

# 2020

## REPORT TO THE COMMUNITY

2020 was a year unlike any other. The COVID-19 global pandemic dramatically impacted every facet of Friendly Senior Living's care, services and operations in ways we could never have imagined. As we look back on 2020, we are beyond thankful to:

**Our amazing staff** for showing dedication and strength as they cared selflessly and tirelessly for those who live in our communities.

**Our Members and residents** for their inspiring examples of resilience and gratitude, all while coping with isolation and separation from their loved ones.

**Our families** for their constant partnership, encouragement, flexibility and understanding.

Throughout it all, the support of our friends in the community remained steadfast, as it has for over 170 years. We couldn't be more grateful for the generosity of our donors during unprecedented times. Thank you for continuing to show that friends care always as we embrace a new normal!

*"I would like to thank you for the great job you have been doing to keep the Friendly Home safe. I can't imagine it being done any better!"*

*~ Friendly Home family member*





## Caring in the Time of COVID

The impact of COVID on the Friendly Senior Living family is immeasurable: providing care for those afflicted with the virus, the heartbreaking sorrow of losing those we held dear, restricted visitation, keeping up with ever changing state and federal regulations, wearing Personal Protective Equipment (PPE) at all times, screening everyone who entered our communities, moving furniture to accommodate social distancing, constant sanitizing, and experiencing feelings of fear, loneliness and anxiety as together we coped in the most challenging of circumstances.

And yet, even in those extraordinary times, we savored moments of joy. Seeing residents light up when they saw the faces of their families, even if on an iPad or through a window. Receiving countless expressions of support from the community through notecards, flowers, drawings and messages of encouragement. Bringing flowers and delicious treats door to door to celebrate Linden Knoll's annual Rose Garden Tea. The delivery of sweet sounds by Friendly Home staff musicians as they traveled the hallways with guitars and keyboards. The devotion of volunteers who called our independent living residents on a weekly basis to check in and have a chat. Reimagining ways for residents to continue safely engaging in the things they love to do—painting, crafting, playing games, gardening, exercising, enjoying a cocktail—even while in their rooms. Taking a walk outside at Glenmere—even if at a social distance and wearing a mask.

We persevered. We found ways to connect. We discovered strengths we didn't know we had. We came together, and together, we look forward with hope.



# Thank you!

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Throughout the crisis, our team of healthcare heroes went above and beyond to make life as comfortable and secure as possible for those we serve. Expressions of support like these from our residents' loved ones were so appreciated!

*"Mom is in the safest possible place. I'm certain that there was absolutely no better place for her than with you and your gifted staff."*

*"A sincere, huge thank you to all your staff for putting yourselves on the front line and doing everything you can to keep our loved ones safe."*

*"The Friendly Home is an outstanding, dedicated organization doing absolutely everything in their power to fight the spread of COVID."*

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*Dear Friendly Home Heroes,*

*2020 has asked you to rise up for so many others, and now this vaccine is here for you, for your family, for your co-workers, and for Members like my Mom.*

*There are historic moments in life that we all look back on and are often asked "Where were you when..." - when Kennedy was shot...when the towers came down...etc.*

*You will be asked one day, "Where were you during the Global Pandemic of 2020?" You were at the Friendly Home and part of a team that made a difference by saving lives.*

*Thank you for continuing to make a difference and for getting the vaccine. We appreciate you!*



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*In Memory of Joseph Wiest*  
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*In Memory of Sam Urzetta*

Life is gradually beginning to return to what it looked like before the pandemic. We will never forget it, and are forever changed in many ways. Yet hope springs eternal! Throughout the Friendly Senior Living communities, we are embracing what we may have taken for granted pre-pandemic—feeling a sense of safety, hugging a loved one, spending time with friends, dining together, visiting the beauty salon, enjoying the great outdoors, going shopping, taking sightseeing trips and so much more!

*Yeah, we're all tired of this  
But we won't let it make us tired of living in this moment  
(This is hard, but we will make it if we take it by the moment)*

*When we can all be one for one another  
(The moments that we share will be the moments that  
we care for one another)*

*We're all in this for everyone  
Everyone  
We are one*

From *We Are One*  
(written and composed by Friendly Home  
Members, families and staff)



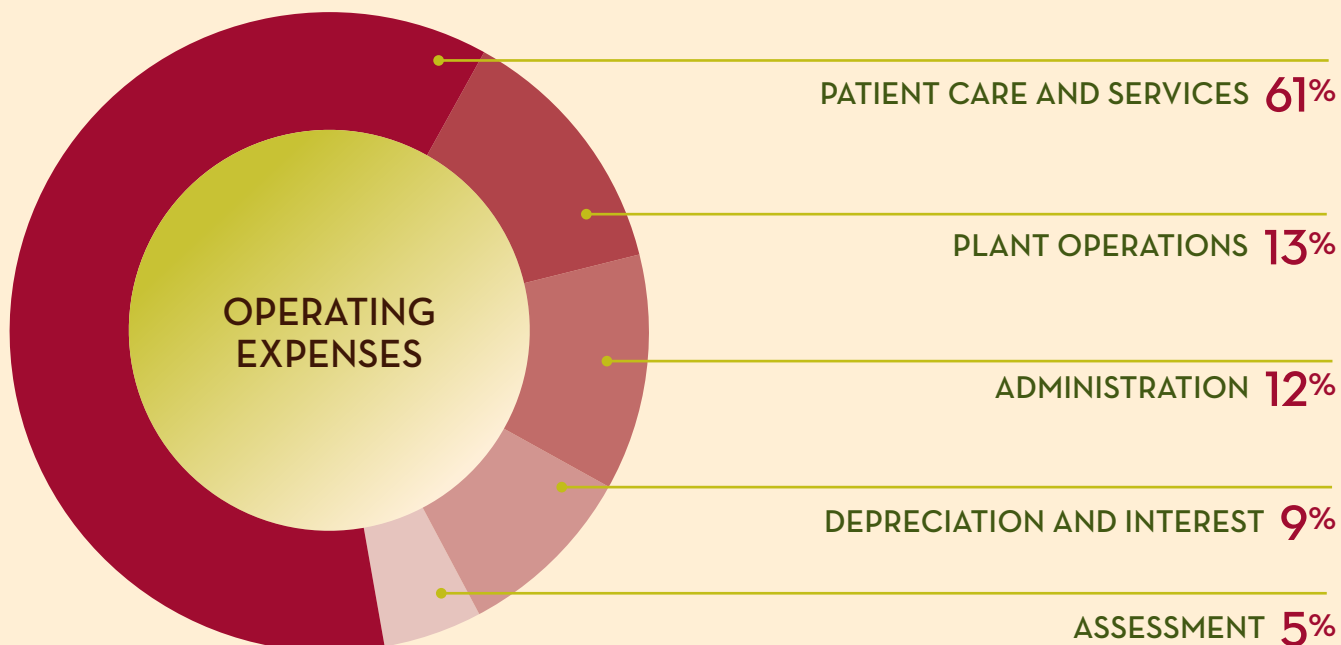
# REVENUE AND EXPENSES

	2019	2020
<b>Operating Revenue</b>		
Revenue for Services Rendered	\$27,721,622	\$25,651,219
Other Operating Revenue	\$224,104	\$2,229,662**
<b>Total Operating Revenue</b>	<b>\$27,945,726</b>	<b>\$27,880,881</b>
<b>Operating Expenses</b>		
Patient Care and Services	\$16,283,950	\$17,829,179
Plant Operations	\$2,799,704	\$3,753,722
Administration and General Assessment	\$4,100,375	\$3,523,045
Depreciation and Interest	\$1,495,380	\$1,424,007
Depreciation and Interest	\$2,761,288	\$2,685,347
<b>Total Operating Expense</b>	<b>\$27,440,697</b>	<b>\$29,215,300</b>
<b>(Loss) Income from Operations</b>	<b>\$505,029</b>	<b>(\$1,334,419)</b>
<b>Non-Operating Income (Expense)</b>	<b>\$3,335,237*</b>	<b>\$2,838,218***</b>
<b>Surplus (Loss/Deficit)</b>	<b>\$3,840,266</b>	<b>\$1,503,799</b>

\*Includes an increase on return on investment activities and capital campaign donations.

\*\*Includes HHS grant revenue and prior year income

\*\*\*Includes an increase on return on investment activity and capital campaign donations



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*Because friends care always!*