



2022 HIGHLIGHTS *by the numbers!*

Enhancing Lives

The Friendly Home's Life Enrichment team is committed to helping Members live with companionship, meaningful engagement and fun—whatever that means to each individual!

In 2022, they brought our Members:

152,597

RECREATIONAL
OPPORTUNITIES
of all varieties



1,442
GROUP ACTIVITIES

818



ONE-ON-ONE PROGRAMS

328



GENTLE CHAIR MASSES
provided by licensed massage therapists

235



MUSIC THERAPY
SESSIONS



60+

VISITING ENTERTAINERS
on Friday afternoons and special
holidays and events

WEEKLY
worship services

MONTHLY
Catholic Mass

QUARTERLY
remembrance services



Rochester Mandolin Orchestra performing at the Friendly Home

Extraordinary Employees



Recent LPN program graduates Felecia (left) and Ashley of Glenmere

Friendly Senior Living's campuses in both Brighton and Pittsford are indeed lovely and well-maintained, but the people who work in our communities are at the very heart of our excellence! Our exceptional Staff Training & Education Program (STEP) provides the support our team members need to advance in their careers. For example, we offer paid training programs for NYS Certified Nursing Assistant (CNA), Licensed Practical Nurse (LPN) and Registered Nurse (RN) certification. In 2022, we were very proud to congratulate a number of employees for their achievements!

30 | **4**
CNAs | LPNs

successfully completed
TRAINING/EDUCATION
programs

\$119,691



provided in
SCHOLARSHIP
assistance for
these programs

At our annual event
acknowledging employees
who have reached significant
milestone anniversaries:

96

Friendly Home,
Cloverwood and Glenmere

**STAFF MEMBERS
WERE RECOGNIZED**

FOR A TOTAL OF

759 years of
COMBINED SERVICE!

Thank You

BEQUESTS AND SPECIAL GIFTS

WC Baird Capital Fund
Estate of Nicholas Brown
Estate of Marietta H. Dryer
Mr. and Mrs. Kubenthiran Shaylon
Estate of Daniel P. Smith

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 Ms. Alana Sansone
 Ms. Susan J. Scanlon
 Mr. Bryan Schmidt
 Mr. and Mrs. Timothy Schmidt
 Ms. Marcella Schnorr

Helping Hands

You can't put a price on the enormous value our caring volunteers bring to the elders who live in the Friendly Senior Living communities, but here are some impressive numbers showing how dedicated they are!



Friendly Senior Living's Annual Volunteer Recognition Event

120
VOLUNTEERS



NEARLY
50
College and High School
STUDENT
VOLUNTEERS

7,357
HOURS
of HUMAN volunteerism

181
HOURS
of THERAPY DOG volunteerism

"Volunteers don't get paid—not because they are worthless, but because they are priceless." -Sherry Anderson



Giving Hearts

550

amazingly **GENEROUS**
donors made

626

monetary **GIFTS** to the
Friendly Senior Living
communities

Impact on Residents,
Members and patients—
IMMEASURABLE!

Gratitude from the
bottoms of our hearts—
BOUNDLESS!

MORE THAN A DOZEN WAYS TO GIVE!

Cash	Donor Advised Funds
Check	
Credit Card	Planned Giving
PayPal	Legacy Society
Stocks	United Way
Securities	Gifts in Kind
IRA	Matching Gift
Qualified Charitable Distributions	Multi-year Pledges
	And more!

QUESTIONS ABOUT DONATING?

Please contact our Development
Department for all of the answers!

585-789-3154 or visit
www.friendlyseniorliving.org/donate

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Mr. and Mrs. Warren R. Williams
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Mrs. Mary Lou E. Doyle
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Mr. David J. Whitbeck

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at the RACF
Johnson & Johnson Matching
Gift Program
The Jane Parker Foundation
In Honor of the staff
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Mr. and Mrs. Philip Key Wehrheim

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In Memory of Bernard H. Shaw
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In Memory of Gaylord C. Whitaker

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Ms. Karen Hubbard
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Mr. and Mrs. Donald Jacques
Mrs. Janet Jennison
In Memory of Marion G. Baker
Ms. Cheri C. Jones

Mark Your Calendars!

We know you won't want to miss two very special Friendly Senior Living events, so please mark your calendars now to save the dates!



Pitch Perfect Fall 2023 Event

Wednesday, October 18, 2023

5:30pm • George Eastman Museum

With live music, elegant hors d'oeuvres, sparkling beverages, silent auction and a "behind the ropes" photo opportunity in one of Rochester's most treasured landmarks, this will be an evening to remember! All proceeds will benefit Friendly Senior Living's music therapy programs.

For more information including sponsorship opportunities, please call **585-789-3154** or visit www.friendlyseniorliving.org/friendly-home/pitch-perfect/



175th Anniversary Celebration

Saturday, September 28, 2024 • 6:00pm
Arbor at the Port

Since 1849, Friendly Senior Living has been delivering mission-driven, top-notch quality housing, care and services to seniors in our community. To celebrate the 175th anniversary of our founding, we are planning a spectacular event! We can't share all of the details just yet, but be prepared for a fabulous, fun and friend-filled night!

Ms. Rona Kosakowski
In Memory of Shirley E. Fagenbaum
L3 Harris Technologies
Ms. Jo Anne S. Leetz
In Memory of Paul and Sarah Sorce
Mr. and Mrs. Carl Leidig
Mr. and Mrs. Severino Lippa
In Memory of Mary Lippa
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In Memory of Raymond and Marilyn Reithel
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In Memory of Marion Valerio
Mr. Harry Walker
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Mrs. Wanda Ward
In Memory of William D. Ward, Sr.
Mr. and Mrs. Peter Z. Webster
Mr. and Mrs. Bruce Winner
In Memory of Marszalek and Barone families

CONTRIBUTORS (\$1 - \$49.99)

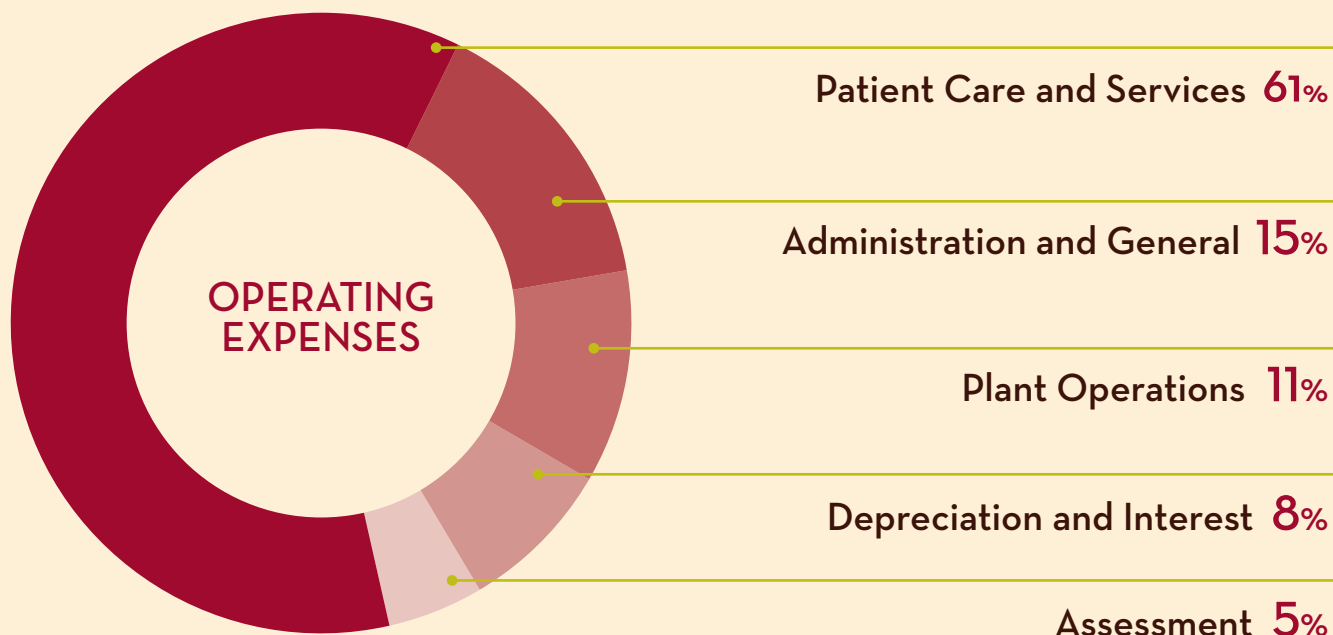
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In Memory of Joan Leary
Ms. Kathleen Yasses

REVENUE AND EXPENSES

	2021	2022
Operating Revenue		
Revenue for Services Rendered	\$24,804,757	\$27,070,310
Other Operating Revenue	\$429,923	\$405,493
Total Operating Revenue	\$25,234,680	\$27,475,803
Operating Expenses		
Patient Care and Services	\$15,075,239	\$16,531,062
Plant Operations	\$2,798,169	\$2,874,641
Administration and General	\$3,611,190	\$4,127,611
Assessment	\$1,318,176	\$1,534,394
Depreciation and Interest	\$2,232,825	\$2,169,672
Total Operating Expense	\$25,035,599	\$27,237,380
(Loss) Income from Operations	\$199,081	\$238,423
Non-Operating Income (Expense)	\$7,580,993*	(\$592,650)**
Surplus (Loss/Deficit)	\$7,780,074	(\$354,227)

* Included in the 2021 non-operating income/(expense) is \$2.1M net change in pension; \$2.1M forgiveness on the paycheck protection program (SBA loan); \$4.9M investment gains; offset by \$1.7M < unrealized losses

** Included in the 2022 non-operating income/(expense) is \$1.8M net change in pension; \$1.5M investment gains; offset by (\$4.4M) unrealized losses and \$0.5M grants



Leadership

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Attending Physician

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Attending Physician

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Attending Physician

Sunil Rajani, M.D.
Attending Physician

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Nurse Practitioner

Kimberly A. Gibson, M.S.N., F.N.P.
Nurse Practitioner

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Director of Human Resources

Our Values

Friendship

Teamwork

Excellence

Compassion

Customer Focus

Integrity



FRIENDLY HOME

nursing care & rehabilitation

*The Friendly Home is a member or
affiliate of LeadingAge, LeadingAge
NY, Alliance for Senior Care
Communities, Pandion Optimization
Alliance, Rochester Business
Alliance and Town of Brighton
Chamber of Commerce.*

FRIENDLY SENIOR LIVING COMMUNITIES

Cloverwood | Glenmere | Linden Knoll | Lovejoy | Friendly Home

Because friends care always!