

Report of the Friends Home in Kennett for calendar year 2020 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:

Starting in March of 2020 all board meetings were held via Zoom. There were no changes within the board this year.

COVID issues consumed the staff throughout the year. The Friends Home and Linden Hall closed to all visitors in March and maintained this status through 2020. The DON of Linden Hall retired after over 20 years of employment. She was also our Infectious Disease specialist, so her presence has been greatly missed. In her absence I worked very closely with the nursing and medical staff of the RRHCP to assist with our COVID response. The RRHCP is the Regional Response Health Collaboration Program developed by the state with Penn Medicine to provide facilities support during the pandemic. They were essential to the Friends Home during our outbreak in December providing guidance, staffing and education.

Board Visioning:

The proposed projects for post COVID planning will be improving accessibility at the Friends Home. The first two projects identified were replacing the enclosed walkway between the FH and independent apartments with one that is ADA approved, temperature controlled and completely enclosed. Plans for this project did continue during the pandemic since everything was external. The goal is to begin construction in 2021.

The second project was to be installing another, larger elevator. This project has been delayed due to COVID.

The Friends Home will also be making smaller modifications to some of our rooms to allow for accommodation of wheelchairs use for our residents.

Operations:

COVID controlled all aspects of operations in 2020. We developed new policies and procedures concerning dining, activities, visitation, PPE inventory and procurement, and facility wide communication with staff, families, and residents. The Friends Home does now have a pandemic policy and procedure manual that will allow Friends Home to be better prepared for the next pandemic.

I have been able to enroll several Penn State Health Care Administration students in our virtual internship program. The goal of the internship is that the students will develop a pandemic policy and procedure manual specific to COVID but something they can use in the future for any pandemic. My goal for the internship is to increase awareness and preparedness for potential administrators of senior living communities during a future pandemic.

Resident Life

Residents' programming and the daily calendar were greatly affected by COVID. We had to follow state and federal guidelines for group size and activity limitations. The Montessori Program was able to continue but not expand and/or obtain the evaluation for gold certification. This will be a primary goal once the restrictions are lifted.

Our Performing Arts program received a substantial grant from the FFA towards our programming April 2020. The original plans were modified due to COVID, but we were able to provide residents with modified activities. All singing was discontinued but we did enjoy a hand chime choir, bongo playing and Boomwhackers activities. Our Performing Arts Associate had extensive plans for a modified holiday performance to record and share with our families, but COVID prevented that from occurring. The Friends Home has plans for an even grander performance in 2021.

We did allow for outdoor visitation throughout the pandemic unless we had an active case of COVID. Thanks to our beautiful front porch and the new Linden Hall patio and gardens, these visits were able to safely occur.

Finances:

2020 was a year we did not budget for. Our unplanned COVID expenses for supplies and staffing were almost \$200,000 at year end. We did receive a PPP loan, which was forgiven several months ago, and ACT 24 grant monies from the government. Our average census for Friends Home was 34.5 which was below budgeted census of 38. The average census for Linden Hall was 18.1 which is above budgeted census of 16. We did have a few admissions during the pandemic, but most families reported waiting to seek admittance until residents can come and go and also have visitors. Our investment account, valued at \$9.78 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.

We increased room rates by 3% and also increased staff salaries by 3% for 2021. Even though 2020 was not a stable year financially, the board did recognize the sacrifice and dedication the staff exhibited throughout the pandemic and felt a raise was necessary. Grants and budgeted funds have also enabled Friends Home to provide financial support to residents, which in 2020 totaled just under \$150,000.

Looking Ahead: 2021

Once the pandemic no longer has a hold over everything we do at Friends Home, the goals are to continue with advancing our Montessori and Performing Arts programs, resume the accessibility construction projects and return to our immersion in the Kennett Square Community.

2021 Updated Information

Construction on the second phase of our accessibility construction has begun with the ADA approved connector between the Independent apartments and the Personal Care building. The next project will be to install a second larger elevator that can accommodate wheelchairs and/or stretchers.

COVID Update:

At this time 100% of our residents are vaccinated and approximately 85% of staff. We are open to visitors with guidelines, and we have begun controlled trips and group activities. Post COVID staffing issues are still lingering. It has been difficult to obtain nursing and caregiver staff. We recently hired an infectious disease nurse and other open positions are beginning to be filled.

Thank you:

We continue to be thankful for the support and concern of the Monthly Meetings and individuals of Western Quarterly Meeting. Your thoughts and prayers for us during the pandemic were greatly appreciated. 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!

**Sincerely,
Christine McDonald, ED**