

Report of the Friends Home in Kennett for calendar year 2019 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:

Elaine Amoss was welcomed onto the board in 2019. Both Elaine and her husband have been involved with the Friends Home for many years and we welcome her back. The managerial staff has been stable and as a group we are working on an in-depth succession plan to ensure continuity of business in case of unexpected circumstances.

Board Visioning:

The connector between Linden Hall and the Personal Care building is complete and in use. The addition provides a safe throughway between the buildings and encourages visits and participation between locations. The board has begun discussions on improving the accessibility of the Personal Care side of Friends.

The existing porch in Linden Hall was upgraded to be a sunroom to be used all year round. A secure outdoor patio area and garden were also part of the addition and provide our Linden Hall residents with a beautiful area to safely sit and enjoy the outdoors.

The Bistro is completed and in use. This area provides our residents with access to food 24/7.

Operations:

The Garden Court wing of the Friends Home has been converted into a supportive independent wing and is fully occupied. There are strict cognitive and physical criteria that all potential resident must meet due to the lower cost and location of this wing. The fully equipped kitchen is completed and being utilized by the supportive independent residents and the community life department for group activities. The conversion of GC2 into an indoor greenhouse area with community grant money has begun but is not completed. We did allow pets in Garden Court, but dogs were found to be too disruptive to other residents so at this time cats are the only 4-legged pets allowed in Friends Home. Residents who live in the independent apartments are allowed to have dogs.

The Friends Home in Kennett made the decision to be more active on social media. We have hired a local company to manage our platforms. These interactions have been embraced by the public and broadened our outreach. Please connect with our Facebook page and Instagram account to see our daily posts.

Resident Life

The residents at Friends Home have continued to be involved in several local community service projects. The Friends Home has had several student interns from Penn State, Walden, and West Chester Universities during the 2019 calendar year. We have been very active with Walden's Nurse Practitioner program with emphasis on Geriatric Psychology. This is an area of medical care here in Southern Chester County, which is lacking, and the need is great. The volunteer/interns from the West Chester University Gerontology were here for 8 hours shifts of service. The Function Focused Care research study was completed this year. We were able to assist Penn State with their research involving the importance of residents staying mobile. Local high school students continue to be very active with volunteering and completing their Eagle and Gold projects here at the Friends Home. We have had raised beds, bird houses and one project based on Montessori inspired activities.

The Montessori Program continues to grow and work towards our gold certification. We did receive a Bronze level of certification in 2019 and plans were in place for the onsite visit the spring of 2020. We were waiting for the construction to be completed in Linden Hall prior to scheduling this visit to be evaluated for the Gold certification. Things were all in place the beginning of 2020 and then the pandemic put all this on hold. We are continuing with all the programs and staff development but will have to wait until outside visitors are welcome in our facility to reschedule the evaluation.

In June of 2019 we hired a new Community Life Associate with an extensive music education and background to develop our very own Performing Arts Program. The program has grown quickly to involve the Friends Home Choir and private singing, and piano lessons. Residents have been enjoying music appreciation and daily concerts on our donated grand piano in Linden Hall. Plans are in place for an acting club and an entertaining talent show.

The Friends Home also became the first local senior living community to acquire a Virtual Reality program with Rendever. Our residents have enjoyed riding a camel, swimming with dolphins and even returning to their childhood homes. This was all made possible with a generous grant from the Quaker Buildings and Programs Granting Group.

Finances:

2019 was a year of personal loss for the Friends Home. Several of our residents passed away or had to leave us due to their need for more care. Our average census for Friends

Home was 41.29 which was below budgeted census of 44. The average census for Linden Hall was 17.89 which is above budgeted census of 16. Due to this decrease in revenue, the Friends Home ended 2019 with a deficit. Our investment account, valued at \$8.9 million at year end, continues to provide support to the Home. The Spending Rule from the Investment Account allows a 3% budgeted spending allocation, which we utilized. The room rates were increased to \$3250-\$4950 based on the size of the living space. Linden Hall rates were increased to \$320 a day for a semi-private room and \$360 day for a private room. We were still able to provide a 2% salary increase to the staff this year.

Grants and budgeted funds have also enabled Friends Home to provide financial support to residents, which in 2019 totaled \$113,882.

Looking Ahead: 2020

The Friends Home in Kennett is looking to continue the mission of expanding the engagement of our residents within our own community and the Kennett community at large. Our residents will be visiting the Montessori classroom of the Kennett YMCA monthly for joint projects and several residents are volunteering with the local schools.

Plans are underway for determining how the Friends Home can adapt and become more accessible. Presently the Friends Home cannot care for a resident in a wheelchair. We will begin to look into the feasibility of adding a larger elevator and converting some rooms in the Personal Care to be wheelchair accessible.

Then the pandemic:

On March 11th, 2020 everything changed at the Friends Home and our sole mission became to keep our residents and staff healthy. We modified our policies and procedures to minimize our chance of exposure to the virus. Due to the unending commitment of our staff, both here and at home, we at this time have not had any cases of COVID. We are all painfully aware that the risk is still present and will be with us for the unforeseeable future. We are now making plans on how to safely resume a new "normal" of keeping everyone healthy while maintaining a quality of life.

Thanks

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