Doing the Right Thing
In affiliation with AAHSA’s Quality First standards, OPRS

- Welcomes and actively supports volunteer involvement in our organization
- Has social accountability programs that benefit the local community, thus continuing a tradition that enhances the quality of life of the individuals we serve
- Demonstrates good citizenship by serving as a catalyst, convener, facilitator and sustainer of community efforts
- Is actively involved and keeps abreast of public policy issues important to our organization and the people we serve

AAHSA is the American Association of Homes and Services for the Aging.
“Do the right thing.” Isn’t that what our parents and grandparents taught us? My guess is that most of us grew up hearing those words from our parents and then we repeated that same message on to our children.

OPRS has long believed in doing the right thing. Doing the right thing means providing quality care that exceeds what the regulations require. Doing the right thing means living our values through a culture of ethics, in addition to being in full compliance with all laws. And, doing the right thing means providing needed services, even when the cost of those services isn’t covered through fees or government reimbursement.

Above all, doing the right thing means engaging the entire OPRS family – board, staff, volunteers, clients, donors and residents in serving our mission. Our community benefit report, Doing the Right Thing, is filled with examples of how our organization contributes to the well being of the greater community in addition to serving our residents and clients. This report is a supplement to the OPRS Annual Report, which provides a full picture of our organization’s activities this past year. You will find the heart of our organization in these highlights and you will definitely see our mission in action.
OPRS not only cares for older adults, but for people of all ages and does its share to help anyone in need. In 2008, the Centers for Disease Control and Prevention reported that U.S., state and local child protective services programs received 3.3 million reports of children being abused or neglected.

In recognition of April being Child Abuse Awareness month, Breckenridge Village in Willoughby decided to help support the cause. Parents whose children attend the Clapp Children’s Center, an on-site day care for children of employees, made a variety of baked goods with their children to sell to campus residents and employees. The proceeds were sent to the Forbes House in Lake County, a home that cares for and protects women and children who come from abusive homes.

Other Contributions
- Hosted appreciation luncheons for Retired Teachers and Fine Arts Association
- Participated in the Lake County Free Medical Clinic
- Continued the “Grandletters Correspondence” program with 5th graders at a local school

Older adults may give up hobbies or retire from their careers, but one thing they seldom leave is their faith communities. Knowing this, OPRS fosters continued spiritual connections by providing multiple programs and initiatives through partnerships with area congregations.

Senior Independence in the Greater Cleveland Region continued to enhance its “Faith in Action” program by working with church communities. Staff train volunteers to assist older adults and disabled persons within the community to support their desire to remain independent. Volunteers provide an array of services that include assisting with household maintenance, providing transportation and helping with shopping. The Greater Cleveland Region also has a Parish Nursing program, where Parish Nurses offer a number of wellness services, educational events and support groups.

Other Contributions
- Hosted an educational series for caregivers
- Offered internship experiences for social work and occupational therapy students
- Held a continuing education event about the results of research on advanced care planning for professionals in the field

“Child abuse occurs at every socioeconomic level, across ethnic and cultural lines, within all religions and at all levels of education.” – Childhelp, a national non-profit organization
The number of people being diagnosed with Alzheimer’s disease is growing at a rapid rate. While this disease is affecting more and more people, there is still no cure.

Dorothy Love Retirement Community in Sidney makes a great effort to support finding a cure for Alzheimer’s disease. Throughout the year, employees hold fundraising events and the proceeds are donated to the Alzheimer’s Association. Dorothy Love also conducts an Alzheimer’s support group, participates in the local “Memory Walk” and hosts a lecture series annually to help educate people about this disease.

Other Contributions
• Held a Variety Series four times throughout the year that featured entertainment and refreshments
• Hosted a community health fair that included educational materials and health screenings
• Donated nearly $1,000 to the American Red Cross for Haiti earthquake relief efforts

Miami Valley Region

Working to fulfill an older adult’s wish or desire that they might not be able to accomplish on their own, helps improve their well-being and quality of life. OPRS achieves this through Senior Independence’s Make it Happen® program.

After learning that hospice client Betty Brock wanted to see her grandson Michael get married, Senior Independence in the Miami Valley Region jumped into action to get Betty to Savannah, Georgia, for the wedding. After discovering obstacles that could have prevented the trip, undeterred, Senior Independence Hospice representative Mary Ondrejka approached Executive Director John Perkins. Without hesitation, he said “Let’s Make it Happen!” And so they did. The trip went off without a hitch. Betty spent two nights in Savannah with her family, attended the wedding and was overwhelmed with pure joy!

Other Contributions
• Conducted more than 1,000 wellness clinics
• Delivered presentations on Grief & Loss and Dealing with Difficult Situations
• Volunteered with a Honor Flight

“In the U.S., 5.3 million people live with Alzheimer’s disease, and a new individual is diagnosed with the disease every 70 seconds. Unless something is done, by 2050, up to 16 million Americans will have Alzheimer’s, and a new case will be diagnosed every 33 seconds.” – Alzheimer’s Association
“Over 600 million children worldwide live in absolute poverty – an estimated 1 in 4.”
– Child Poverty Research and Policy Centre

Cape May Retirement Village

The Merriam-Webster dictionary defines “charity” as “generosity and helpfulness especially toward the needy or suffering.” OPRS routinely takes part in charitable events in order to help those less fortunate.

This year, when Cape May Retirement Village in Wilmington was asked if they would be interested in donating a prize for the Clinton Memorial Hospital Foundation’s Charity Ball auction, they were more than happy to contribute. After some brainstorming, it was decided that a private catered lunch would be a great prize. Cape May’s chef, Bob Tennant, prepared a delicious meal. Other members of the staff and volunteers supplied side dishes and dessert, and one even waitressed for the event. The funds raised through the auction are utilized by the hospital foundation to supplement care, supplies and services for those in need.

Mount Pleasant Retirement Village

Poverty affects people of all races, ages and nationalities worldwide. Holidays often put an even greater strain on impoverished families. OPRS works with donation centers and food drives to help make a difference.

Each year, residents of Mount Pleasant Retirement Village in Monroe take part in “Operation Christmas Child,” an international program that provides shoeboxes filled with a variety of gifts to delight underprivileged children ages 2-14. Residents donate shoeboxes, shop for items, fill the boxes and wrap them in Christmas paper. Some residents even coordinate with their local church members so that even more boxes can be filled. Last year, more than 8.1 million children around the world received gift-filled shoeboxes through the “Operation Christmas Child” program.

Other Contributions

• Conducted “Senior Series,” educational programs on a variety of health topics
• Held a monthly Veterans Breakfast
• Hosted college students who were completing their service learning components

Other Contributions

• Hosted a Veterans Day observance and luncheon
• Organized an Alzheimer’s Memory Walk and Fashion Show
• Conducted a number of bereavement groups
Lake Vista of Cortland

On January 12, 2010, Haiti experienced a devastating magnitude 7.0 earthquake that killed hundreds of thousands and left the country in ruins. Countries from around the world rallied together to help the ailing nation. A number of OPRS campuses and locations stepped up to help this noble cause.

Residents and staff at Lake Vista of Cortland were so moved by the destruction left in wake of the Haitian earthquake that they wanted to contribute to the relief efforts. They took up a collection and donated nearly $1,500 to the American Red Cross. Executive Director Troy Snyder also got behind the cause. With the help of some of his friends, he coordinated a “Run for Haiti” at the Pittsburgh Marathon, raising more than $6,000 to be put toward building shelters in Haiti.

Other Contributions
• Collected and donated food items, cleaning supplies and paper products to Cortland Area Cares, the local food bank
• Provided more than 40 Easter baskets along with monetary donations to organizations in the community
• Assembled 70+ shoeboxes for Operation Christmas Child that were sent for further distribution

The Vineyard on Catawba

Education is a significant part of everyone’s life, and it’s important to continue learning and enhancing your knowledge throughout your life. OPRS helps people further their education by offering a variety of different educational events and lecture series.

The Vineyard on Catawba in Port Clinton offered residents and the greater community a unique educational series on prayer. Reverend Robert E. Butcher, a minister of the Presbyterian Church (U.S.A.) honorably retired, came to The Vineyard and gave three different presentations. The first, “The Psalms, Prayer Book of the Bible,” explored the ways in which the psalms teach people how to pray. This was followed by “Praying with Scripture,” which discussed different methods of prayer, and “On Silence,” which covered the central role silence plays in the life of prayer.

Other Contributions
• Opened the community center’s exercise classes and equipment to the public
• Hosted a flu shot clinic
• Bell ringer for The Salvation Army during the holiday season

“Two million people were living in the most affected area of the Haitian earthquake, more than 220,000 people died and 1.5 million were left homeless.” – Disasters Emergency Committee
Llanfair Retirement Community

OPRS fosters intergenerational connections and activities in a number of ways, ranging from visits with children of on-site day care centers to working with students from local schools and colleges.

Llanfair Retirement Community in Cincinnati connects with numerous area schools to offer students a host of different opportunities. This year, students from the University of Cincinnati’s Center for Aging with Dignity interviewed Llanfair residents in assisted and independent living. Members of McAuley High School’s Honor Society took part in an intergenerational activity with residents acting as “adoptive grandmothers.” Llanfair also continued their program with Aiken High School, which gives students the course credits they need to graduate.

Other Contributions
- Hosted the U.S.A. Presbytery Health Fair
- Donated medical equipment to the Center for Respite Care
- Donated wheelchairs and walkers to “Wheels for the World”

Southwest Ohio Region

According to the Centers for Disease Control and Prevention, heart disease is the leading cause of death in the United States. Because education is the key to prevention, OPRS helps to educate people on the importance of heart health and the prevention of heart disease.

In celebration of the National Go Red for Women cause, the Anderson Senior Center in Senior Independence’s Southwest Ohio Region partnered with the American Heart Association, Abbott Labs and Greater Cincinnati Cardiac Consultants to host a three-part event series. The first event was a program called “Know your Numbers,” which informed participants of important numbers, like cholesterol and triglyceride levels. An exercise program was the second event, and the series culminated with a nutrition program on how to eat to maintain a healthy heart that was hosted by local chef and television personality Rita Heikenfeld. Everyone who attended enjoyed a healthy luncheon and left with greater knowledge about heart health.

Other Contributions
- Presented a “Courageous Conversations” CEU program
- Offered OSHIIP volunteer training to provide education on determining Medicare products based on individuals’ needs
- Gave “Fall Prevention” presentations at senior housing communities

“An estimated 81,100,000 American adults have one or more types of cardiovascular disease. Of these, 38,100,000 are estimated to be age 60 or older.” – American Heart Association
Mahoning Valley Region

Keeping up with the latest changes in health care and insurance plans can sometimes be difficult and confusing. That’s why OPRS does its part to help by offering numerous educational sessions and programs.

Each year, Senior Independence in the Mahoning Valley Region has a Medicare specialist come to each of its Senior Centers and satellites to hold a “Medicare 101” program. The specialist informs participants of any changes in the Medicare system and Medicare D programs, as well as gives tips on how to make the most of the programs offered. They also offer an Ohio Senior Health Insurance Information Program (OSHIIP), where people from Medicare and Social Security help attendees discover which Medicare plan might best suit their needs.

Other Contributions
• Offered multiple intergenerational programs throughout the year
• Provided free tax preparation at the Senior Center
• Held osteoporosis training and diabetic workshops

Park Vista of Youngstown

OPRS works hard to provide the best in quality care and services for older adults throughout Ohio. One example of how this is achieved is through the various support groups offered to residents, clients and the greater community.

Park Vista of Youngstown offers multiple programs and services in order to expand its support network for older adults. One way they accomplish this is by hosting a Parkinson’s disease support group. The goal of this group is to assist participants in coping with the difficulties of activities of daily living and to dramatically improve their quality of life. The group meets monthly to provide Park Vista residents and the public with support and the most up-to-date information on the disease, for both the person suffering with the disease and the caregiver.

Other Contributions
• Participated in Mahoning Valley Crop Walk to raise money for Church World Services, whose goal is to eliminate hunger and poverty worldwide
• Continued the Low Vision support group
• Hosted the League of Women Voters

“Approximately 60,000 Americans are diagnosed with Parkinson’s disease each year, and this number does not reflect the thousands of cases that go undetected.” – Parkinson’s Disease Foundation
According to the American Academy of Child & Adolescent Psychiatry, the number of children in foster care has dramatically increased in the past ten years, and foster parents often lack the needed resources and support. OPRS steps up to help by holding different clothing and toy drives throughout the year.

This year, Rockynol in Akron put together an initiative called “The Toy Room Drive” that benefited Summit County Children’s Services. Residents and staff collected new and gently used toys, and some residents even made blankets, beaded necklaces and toys as well. These donations allowed parents with foster children to go to the “toy room” at the Children’s Services agency and select toys to give to their foster children for Christmas.

**Other Contributions**
- After remodeling, donated cabinets, sinks, etc. to Habitat for Humanity in the Akron area
- Collected and sent shoes to “Shoes for Africa” to benefit children
- Held a “Wreath Feast,” where donated wreaths were purchased and the proceeds went to the Haven of Rest Ministries in Akron

**Akron/Canton Region**

During difficult times, it’s important to feel loved and supported. OPRS works to ensure that each person it serves, whether a resident, client or member of the greater community, is treated with the best caring and quality services there are to offer.

Senior Independence in the Akron/Canton Region works on a project with three local churches: Bethany United Church of Christ, St. Matthew Catholic Church and St. Luke’s Lutheran Church. Together, they provide prayer shawls or lap blankets to hospice clients with a special letter attached when they are first admitted. Shawls and blankets have been made for centuries and are universally known for their embracing quality and for providing warmth and comfort. The hospice clients smile and shine with gratitude upon receiving this special gift.

**Other Contributions**
- Hosted health fairs at low-income senior buildings
- Held health education classes at wellness clinics and churches
- Provided bereavement support groups

“In 2001, there were 14,500 home health care agencies in the United States. Only 10 percent provided both home health care and hospice care.” – National Home and Hospice Care Survey
As research continues showing the benefits of recycling, it’s becoming increasingly important to make even greater efforts to “go green.” OPRS is committed to doing what it can to make the Earth a cleaner, greener place.

Swan Creek Retirement Village in Toledo makes recycling one of its top priorities. In the designated “Recycling Room,” there are 65-gallon containers that are used to collect glass, plastic, aluminum, newspapers, magazines and cardboard. Every other day, the transportation department makes a trip to the local recycling center where they deliver the containers, which are usually full. Swan Creek also donates a portion of its newspapers to the Toledo Animal Shelter, recycles ink cartridges and batteries, collects pop can tabs for the Ronald McDonald House Charities and gives eyeglasses to organizations that pass them on to those in need.

Other Contributions
• Donated to the “Feed Your Neighbor” program
• Participated in an Alzheimer’s Memory walk, raising more than $2,600
• Collected clothing donations and delivered them to shelters

Greater Toledo Region

Arthritis is a disease that affects the quality of life of millions of people worldwide, especially those 65 years and older. By offering numerous programs and services, OPRS aims to be as helpful as possible in the prevention and control of this disease.

Senior Independence in the Greater Toledo Region has been offering a unique program called “People with Arthritis Can Exercise” (PACE) at area senior independent living communities. Those leading the class go through a certification course provided by the Arthritis Association. During the class, members participate in a number of different exercises that keep them moving, which helps lessen the physical effects of arthritis. Those who attend the classes not only enjoy the added health benefits, but also the time to socialize and make new friends.

Other Contributions
• Continued running the Vial of Life program
• Offered multiple health screenings including blood sugar checks and falls risk assessments
• Held a Parish Nursing CEU program

“Physical activity is essential to optimizing both physical and mental health and can play a vital role in the management of arthritis.” – The John Hopkins Arthritis Center
Westminster-Thurber Community

It’s important to instill in today’s younger generations the value of experience and knowledge their elders possess, motivating them to want to make a difference in the lives of older adults. OPRS often collaborates with area schools to help do just that.

Westminster-Thurber Community in Columbus held a “Sensitivity Training” for the 7th grade health classes at the Tree of Life Christian School. During the training, the students were physically transformed into older adults by having their fingers taped to simulate arthritis, putting latex gloves on to limit their feeling, wearing special tinted glasses that limited their vision and putting cotton in their ears to make their hearing less clear. After they walked through the school like this, they discussed their experiences and how it felt. The purpose of this exercise was to help the students understand the challenges older adults face and what they can do to help enhance the lives of elders.

Other Contributions
- Sent health kits to survivors of the Haiti earthquake
- Held an appreciation luncheon for Church Administrative Assistants from local parishes
- Worked with students from local schools and universities

Central Ohio Region

Over the next few years, Ohio baby boomers will start retiring in record numbers. OPRS is likely to see an increase in demand and is doing its best to be prepared.

This year, Senior Independence’s Central Ohio Region introduced the first Senior Impact Series: “There’s No Place Like Home: Successful Aging in Central Ohio,” an event that drew nearly 200 local business leaders, policy makers and industry influencers. Visionary David Baxter, a 10-year veteran with Age Wave, the nation’s foremost thought-leader on population aging and its business, social and cultural implications, presented at the half-day retreat. Conversation leaders included Mary Angela Miller, OSU/Ross Hospitals; Elizabeth Dennis, Kelly Allan Associates, Ltd.; and Barbara Riley, Director, Ohio Department of Aging.

Other Contributions
- Offered Title III transportation service to lower-income seniors
- Conducted home health aide classes
- Hosted bereavement support groups and presentations

“Over the next two decades, the population aged 60+ in the developing world is projected to increase at rates far surpassing 3 percent per year and its numbers are expected to rise from 473 million in 2009 to 1.6 billion in 2050.” —World Population Prospects: The 2008 Revision
When you think of those who have served in the military, no matter which branch or what war, the words valor, courage, honor and spirit come to mind. These terms truly embody what it means to have served our country. At OPRS, we thank veterans for their dedicated and loyal military service. We deeply appreciate the sacrifices they have made to keep our country free, and we honor and celebrate them through The Veterans Honorable Service Grant. The Veterans Honorable Service Grant offers substantial discounts for homes and apartments to military veterans age 65 years or older who have been honorably discharged and are not currently residing in an OPRS community. This year, a number of individuals moved into our communities across the state with grants totaling $169,386.

Through its Church Relations program, OPRS helps to enhance the spiritual well-being of all those it serves, both within its campuses and in area congregations. The Church Relations program provides a number of services. These include any number of things such as providing a speaker for a church event, holding “Tools for the Servant” seminars on a variety of topics that include dealing with grief or end-of-life conversations, as well as participating in Pastoral Care Month and honoring clergy and their staff through appreciation luncheons.
The **Financial Impact** of Our **Community Benefit**

Our social accountability is best depicted in the stories and activities of the lives touched described in the fiscal year 2010 OPRS Community Benefit Report, “Doing the Right Thing.” In addition to this human impact, there is also financial measure of our efforts.

The following chart illustrates the total financial impact of OPRS’ community benefit. The dollars represent how OPRS works to do the right thing in each of the communities it serves. Below is a description of each item:

**Honorable Service Grants** – Last year, OPRS announced a brand new 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.

**Health Care & Assisted Living Medicaid Charity** – Medicaid is the State of Ohio’s health care funding source for indigent people. 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.

**Life Care Commitment** – No one is asked to leave an OPRS community due to lack of funds. Dollars raised by the OPRS Foundation are provided to assure residents that they will always have a home at OPRS even if, in good faith, they run out of funds meant to see them through.

**CCRC Other Community Benefit** – This number represents goods and services provided to the greater community by OPRS communities and its corporate office at no cost or at a discounted rate. Numbers in this table are not reflected in any of the above line items.

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

**Senior Independence Other Community Benefit** – This number represents goods and services provided to the greater community at no cost or at a discounted rate. Numbers in this table are not reflected in any of the above line items.

**Total** – This number, $13,569,950, represents OPRS total community benefit dollars – the sum of the above community benefit activities.
Doing the Right Thing
Ohio Presbyterian Retirement Services is the largest and most experienced not-for-profit provider of continuing care retirement communities and services in Ohio.

For more information
Ohio Presbyterian Retirement Services, OPRS Communities and the Ohio Presbyterian Retirement Services Foundation
1001 Kingsmill Parkway, Columbus, Ohio 43229
614-888-7800 or 800-686-7800
www.oprs.org • www.oprsfoundation.org

Senior Independence
Provides Home and Community based services in 38 Ohio counties, 12 Adult Day Centers, 6 Senior Centers and 3 iPartners.
800-686-7800 • www.seniorindependence.org