

Lifting the Employee Voice

Active Listening Through Your Employee Resource Group Program (ERG)

Speaker Bios

Tiera D. Proctor, *Director, Pharmacy Services/Trillium Health*

Tiera Proctor is a dedicated pharmacist with a strong commitment to community engagement and health equity. With over a decade of experience, she has made significant contributions to the field, particularly in increasing medication adherence and immunizations among the underserved populations.

Currently serving as Director, Pharmacy Services at Trillium Health, Tiera leads initiatives to promote health equity and community engagement. Her previous roles at Kmart and Walmart allowed her to train and develop pharmacy staff and students while implementing direct patient care strategies for clinical programs.

Tiera earned her Bachelor's degree in biochemistry from Daemen University in 2009 and her Doctorate in Pharmacy from Lake Erie College of Medicine (LECOM) in 2014. Her passion for improving healthcare access and outcomes for all continues to drive her work in the field of pharmacy.

Tiera lives with her family in Webster, NY.



Betsy Truax, *Vice President of Equity and Compensation at First American Equipment Finance*

Currently, she serves as Vice President of Equity and Compensation at First American Equipment Finance, where she is committed to fair and just treatment and equal access to opportunities for all colleagues. Betsy is known for her dedication for ensuring compliance and community engagement. She has earned her Society for Human Resource Management (SHRM) Certified Professional, Professional in Human Resources Certification, Certified Payroll Professional, Certified ScrumMaster, and Diversity Equity and Inclusion in the Workplace Certificate.

Throughout her career, Betsy has been dedicated to shaping a better future for our community, and she has been

elected Class Chair for the Emerging Leadership Development Program (ELDP) in 2023, ELDP Steering Committee, United Way Board Observer in 2024, Big Brother Big Sister Gala Committee, and served as the Board Secretary on the Greater Rochester Area Payroll Association.

In addition to her professional accomplishments, Betsy is passionate about celebrating the unique qualities, perspectives, and experiences that individuals bring to the table, which she believes contribute to her holistic approach to Payroll and Human Resources. She holds a bachelor's from SUNY Brockport, further solidifying her expertise and commitment to excellence.

Laotian was her 1st language and primary language spoken at home. The iconic Mr. Rogers and Sesame Street shows are how she learned English. She describes herself as owning too many craft supplies, has a witty sense of humor, loves scaring people, and enjoys comically navigating through parenthood.

Her favorite part about working at First American Equipment Finance is the culture. Being surrounded by colleagues that put in so much time and effort to excel both professionally and personally is what drives her. She is grateful to be a part of a company that empowers her to implement change and values her feedback.

Sady Alvarado-Fischer (she/her/ella),

Vice President, Diversity, Equity & Inclusion Officer, Excellus BlueCross BlueShield

Sady is an award-winning, Queer Latina changemaker with roots in HIV prevention and a passion for social justice.

As Vice President, Diversity, Equity and Inclusion Officer at Excellus BlueCross BlueShield, Sady leads the company's DEI strategy. In 2019, she developed the I.D.E.A. Mindset – her framework that became one of the company's 7 core values in 2022.

Under Sady's leadership, the organization has earned several recognitions for workplace inclusion, including several firsts: In 2021, Excellus BCBS was named a "Best Places to Work for Disability Inclusion," receiving a top score of 100 percent in each successive year (2021-2024) on the Disability Equality Index. In 2023 and 2024, Excellus BCBS was named one of Forbes' "Best Employers for Diversity," and this year was named for the first time to Forbes' list of "Best Employers for Women."

As a result of her own intersecting identities, Sady has a strong passion for women, Latinx, and LGBTQ+ issues, beginning her career with Willow Domestic



Violence Center and Trillium Health, and working with numerous changemaking organizations across Rochester and the country as a facilitator, consultant, and speaker.

She volunteers with several organizations, including Rochester Latinx Roundtable and United Way's Leadership Development Programs, where she co-founded the Pride Leadership Development Program. Sady also serves on several boards, including the Rochester Chamber of Commerce Women's Council, YMCA of Greater Rochester, Greater Rochester Health Foundation, and Causewave Community Partners.

Sady's work has received numerous local, state, and national awards. In the last year, she was honored on the Power List of LGBTQ+ Business Leaders by RBJ, as the Greater Rochester Chamber of Commerce Colors of Success DEI Leadership Award winner, and as a Healthcare Diversity Leader by the National Diversity Council. She was one of 200 women featured in the Changemakers exhibit at the Rochester Museum and Science Center for her impact within the Rochester community.

Sady holds a bachelor's in Gender Studies from Empire State College, a master's in Leadership & Organizational Change from Nazareth University, and is a Certified Diversity Executive.

When she's not challenging the status quo, you can find her spending time with her favorite people: her wife, Leslie, and their three children. They are her pride and joy and motivate her to make a difference in the world.



Kelly Henion, *Compliance Specialist, ESL Federal Credit Union*

When Kelly joined ESL in 2021, she brought 17 years of experience in the financial industry to ESL. In her second year at ESL, she joined the Diversity, Equity, and Inclusion project team and became the liaison for the newly formed People with Disabilities Employee Resource Group. In January 2024, Kelly became the Chair of the People with Disabilities ERG and is a member of the Employment Equity Coalition, a group that focuses on employment equity for people with disabilities in Monroe County and the City of Rochester.

Tom Rogers, Senior VP, Chief Financial Officer, and Director of Finance, ESL Federal Credit Union

When Tom joined ESL in 2013, our organization gained more than 20 years of diverse financial experience. Tom oversees ESL accounting, treasury, strategic planning, market and business intelligence, product development and operations areas. He also serves as a member of several executive-level committees. Prior to joining ESL, he led Broadstone Real Estate, LLC, as president and chief operating officer. Tom received his BS in Accounting from the State University of New York at Buffalo, and earned an MBA from the University of Rochester, William E. Simon Graduate School of Business. Tom is also a Certified Public Accountant (CPA) in the State of New York.

He generously volunteers his time and talent to the community, currently serving as board of director's chair of the Ronald McDonald House Charities of Rochester, and board member of the COMET Informatics, LLC. Previously, Tom served on the boards of the United Way of Greater Rochester, Flower City Habitat for Humanity, the Rochester Hearing and Speech Center and The Center for Youth Services.



Sydney E. Bell (she/her) is the Manager of Diversity, Equity & Inclusion (DEI) at ESL Federal Credit Union where she leads DEI programming and education and supports overall DEI strategy for ESL. Sydney joined ESL in 2020 as a Training and Performance Specialist on the Learning and Development team. She moved to the Diversity, Equity, and Inclusion Specialist role in 2021 and was then promoted to her current role in 2022.

Sydney also serves as an adjunct professor at Nazareth University in the School of Business and Leadership and as Chair of the Board of Directors at the Women's Foundation of Genesee Valley.

Sydney has a Master's degree in Human Resource Development from Nazareth University and is a certified antiracism facilitator through 540WMain, Inc. She is an alum of the 2023 Leadership Rochester cohort, a member of the Rochester Chamber's DEI Leadership Exchange Program and the founder of the Rochester JEDI Collective.