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2016 REPORT TO THE COMMUNITY



FRIENDLY SENIOR LIVING

OUR MISSION

In 2016, a new mission statement was adopted for the Friendly Senior Living communities, reflecting input from our residents, Members, families and staff:

“Friendly Senior Living is a non-profit continuum of innovative and dynamic services for seniors. We embrace independence and personal choice in a culture of excellence where we live our values – always.”



GLENMERE

Glenmere offers assisted living, enhanced assisted living, memory care and respite care. With a focus on person-centered care, Glenmere residents are able to age in place in the comfort and familiarity of their apartment homes. Each day is filled with warm interactions, engaging activities and attentive care. The results of a recent satisfaction survey show that 100% of families would recommend Glenmere. One family member said, “The staff have been welcoming to my mother, and she is so very happy to be here as a result. Glenmere has been fantastic for her – what a blessing!”

CLOVERWOOD

Our residents cannot say enough about how much they enjoy life at Cloverwood! Each year, Cloverwood hosts a panel discussion in which residents share with community members their experiences about choosing a senior living community, the moving process, and what life is really like at Cloverwood.

“We don't regret for one single moment moving to Cloverwood. Don't wait too long to make a decision about moving – it's better to be five years too early than five minutes too late.”



61% PATIENT CARE SERVICES

12% ADMINISTRATION

11% DEPRECIATION & INTEREST

10% PLANT OPERATIONS

6% ASSESSMENT

LOVEJOY

2016 patient satisfaction survey results show 100% Excellent/Good responses in several significant categories, including:

- Quality of rehabilitation therapy
- Overall satisfaction
- Recommendation to others
- Quality of medical care
- Quality of RN/LPN care
- Setting discharge goals

Our communities – Cloverwood Senior Living, Glenmere Assisted Living & Memory Care, Linden Knoll, Friendly Home and Lovejoy Transitional Care Center – share two primary goals:

1. To provide excellent and compassionate care and services always
2. To be a great place to work



REVENUE AND EXPENSES

	2015	2016
OPERATING REVENUE		
Revenue for Services Rendered	\$25,199,782	\$26,096,838
Other Operating Revenue	\$87,360	\$109,304
Total Operating Revenue	\$25,287,142	\$26,206,142
OPERATING EXPENSES		
Patient Care and Services	\$14,454,568	\$14,541,958
Plant Operations	\$2,578,092	\$2,505,334
Administration and General	\$2,683,609	\$2,899,703
Assessment	\$1,517,587	\$1,478,313
Depreciation and Interest	\$2,842,266	\$2,580,864
Total Operating Expense	\$24,076,122	\$24,006,172
(LOSS) INCOME FROM OPERATIONS	\$1,211,020	\$2,199,970
NON-OPERATING INCOME (EXPENSE)	\$216,714*	\$687,725**
SURPLUS (LOSS/DEFICIT)	\$1,427,734	\$2,887,695

*Includes loss on extinguishment of debt, reduction to pension liability and positive adjustment with interest rate swap.

**Includes an increase in return on investment activities, a decrease in pension liability, and an increase in contributions.

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FRIENDLY HOME

In 2016, 64 Friendly Home employees were recognized for anniversaries of 3, 5, 10, 15, 20, 30, 35 and even 45 years of service! Compassionate care is at the heart of everything we do at the Friendly Home, and our staff lives our values every day. Members and families often express their gratitude throughout the year; comments like this one capture the essence of our care to our Members:

"They make the Member feel very important. The Member comes first!"

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LINDEN KNOLL

"I don't feel I could ever find a better place to live!" says a Linden Knoll resident. A warm community featuring remodeled and updated apartments and picturesque surroundings including Allen's Creek and extensive rose gardens, Linden Knoll is what some call a hidden treasure. Residents look forward to annual traditions such as the winter holiday party and the spring rose garden tea, and participate in exercise classes, off-campus trips to local attractions, community service projects, shopping and educational presentations. Survey results show that 100% of residents feel they are treated in a friendly and courteous manner, 98% would recommend Linden Knoll to a friend, and 98% responded Excellent/Good for their overall level of satisfaction.