evan Smith has been the CEO and president of Discover Newport since 2005, and in that time he has helped build tourism for the City by the Sea in the offseason, expanded the conference and events market, broadened the cruise ship market and increased visits from international travelers.

PBN FILE PHOTO/ELIZABETH GRAHAM

EVAN SMITH IS CONVINCED he has the best job in America.

Smith has been the CEO and president of the tourism agency **Discover Newport** since 2005, a job that he says combines a few of his greatest passions. "I love to travel, but I also love to help people travel," he said.

The travel industry veteran has been helping people visit the City by the Sea since he first joined the organization in 1990 as vice president of marketing. Now as Discover Newport's top executive, he leads a 10-person staff that promotes destinations and upcoming events in Newport and Bristol counties, and he maintains close ties with cultural institutions, businesses and government leaders. Prior to joining Discover Newport, Smith worked as the manager for the Water's Edge Resort & Spa in Westbrook, Conn.

Smith grew up in New York and majored in geology at the State University of New York at Geneseo – but he said he fell in love with Rhode Island. "I'll put my passion up for where I live with

anybody," he said.

During his tenure at Discover Newport, Smith has helped build tourism in the offseason, expanded the conference and corporate events market, broadened the cruise ship market and increased visits from international travelers – at least before COVID-19 hit in March 2020.

The pandemic has presented massive challenges for tourism, as many travelers from outside the region stayed home. At one point, Smith was forced to reduce his staff in a bid for survival. Now he has seen tourism improving. Summer 2021 has been busier than anticipated.

"What we learned, and what unfolded, was there was actually a very large number of people who wanted to migrate away from metropolitan areas, to resort areas ... and get out of cities," he said. Smith is still working to give more people reasons to travel. "It's my greatest hope that ... people's love for travel will be fully restored," he said. ■

ISABELLA DELEO
Contributing writer

**'IT'S MY
GREATEST
HOPE THAT ...
PEOPLE'S LOVE
FOR TRAVEL
WILL BE FULLY
RESTORED.'**



*Cheers
to
35
years*

*35 years
420 months
1,826 weeks
12,784 days
306,816 hours
18,408,960 minutes
1,104,537,600 seconds
and we've only just begun*

*save the date
Nov. 3rd, 2021*

Aldrich Mansion | Warwick Neck | 5:30 pm



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Lewis Brisbois congratulates Lauren Motola-Davis on being named to Providence Business News' 2021 Leaders & Achievers list!

As managing partner of Lewis Brisbois' Providence office and co-chair of the firm's Workers' Compensation Practice, Lauren consistently demonstrates excellent leadership, as both a legal practitioner and a mentor, leading to successes for her clients and colleagues. Congratulations to Lauren and all of this year's distinguished honorees!

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