

Report of the Friends Home in Kennett for calendar year 2018 for Western Quarterly Meeting.

The mission of the organization continues to guide the board and staff of the Friends Home in Kennett:

Mission Statement: The Friends Home in Kennett is a non-profit organization dedicated to providing quality care in a homelike atmosphere for older men and women of modest means. We encourage independence and we respect the individuality and dignity of all in keeping with the values of the Religious Society of Friends.

Board and Staff:

Bob Norris was welcomed onto the board January 2018. Bob is a Borough resident who has and continues to be very active in the community. There were several department head changes in 2018. Barb Bryer, the Director of Nursing and Personal Care Administrator, retired. Dianne Goodwin is the new Director of Nursing and Christine McDonald obtained her Personal Care Administrator's certificate. Dianne was the Health Center nurse several years ago and we are thrilled to have her return as the Director. Bill Braun retired as the Director of Facilities and Housekeeping. Eric Lacey was promoted to the Director's position and is managing the team well. Betsy Bryant, a Friends Home employee for over 10 years, was promoted to Director of Community Life. Her department has grown to include 5 full time employees. This allows the facility to have Community Life support and activities 7 days a week both in Friends Home and Linden Hall.

Board Visioning:

The Board and Administration envisioned a need for a more fluid and safer connection between the Home and Linden Hall as well as sought a means to expand residents' access to enclosed outdoor facilities. Plans led to the relocation of the Loading Dock and the construction of a corridor between the two facilities. The construction project is underway with the loading dock portion completed and in use. Minor modifications to the corridor plan were required by the Department of Health that caused minimal cost increases but did not delay the start date. The groundbreaking ceremony for the corridor and front entrance occurred during the 120th celebrations in October.

Operations:

In 2018 many improvements were made to the buildings on the Friends Home/Linden Hall campus with the use of generous grants from several sources. The resident rooms in Linden Hall received new floors and completely updated bathrooms. Friends Home was able to upgrade flooring and furnishings in the library, sunroom and

parlor. A Bistro with 24/7 residential access to food and drink is planned as a parlor addition. Grants have also enabled Friends Home to provide financial support to residents, which in 2018 totaled \$79,795.08 No request for assistance was turned away.

For the 2018 calendar year the average census in Friends Home was 45. compared to the 2017 average census of 41. Linden Hall's 2018 average census was 18.6 compared to 16.9 in 2017. Both Friends Home and Linden Hall census results are above the budgeted numbers of 40 and 15.0 respectively.

The Garden Court wing of the Friends Home has been difficult to occupy due to its isolated location. The decision was made this year to convert the Garden Court wing into a true supportive independent section of the Friends Home. The rental fee for these rooms will be \$2500, \$1000 less than in the top two floors. Residents can still receive a level of care if required. -A prospective resident would have to pass both cognitive and physical assessments since the area is isolated and further away than most rooms. We will be converting GC2 into an indoor greenhouse area with community grant money already received. GC4 will be converted into a kitchen to be used only by Garden Court residents and the Community Life staff for group activities. We are also going to allow pets in Garden Court.

The residents at Friends Home have continued to be involved in several local community service projects. This past year has seen a greater collaboration with neighboring Universities and High Schools. The Friends Home has had several student interns from Penn State, Walden and West Chester Universities. The Friends Home has also established a relationship with West Chester University to be involved with their Gerontology Degree. We will be hosting volunteer/interns from their program for 8-hour blocks of service. The Friends Home has also been contacted by Penn State to be involved with their Function Focused Care research study. The study will involve in servicing the care staff on the program then follow-up visits will occur throughout the academic year gathering data to study the impact of implementing their approach. Local high school students have been very active with volunteering and completing their Eagle and Gold projects here at the Friends Home.

-We are continuing to work towards our Montessori certification. To obtain the certification 102 tasks need to be completed. As of December 2018, we have completed 66 of those tasks. The projected time frame for completion is fall of 2019.

The 120th celebration was held the week of October 15th-20th. Activities for residents, staff, families, professionals, volunteers and the community at large were held the whole week. It was an amazing and humbling event. Uncovering all the historic documents and pictures truly represented the significance of the Friends Home to the Kennett Square Community.

One of our Board members initiated our volunteer driving program with several of her community friends, neighbors, and members of the London Grove Meeting. Volunteers drive residents to local medical appointments and provide support during the visit. This

has been an invaluable service to our residents, and we are all grateful to all the people who have donated their time to make this program successful.

Finances:

We were very fortunate that the average census of the Home was about 8 residents above budget for 2018. The year ended with income of \$4.29 million, exceeding operating expenses by nearly \$100,000. An additional \$350,000 was spent on the construction projects of the loading dock relocation, which is now finished, and the connecting corridor. Our investment account, valued at \$7.8 million at year end, continues to provide support to the Home. The Spending Rule from the Investment Account allows a 3% budgeted spending allocation, but we were able to make do on just half that, or about \$120,000, leaving the other half of the allocation in savings. The Board was sufficiently confident in our financial position and clear in our mission of affordable rates that resident rates were not increased for 2019, while staff salaries were raised by 3%. Current monthly rates for the Home range from \$3250-\$4950 based on the size of the living space. Linden Hall rates are \$310 a day for a semi-private room and \$345 day for a private room.

Looking Ahead:

The major themes of the Leading Age Conference this year were affordable housing and care, inclusion of dementia residents, and walkable communities. Due to the nature of the Friends Home mission and our location we are addressing all these topics. The consensus at Leading Age was a need to provide choices to seniors such as rental models with lowered monthly fees. A discussion also occurred surrounding the use of community resources such as the library, YMCA, and local restaurants to decrease the amenities needed within the facility. This will compensate for the lower monthly fees. The overall message was that not every senior can afford or wants to live in a CCRC, so a need will be for affordable options. The other interesting discussion was on the overuse of secured dementia units and how inclusion can be a part of a community's mission. Friends Home is dedicated to continuing to provide these options for Chester County residents and their families.

Thanks

We continue to be thankful for the support of the Monthly Meetings and individuals of Western Quarterly Meeting, through the efforts of volunteers from the

Quarter, and through the financial support through the years. Even though Friends Home is no longer owned and managed by Western Quarter, we still benefit from the “care relationship” with the Quarter. Thank you!