Investing in the Greater Community

A Community Benefit Report
Fiscal Year 2014
We demonstrate good citizenship by serving as a catalyst, convener, facilitator and sustainer of community efforts.

We have programs that benefit each local community – enhancing the quality of life of those we serve.

We are actively involved and keep abreast of public policy issues important to the people we serve.

We welcome and actively support volunteer involvement throughout all areas of our organization.

We challenge ourselves to do more, care more and be more, helping us to live our mission every day.
Just as the Russell family believed in providing resources to care for the greater community with the donation of land in memory of Dorothy Love in 1921, Ohio Presbyterian Retirement Services (OPRS) echoes that commitment today by continuing to invest in our local communities.

Whether through involvement with various civic organizations or donations to charitable causes, our staff is passionate about providing support to those who need it the most. We invite you to read their stories which are highlighted in this report.

Organizationally, we seek to offer additional services to those who otherwise could not afford it. Out of this desire, and with our mission at the forefront, we developed an innovative solution to provide needed care to patients leaving the hospital. This past year, we were pleased to introduce Home to Stay, a care transition program that assists those returning home through education, clinical care and coaching. By developing specific diagnosis-related protocols and appropriately coordinating care, program participants receive essential help and follow-up at no cost to them.

In addition to everything else we do, we are extremely proud of this new initiative and the difference it is making in the lives of those around us. Thank you for partnering with us to serve not only our residents and clients, but our greater communities!

**Our Mission** is to provide older adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel.
**Breckenridge Village**

Through tragedy the Breckenridge Village staff was given an opportunity to do something good. One of their staff members had a child in her family who needed to spend an extended period of time at Rainbows Babies and Children’s Hospital in downtown Cleveland. During their visits they had the opportunity to use the Ronald McDonald Family Room. This is a place where families of children staying at the hospital can rest and get something to eat at no charge. When staff at Breckenridge started asking what they could do to help the family, they responded with a wish list from the Ronald McDonald Family Room. Donation boxes were set up throughout the campus and with the help of Chaplain Don Grauer, regular deliveries of food, toys, games and other supplies were delivered to the Family Room. During the first delivery, the coordinator was in tears as Chaplain Grauer brought in the many boxes that were collected, as they met a very real need. The Breckenridge staff received many letters of gratitude for their donations.

**Additional Support**

Breckenridge Village has a long-standing relationship with CIPC ArtsConnect, a musical outreach program presented by the Cleveland International Piano Competition. In July, 24-year-old pianist/composer Ruoyu Huang from China gave an outstanding performance at Breckenridge Village and received a standing ovation.

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**Senior Independence**

**Greater Cleveland Region**

Senior Independence’s (SI’s) Greater Cleveland region works with Gateway Family House, an assisted living facility in Euclid, Ohio that specializes in dementia care. The team provided education and gave advice to staff members along with a dementia support group on how to best help loved ones with dementia. Nearly a dozen people were in attendance. The SI staff was able to give family members and workers new ideas to help with these residents, and there was great conversation among the group about what has worked for them and how they help their loved ones.

**Additional Support**

Staff participated in Meals on Wheels, signed cards for hospital patients, and hosted a number of educational events. They were also active in the We Honor Veterans program, hosting recognition ceremonies for over 90 former servicemen and servicewomen. Another highlight was judging pumpkins at the Chardon Senior Center.
Dorothy Love held the fourth annual “Run to Remember 5k” on April 12. More than 100 runners and walkers came out to support this great cause. Over 30 volunteers, including residents, generously gave their time to help make it a successful event. The race takes place throughout the Dorothy Love campus and several residents come out of their homes to cheer on the runners.

Thanks to the runners and sponsors, approximately $3,000 was raised from this event. Proceeds of the event are divided between the Alzheimer’s Association and the Dorothy Love Life Care Commitment. Plans are underway for the fifth annual race which will be held April 11, 2015.

The weekly chair exercise program is a great benefit for the residents at Liberty Commons—an SI service location. Participants meet on Friday afternoons for a series of chair exercises recommended by the Arthritis Foundation. They are encouraged to do these exercises at home two to three times a week. Exercising with friends has many benefits including reducing social isolation, improving stamina and mobility and decreasing stress levels, giving participants a sense of well-being. Exercise also improves general health and is highly recommended by physicians throughout the region.

**Additional Support**

Staff provided education about the HEAP program, which helps eligible low-income Ohioans meet the high costs of home heating. Staff also provided assistance with the necessary paperwork.

**Additional Support**

The Sidney High School soccer team joined the men of Dorothy Love in June for a Fishing Derby and barbecue. The soccer coach brought kayaks and the kayakers raced as well as fished. Resident Dr. John Beigel, who helps stock the pond, supplied the fishing gear, bait and chairs for the men. There were winners from both residents and soccer players for the “Most Caught” and the “Largest Catch.” The soccer team gave a demonstration of their skills and a barbecue picnic lunch followed.
Additional Support
Nineteen anglers participated in Cape May’s annual fishing derby – a great way for adults and kids to enhance their angling skills and have a great time together. Cape May and its 3M Club is happy to host the derby and luncheon each year, complete with lots of fun and prizes!

Cape May Retirement Village

Environmental Services Director Steve Roe is the president of one of the two Wilmington Rotary Clubs which sponsor the annual Banana Split Festival. The festival is dependent upon the help and financial support of local organizations and individuals. As the festival’s corporate fundraiser, Steve not only helps secure financial support, he also hosts the yearlong planning sessions at Cape May’s Campus Center.

The festival highlight is the banana split competition for local chefs and restaurants. The only rule is that entrants use the ingredients of a banana split. The chefs and culinary teams from Cape May have placed twice as second runner-up for their creations. The Banana Split Festival is the largest of its kind and is attended by residents from Wilmington and its surrounding counties.

Additional Support
The Environmental Services staff of Lake Vista hosted a pancake breakfast to honor and thank the Cortland City Fire Department and EMS teams for their dedication and support of the community.

Lake Vista of Cortland

Lake Vista has hosted Someplace Safe’s annual Duck Derby for the last four years. Someplace Safe is Trumbull County’s only domestic violence shelter. Each year $6,000 to $8,000 is raised to help with the needs of the shelter. The race is coordinated by the advisory council of Someplace Safe, the staff of Lake Vista and the Cortland Fire Department, who help the ducks swim.

The annual duck race brings the greater community to Lake Vista to enjoy an afternoon featuring activities for kids, live entertainment, food vendors and competitive fun on the pond.
Mount Pleasant Retirement Village

Since 1983, Gladys Schorr, one of the original residents of Mount Pleasant Place, collected and filled shoeboxes for Operation Christmas Child, a project of Samaritan’s Purse, a Christian relief and evangelism organization. Since Gladys’ passing, the staff and residents of Mount Pleasant have continued her mission of collecting and filling shoeboxes for needy children around the world. For nine years, residents Richard and Joann Schechter have delivered Operation Christmas Child brochures to every resident on campus. In addition, Doris Eby joined Richard and Joann collecting filled boxes from residents. Dick and Willie Schorr (Gladys’ son and daughter-in-law, and new Mount Pleasant residents) have continued to transport filled boxes to the drop-off site in Cincinnati each year.

The Vineyard on Catawba

The Ottawa County branch of the Salvation Army hosts a charity auction each year inviting local businesses to donate goods or services. The Vineyard on Catawba participates by donating a completely decorated Christmas tree.

Each year, a theme for the tree is chosen. Residents then purchase ornaments that coordinate with the theme and donate them. Everyone who donates an ornament is invited to a special luncheon to see the tree and share their favorite holiday memories.

This is a fantastic way for The Vineyard on Catawba to contribute to the greater community. One year, the tree was purchased by a local businessman for over $1,000 and then donated to a family in need.

Additional Support

Mount Pleasant started the only caregiver support group in Butler County. The first meeting was in June and featured a presentation by the Alzheimer’s Association.

Additional Support

Yearly, residents and staff participate in the Salvation Army’s Red Kettle campaign. The community is fortunate to have a grocery store nearby where the kettle is set up indoors so the residents do not have to be out in the cold.
Llanfair Retirement Community

Llanfair Retirement Community supported the College Hill Community Urban Redevelopment Corporation’s Kentucky Derby Day fundraiser through a sponsorship and donations of bottled water, desserts, various supplies, a gift certificate and several hours of staff time. Nearly 150 guests were in attendance and the event began with a reception in the formal garden of the historic Laurel Court. Mint Juleps along with other beverages and hors d’oeuvres were served while everyone enjoyed live entertainment and later watched the 140th “Run for the Roses.” After the race, guests enjoyed catered Derby fare, hat contests, split the pot and the photo booth, while bidding on an array of items in a silent auction. The Derby Day fundraiser netted well over $12,000.

Additional Support Llanfair sponsored the Prevent Blindness Ohio “Swing Fore Sight” Golf Tournament fundraiser, with a monetary donation for the longest putt and closest to the pin awards, and also donated bottled water for the golfers. The event was held at Maketewah Country Club and raised more than $50,000 toward the sight saving services of Prevent Blindness Ohio. Llanfair has a passion for educating residents on eye health and vision services through its own Shared Vision Group which meets each month.

Senior Independence

Southwest Ohio Region

When Senior Independence’s Director of Program Services Libby Feck started working at the Anderson Senior Center, she saw an opportunity to use the kitchen at the center as a training site for students with special needs. Libby contacted the Forest Hills School District and they happily agreed, resulting in an eight-year collaboration.

Students visit the senior center weekly with their job coach/teacher to learn the skills necessary to work in a kitchen. From learning to bus tables to operating kitchen equipment, and even assisting with member lunches, this intergenerational project has proven to be very successful and fulfilling for the students, staff and members of the center.

Additional Support The staff at the Anderson Senior Center assisted the local Wish Tree program by picking up gifts that have been dropped off at local businesses and taking them to the distribution center. They also assist in wrapping the gifts and delivering them to the people in need.
Executive Director Brian Kolenich was honored with the 2013 Community Impact Service Award at the United Way of Youngstown and the Mahoning Valley’s annual meeting last May.

Brian has served on the United Way board of directors since 2011. As chair of its Community Impact Committee from 2010 to 2013, he facilitated the evaluation of proposals from more than 30 nonprofit agencies overseeing about 74 programs to which the United Way distributes $1.4 million dollars annually. While chair, Brian developed a fair and inclusive proposal process that benefited both volunteers and local United Way agencies.

Brian served as co-chair from 2007 to 2009 and chair from 2009 to 2013 of the United Way’s Senior Vision Council. As chair, he led an initiative to develop the Mahoning Adult Protection Network (MAPN), connecting area non-profits in a collaborative to better serve the county’s high-risk older adults. In 2013 MAPN was recognized as a United Way initiative and operates through a free-standing advisory board and clinical committee.

Approximately 35 men, women and children make up the Round Table Wood Carvers, a club that meets weekly at the Mahoning Valley Senior Center. For over 10 years, they have worked on various projects from comfort crosses for the hospice program to walking canes for veterans.

Last fall, Millcreek Metropark’s Garden District Program Director Lori Mound heard about the Round Table Wood Carvers and decided to ask for assistance with a project to benefit their program – the “Bug Box” project. The Garden District program provides educational instruction to a group of low income, disabled children from the inner city on healthy eating, vegetable and flower gardening, and the impact bugs can make on a garden.

A group of four from the club agreed to help with the project and created a template using wood, screen and Plexiglas. Each box was created to be unique and had a whimsical feel. Fabric handles adhered to the box to make it easy for children to carry and use in their gardens. In total, 15 boxes were created for the children in the program.

Additional Support The Mahoning Valley Senior Center food pantry is an ongoing collection of nonperishable food items that is donated to the Second Harvest Food Bank. Donations provide for the ill and needy, and also children from the Mahoning, Trumbull and Columbiana counties. Last year over 300 pounds of food were donated by area seniors who visited and participated in programs at the senior center. The hand-decorated collection barrel is located inside the entrance of the Senior Center for visitors to place their contributions.

Additional Support Nine Park Vista employees worked alongside others during the United Way Day of Caring Campaign to build a handicap- and wheelchair-accessible playground in Wick Park.
Rockynol employees enjoy volunteering for Read to Me Day at the Hatton Community Learning Center, an Akron public elementary school. The staff read for one hour to a class of students from kindergarten through third grade. In total, volunteers interact with students in approximately a dozen classrooms during visits. Read to Me Day is a project of the United Way of Summit County Corporate Volunteer Council in collaboration with the Akron Public Schools.

Additional Support Cornerstone Free Methodist Church helps provide free hot meals, bagged lunches and free clothing with the Jesus Said … Ministries. Rockynol donates lunches to all of the Cornerstone volunteers on the first Saturday of each month.

Senior Independence, Akron/Canton Region

The Senior Independence Adult Day Center in Akron has a 32-year history of partnering with Westminster Presbyterian Church which houses the program. This year during Adult Day Services Week, the center joined with the YMCA children’s day care program at the church for a special event – Dancing with Grandma and Grandpa. The center’s clients are blessed to have children visit them throughout the year to have stories read to them and to dance to “Wooly, Bully.” The children also visit for the holidays, donning costumes for Halloween, singing carols at Christmas and having Easter egg hunts, which provides much enjoyment for the center’s clients.

Additional Support The Senior Independence Canton Adult Day Center is housed within Zion Lutheran Church in North Canton. Bi-monthly, staff members wear jeans and bring in canned goods to support the food pantry. The adult day center transportation driver picks up the food on a regular basis to help supply the pantry.
Greater Toledo Region

Senior Independence of Greater Toledo has been a part of the annual Caregiver Expo in Toledo, Ohio since its inception. This year, the focus was on the caregiver who is caring for someone else with dementia. A variety of resources were offered to those in attendance including a tool that helps determine the appropriate services needed for each stage of dementia and a communication dos and don’ts guide, *The 10 Absolutes of Alzheimer’s*. Information about accessing the icaregiver website, a place where caregivers can turn for answers to almost any question they might have including how to enroll in Medicare or Medicaid, definitions to common medical terms, and how to relieve stress was also distributed.

Additional Support  Staff supported the Beach House Family Shelter by helping load Christmas gifts and groceries onto trucks for delivery to its residents. This kicked off a yearlong campaign of support for the local shelter.

Swan Creek Retirement Village

After hearing about The Giving Store’s shortage of warm blankets, Swan Creek residents and staff members set to work turning fleece fabric into no-sew blankets. Each completed blanket fits a full size bed and requires 1-2 hours from start to finish. Residents, staff, family members and volunteers have all pitched in to complete them. Over the past three years the “Blanket Brigade” has donated over 50 blankets.

The Giving Store is a free-store ministry of Glenwood Lutheran Church in Toledo and its mission is to share the Gospel, accept all people and help those in need.

To help fulfill that mission, they serve their surrounding neighbors without eligibility requirements and without charge.

Additional Support  In support of Maumee High School’s Interact Club, the student organization of Maumee Rotary, Swan Creek residents and staff joined the school’s book drive by collecting and donating 400 books to the cause. All donations were given to veterans and wounded soldiers at the Ohio Veterans Home in Sandusky, Ohio.
Westminster-Thurber Community

Westminster-Thurber Community’s Speakers Bureau provides helpful resources that engage others to live better lives. Joel Wrobbel, director of marketing and radio host of Journey Through Aging, frequently gives presentations at senior centers and churches.

Recently, Joel provided the keynote presentation at the Scioto Valley Presbytery’s Older Adult Rally at the Geneva Hills conference grounds near Lancaster, Ohio. Joel provided insights about living life well through his presentation Humor is the Best Medicine. Other topics included Living Well Through All Stages of Life, Understanding Memory Loss and Senior Living Options: What are They and How do I Pay for Them? Relevant information can make all the difference in a person’s retirement journey.

Additional Support Westminster-Thurber Community has found creative ways to give to the greater Columbus community. When employees are injured and on modified duty, Westminster-Thurber has paid them to serve the underprivileged at a Salvation Army Center. Some of the services they provide include answering the telephone, returning phone calls, providing data entry and assisting with the food pantry.

Senior Independence

Central Ohio Region

Senior Independence routinely presents Hoping for the Best, Planning for the Rest, a step-by-step approach to preparing for crises, to audiences throughout Central Ohio. This presentation explains why it’s important to make later-life decisions now and gives tips on how to decide what is best for you. Each attendee receives a free iCaregiver Guide – a planning tool and resource for older adults and their families. The guide helps prepare older adults and their loved ones for an emergency that can occur in a highly emotional time. The guide covers topics such as personal and medical information, financial information, legal information and advance planning.
Additional Support During the first annual HackFest at the LeadingAge Annual Meeting in Dallas, Texas, six teams had 24 hours to create a technology-driven tool to improve the lives of older adults, their families and caregivers. The tool could be an app, a website, an interactive online experience or a device.

Senior Director, IS Technology Carrie McGlaughlin coached a team that developed a program to interact with a smart watch. The team took runner-up in the competition. Using the watch’s built-in accelerometer, the program could detect falls and alert the monitoring system’s website. The website would then start communications back through the alert system installed in the user’s home or notify appropriate preconfigured contacts.

Corporate Office

After the tragic events surrounding the natural disaster in the Philippines and subsequent massive loss of homes, health and lives, an employee suggested to Human Resources that in lieu of having the scheduled corporate Christmas luncheon, the designated money instead be sent to the Philippines Disaster Relief Fund. Each employee was able to cast a vote to either maintain the regular party or to instead send the resources to those in need.

Overwhelmingly, the vote was to send the money to the Philippine people. In December, the staff celebrated with a potluck lunch coming together in the embodiment of the real spirit of the season.
Since August 2013, Senior Independence of Greater Toledo has contracted with the Northwest Ohio Accountable Care Organization (ACO), a joint venture between the Toledo Clinic and the University of Toledo Physicians, to manage and coordinate post-acute care for their hospitalized patients. The SI Home to Stay program assigns a registered nurse to high-risk patients after their discharge from the hospital to serve as the patient’s “transition coach.”

Within 24-48 hours of hospital discharge, a transition coach completes a patient home visit – at no cost to the client – to conduct a health and fall risk assessment, reconcile medications, assist with follow up care appointment setting and arrange transportation to that care, and establish a personal health record and personal emergency plan. The transition coach continues to monitor patient progress through a series of home visits and telephone calls to monitor adherence to agreed-upon goals of care and continue to coach and educate throughout the 30-day time frame. Patients may be visited more frequently if their condition warrants.

The results of this program include the following:

- Between August 29, 2013 and July 31, 2014 there were a total of 2,587 beneficiaries admitted to hospitals. A total of 1,844 ACO beneficiaries were visited by SI’s Transitional Care Liaison at the eight Toledo area hospitals.
- 794 ACO beneficiaries agreed to participate in the Home to Stay program while they were still in the hospital. After being discharged to home, 381 ACO beneficiaries accepted the Home to Stay program.
- Of the 381 ACO beneficiaries who accepted the Home to Stay program, 13 of those beneficiaries were re-admitted to the hospital reflecting a 3.4 percent hospital re-admission rate (compared to a community average of 14.5 percent).
We have instituted a program to honor the service of long-standing church workers and those with military service. This program provides significant discounts on fees for apartments and homes at OPRS Communities.

The Life Care Commitment, backed by OPRS with the help of charitable support, helps assure all OPRS residents that they will always have a home even if – in good faith – they run out of the funds meant to see them through.

Medicaid is the state of Ohio’s health care funding source for low-income individuals. The dollars in this line item represent the difference between the cost of care at OPRS health care and assisted living centers, and the Medicaid or Medicaid Waiver reimbursement for that care.

Senior Independence offers a number of home and community based services to older adults. We work with Passport, local levies, Title XX, United Way, Title III and numerous other funding sources in order to make services available to people of all income levels. The dollars depicted in this line represent the difference between the cost of providing these services and the reimbursement received.

We have instituted a program to honor the service of long-standing church workers and those with military service. This program provides significant discounts on fees for apartments and homes at OPRS Communities.

This number represents community benefit activities.

Senior Independence Charity

Health Care and Assisted Living

Medicaid Charity

Life Care Commitment

OPRS Communities, Senior Independence, OPRS Foundation and Corporate Office

Total Financial Impact  $18,814,589

The information below illustrates the total financial impact of OPRS’ community benefit. Each dollar represents our commitment to each community we serve.