

ERH

Episcopal Retirement Homes

2013 Ministry Report



ERH

Episcopal Retirement Homes

Episcopal Retirement Homes is a not-for-profit 501 (c) 3 tax-exempt organization. As a mission-centered non-profit organization, we believe we must go “above and beyond” in both giving and in serving. It is our privilege and responsibility to provide benefit to the communities which we serve. This ministry report is an annual account of the extent to which we live out that belief. We believe we are accountable to the communities we serve, and we take pride in knowing that we continually make a difference in the lives of our seniors. In this report you will find both statistical evidence and anecdotes that demonstrate how those beliefs carried out.

Organizational Commitment

Episcopal Retirement Homes’ mission is to enrich the lives of older adults in a person-centered, innovative and spiritually based way. For ERH staff members, this ideology is taken beyond the walls of our communities. The leadership of Episcopal Retirement Homes believes that it is important to be a part of the local community, and to share their talents and passion with other organizations and committees. Our leadership team volunteers hundreds of hours of their own time each year and, in turn, play vital roles throughout our entire community.

Number of ERH Executive Team Volunteer Hours: 553



Top left to right: Laura Lamb, VP of Residential Housing & Healthcare; Doug Spitler, President & CEO and Jeff Sellers, VP of Philanthropy with Deupree House residents; Paul Scheper and wife Mary Lee
Bottom left to right: Kathy Ison-Lind, VP of Affordable Living & In-Home Services; Ken Paley, VP of Marketing with Marjorie P. Lee residents

Financial Assistance

Partners in Care fund

ERH's Partners in Care fund is just one of the uses of funds raised for ERH. It is used to help residents receive daily living items and services not covered by Medicare or Medicaid such as hearing aids, eyeglasses, and dentures.

A resident just recently moved into Canterbury Court and her mouth was badly infected and in need of some dental work. Since she was unable to afford a dentist, Episcopal Retirement Homes' Partners in Care fund was able to step in and be of assistance. She was able to get into a dentist immediately who started her on antibiotics and performed a root canal and placed in a bridge. **She now feels rejuvenated and much healthier thanks to the wonderful assistance of Partners in Care.** What a wonderful start to her new life at Canterbury Court!



<i>Financial Assistance</i>	<i>Cost</i>
Resident financial aid	\$1,561,949
Partners in Care fund (41 residents)	\$13,817
Staff emergency fund (14 employees)	\$14,492
Staff tuition assistance	\$55,974
Affordable living ministry funding	\$127,831
Services provided by volunteers	\$373,393
<i>Total</i>	<i>\$2,147,456</i>



Due to the recent cuts in the Food Stamps program, an Elberon resident's food supply had come to consist merely of flour and pancake mix. As the resident noticed her cat climbing the walls due to starvation, she finally sought help. **Right away the community manager was able to reach out to ERH's Good Samaritan Mission and its Partners in Care fund and re-stock the pantry.** The resident (and cat!) were immensely grateful for the generosity and assistance.

Affordable Living

Episcopal Retirement Homes is proud to offer rent subsidized affordable senior living communities that provide a variety of options and services not often found in communities for low-income seniors. Our philosophy is that older adults deserve to live with dignity and enjoy life in a safe and enriching community regardless of their financial situation.

ERH dedicates itself to providing extensive services and activities not typically found in affordable living communities. “We have a lot of things to choose from. They help stimulate my mind and keep me aware of things that are going on,” says Florence Beaber, a 100-year-old resident at St. Paul Village.

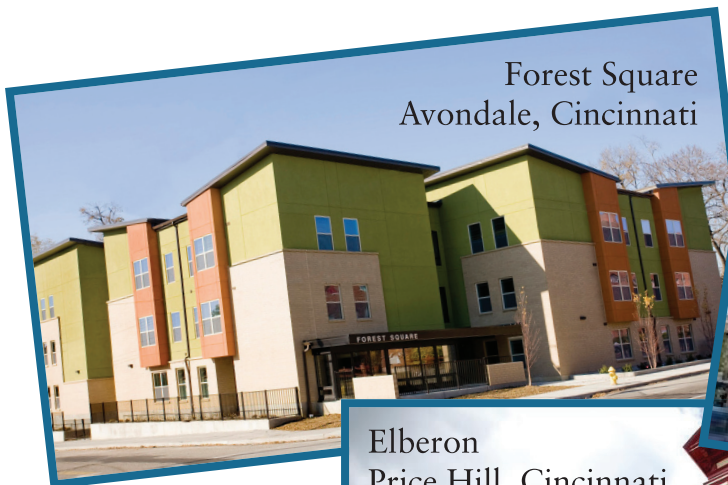
Between morning coffee gatherings, spiritual services, bus trips, exercise programs and so much more, there really is something for everyone to participate in and stay engaged.

“We’ve seen the need for good-quality housing for seniors,” says Jay Kittenbrink, Executive Director of Affordable Living Development at ERH. “About 80 percent of seniors fall in the low-income category, so it doesn’t make sense to serve only five percent.”

In late 2012, ERH doubled the number of affordable living communities from four to eight. That growth is going to continue as they expand their mission and grow not only within Ohio, but outside the state as well - beginning with a community in Anderson, IN where construction will be completed in December of 2014.

Residents	704
Bible study attendance	1,587
Costs of services for residents not funded by HUD	\$128,000

Forest Square
Avondale, Cincinnati



Parkview Place
Anderson, Indiana



Elberon
Price Hill, Cincinnati





Raising the Bar on Affordable Living



“I’ve met a lot of people, and a lot of caring people who look out for each other. I came in and it was so nice and open. I said this is very nice, this is where God wants me to be.”

-Teresa Walker,
St. Paul Village resident

A new resident moved into Canterbury Court and expressed her deep gratitude to community manager, Jan Velkoff, for welcoming her to her new home. She had been living in an abusive situation prior to moving to Canterbury Court and now she smiles and has made many friends. ERH takes pride in our extra efforts to provide security, and the safe feeling of “home.”

“When you get older, a lot of times you don’t want to impose on your family. So when you come to a place like this, where you have a nice staff and you have nice neighbors, it means a lot.”

-Barbara Cole,
St. Paul Village resident

Meals on Wheels

Through Deupree Meals on Wheels, ERH provides older adults throughout Cincinnati with warm, nutritious meals delivered to their homes. Over 400 meals are delivered per day by compassionate and caring members of our team along with dedicated volunteers. Several of our volunteers have been with us for nearly 10 years, demonstrating extraordinary dedication to the program and the people they serve. It's an important social contact for the elders who lack family support and could otherwise easily become isolated.

Recently a volunteer was delivering to one of her usual routes and realized while chatting with a client that a light was out in their kitchen. She asked if she had any extra light bulbs around and the woman explained that she had some on a shelf very high up and her balance wasn't very great so she was unable to reach them. The volunteer immediately got the light bulb from the shelf and replaced it, making the woman extremely delighted. "You are all such angels, I don't know what I would do without you!" the woman said graciously. Meals on Wheels is a wonderful way to bring warm meals to members of our communities, and provide that extra comfort and contact for people who may not otherwise have it.

Neighborhoods	25
Clients	502
Meals in 2013	84,538



Steve Peelman, weekly volunteer, with Sue Susskind, Deupree Meals on Wheels Coordinator

Bill Natterman, weekly volunteer

November 5, 2013

Thank you Sue and helpers. The meals are very good, sometimes a little too much! I am grateful to all of you. I love having a meal prepared for me and delivered is a plus.

*Thanks again,
Anna Castellucio*

Appreciative Meals on Wheels recipient

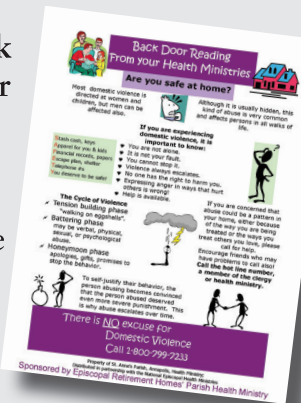
"It's a meaningful way for me to give back. I enjoy the rewarding relationships I've been able to develop with some of my clients."

-Steve Peelman, pictured above

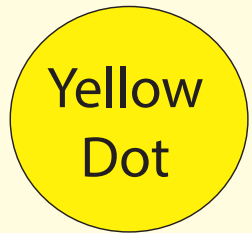
Parish Health Ministry

Parish Health Ministry (PHM) extends ERH's mission and ministry outside the walls of our retirement communities and encourages congregations to renew their role in health care through advocacy, education and wellness programs. Working with 75 churches in the region, 31,676 contacts were made in 2013 with the help of PHM staff as well as 721 volunteers.

An attendee at the Community United Methodist church in Circleville, OH was going thru the interview for assistance at Haven House (a Local women's shelter). When asked how she learned of Haven House, she replied that she read about it on the door of the rest-room stall. PHM's Back Door Reading insert for January was on domestic violence and provided information on how to get help. She was so thankful for the information that came just at the right time!



PHM has been working diligently to promote the Yellow Dot program, with 26 partnering churches using it so far. This program uses a simple yellow dot decal on the car's rear window and alerts first responders that there is vital medical information in the glove box concerning the driver. This information can include diabetes, seizure disorders, allergies, heart issues, special medications or any other critical details that could assist first responders in helping the driver. Currently, the Ohio legislature is considering officially implementing the program state wide. "First responders know the value of having this type of information" says Rose Lindeman, Parish Health Ministry Coordinator.



Walk to Bethlehem

"Walk to Bethlehem" is a walking program that encourages walkers to increase physical activity, spiritual growth and cultural awareness through a virtual tour to Bethlehem. This "imaginary" trip to Bethlehem is accomplished by individuals within the church logging their own walking miles for approximately 12 weeks. The miles of all the participants are totaled with the goal of accumulating enough miles to reach Bethlehem as a congregation by Christmas. ERH Parish Health Ministry enhanced the program and is distributing it to partnering churches with permission from St. John's Health System in Illinois.

Marty Cottrill of St. George's Episcopal Church in Dayton, along with her husband, The Rev. David Cottrill, and Meredith Henrich (fellow parishioner) were eager to start this program within their church. They felt the program was a huge success! One parishioner had just had surgery, and her doctor said the best exercise she could do was walk. She reported that she was "walking up a storm." Another parishioner lost 10 pounds during the first few weeks. And one woman said, "This has been so encouraging. Can we keep going?"



William and David Sangrey checking out the progress

With 150 people involved, they were able to walk a total of 8,710 miles - all the way to Bethlehem!

Chaplaincy

ERH provides each of its communities with chaplains who serve the spiritual needs of the residents and those around them. The job of the chaplain can be a very challenging one since residents are often dealing with life-altering events and serious life and death issues. With these challenges, though, comes a potential for overwhelming joy as chaplains walk through life's journey with residents- listening, comforting, and giving guidance during a time when it is most needed. The ministry of the chaplain is not only for the benefit of our residents, but also staff, volunteers, resident families, and the wider community. Wherever ERH can enrich lives, satisfy spiritual needs, and nurture souls, it is our mission to offer our service.



St. Paul Village residents find Bible study with Deacon Fred McGavran very meaningful.

St. Paul Village resident of 15 years, Eileen Stacy, has been attending spiritual services at St. Paul Village for many years.

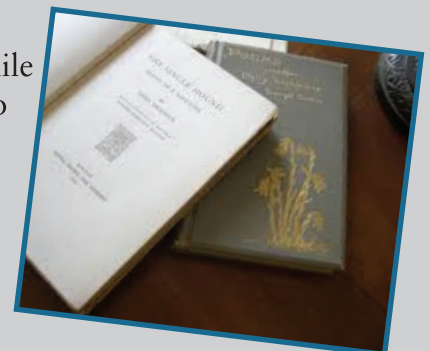
"I really think ERH is doing God's work. For those who live here and can't always make it out to their other churches, and even those that can and just want to join us, we are blessed to be able to have them come to us in our

own home. Every faith feels more than welcomed! And I always feel I have a support system who works *with* me and puts themselves on my level.

We started doing 'prayer, praise & potatoes' [with the help of St. Andrews Episcopal Church, residents enjoy a Bible discussion and gospel singing followed by a baked potato lunch] recently which has been so fantastic. We all get together for a service and then enjoy a baked potato bar, it's great! I truly don't think any of us would find this kind of compassion and faithfulness in any other community."



Deacon Fred McGavran attends Bible Study with the residents in the memory support apartments in the Morris Unit at Marjorie P. Lee. While visiting with the residents, he noticed that many of them related well to poetry. One day after Bible Study, he read the group a famous Emily Dickinson poem with a line reading "from Manzanilla come." Immediately, a resident who had never spoken up during their time together, chimed in "oh, Manzanilla is a Spanish wine!" Deacon McGavran noted how special it was to connect with that resident, and he has formed a wonderful bond with the Morris residents.



Volunteers

Each year, ERH volunteers donate thousands of hours of their time and talents toward ensuring that ERH meets its mission. If we were to calculate the cost, we would have paid **\$373,393** for the **17,136 hours** volunteered this year. These volunteers help staff with tasks ranging from addressing envelopes to delivering meals or teaching a class, to just visiting with residents. Most of our volunteers come from good samaritans in the local community, residents' family members, and often times our very own residents! The Board of Directors for ERH are also incredibly involved and dedicated, volunteering a combined 1,715 hours throughout 2013.



(left) Volunteer yoga instructors from **Project Yoga** celebrated their one year anniversary of providing weekly yoga classes to the residents at St. Paul Village and the surrounding community. It has been an absolutely wonderful new program helping nearly 25 participants per week to reduce stress levels, increase flexibility (in body and mind), and improve their emotional outlook through yoga, mindful breathing and meditation.



(above) St. Paul Village resident donating crocheted infant hats to Precious Angels Ministry, made by the Crochet for a Cause group at St. Paul Village.

Deupree House resident, Phil Maechling, helping to make blankets for those in need.



“In my personal and professional life, there has always been a part of me to want to give back to the community. The opportunity availed itself to me and other members of St. Andrew’s Episcopal Church to spend time at St. Paul Village with the seniors in Bible Study and assisting with other planned activities there. I have really enjoyed the four plus years of allotting Friday morning’s as that special time to study and share with the seniors at St. Paul Village. I enjoy the beautiful community, the staff’s dedication, and the care and concern that is given to the seniors. I look forward to being with them.”

- Katrina Mundy, St. Paul Village volunteer

Marjorie P. Lee and Deupree House Auxiliaries

The Marjorie P. Lee and Deupree House auxiliaries were established for the purpose of enhancing and contributing to the comfort, enjoyment and well-being of the residents. Each year they work to raise funds to help with a variety of activities and events.

In 2013, the MPL auxiliary sponsored their annual “Souper Bowl” party, Derby Day event, picnic at Woodland Mound and a trip to see the Christmas lights at Pyramid Hill.

The Deupree House auxiliary had a wonderful time hosting a cocktail party with a jazz band for entertainment. The annual Fall Bazaar was also a big hit yet again! This event allows residents and vendors to set up booths in the Event Center to sell their unique items. Residents and staff alike all expressed how great this day of shopping was!



Deupree resident, Nancy Holterhoff, selling delicious baked goods at the Fall Bazaar

Amount raised in 2013: \$11,445 !

Living Well Senior Solutions

Living Well Senior Solutions (LWSS), a service of ERH, serves seniors and family members with the goal of enabling quality living to prevail over the challenges of aging through a process of providing answers, developing a plan, and managing the ongoing care process. Reaching out from within is another way ERH improves the lives of those we serve, their families and our neighbors in the community.



Geriatric Care Manager, Pam Ward, visits with Chuck and Carol Schlegel, MPL residents.

Serving **33 clients**, preventing several emergency room visits, attending countless physician appointments, implementing wellness plans, assisting with travel plans and so much more, 2013 was another busy and rewarding year for LWSS. One client expressed gratitude, stating **“Thank you for all your help. Your help with taking Mom to the doctors takes an incredible amount of pressure off of me!”**

One client in particular made 2013 a very satisfying year. During an outreach visit at the Madison House, the building manager inquired about options for a resident who was in need

of some assistance. **Living Well Senior Solutions was able to step in and provide services including assessing her situation, contacting her family and medical professionals and assisting and lining up additional resources for her at no cost.** She and her family were incredibly thankful for all they were able to do for them, and for being so generous in offering a little help at no cost.

Community Education

ERH staff often share their expertise on a variety of senior living topics with community organizations and groups across Greater Cincinnati and throughout Southern Ohio.

In 2013, ERH reached **1,113** people through community education. Marjorie P. Lee and Deupree House welcomed **427** guests for educational events. Parish Health Ministry reached **667** individuals through their community education events. Deupree House helped serve **28** graduate level therapy students from Xavier University and Deupree Cottages served **3** nursing students from Beckfield College. Marjorie P. Lee served **128** Cincinnati State students through a Nurse Aide training class.

Refresh Your Soul with Parish Health Ministry

Parish Health Ministry held their annual Refresh Your Soul conference in March with **209** attendees. This year's conference, entitled "Riding the Dragon: Strengthening Your Life in Challenging Times," featured keynote speaker Dr. Robert Wicks, who has traveled the world speaking to professionals, military and people in ministry about secondary stress. Other speakers included Wanda Sanchez, Shelly Beach, and Dr. G. Scott Morris, M.D.

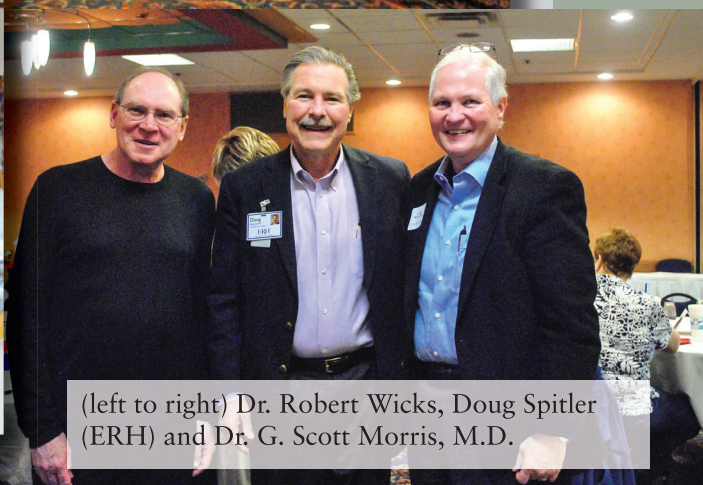
Attendees found the conference to be very meaningful as they were offered insights into how they can remain resilient and, in turn, extend warmth to others without losing their own inner fire in the process.



Attendees at the 2013 Refresh Your Soul conference



Snap, Crackle, Pop! John Morris Russell from the Cincinnati Pops visits guests and residents at MPL



(left to right) Dr. Robert Wicks, Doug Spittler (ERH) and Dr. G. Scott Morris, M.D.

Community Outreach

While ERH serves the needs of our residents, we also know we are part of the communities in which we work and live. In 2013, ERH was able to donate \$22,140 to other non-profits in the community including the Alzheimer's Association, Working in Neighborhoods, LeadingAge Ohio, Freestore Foodbank and many others. Part of our work to be good community stewards is outreach through a variety of programs.



Martin's Ferry

Holy Trinity hosted another Christmas party for the Martins Ferry community, made possible through the generosity of ERH staff and residents. The donated gifts brought joy to many, and each child received the Christmas gifts they deserve! This year, there was over \$1,000 in monetary donations and 300 gifts donated. A wonderful success and way to bring out the true meaning of Christmas.



ERH staff members loading the car with toys for the trip to Martins Ferry!

Council for Life Long Engagement (CLLE)

The Council for Life Long Engagement is an action learning program which aims to help create positive interactions between grade school students and elders, highlighting the elders' knowledge and talents and furthering the education of young people. CLLE continues to partner with Nativity School, St. Mary's, Mt. Notre Dame High School and Kilgour, and looks forward to beginning their partnership with St. Cecilia in the coming year.

In 2013, there were 365 student interactions, 31 elders involved, and 116 volunteer hours between 28 volunteers. We are looking forward to increasing those numbers even more in the coming years!

ERH along with VP of Housing and Healthcare, Laura Lamb, was recently presented with the Hobart Jackson Cultural Diversity Award by LeadingAge. The national award, which is presented each year at its annual meeting, recognizes individuals or organizations that demonstrate significant achievement in cultural diversity and inclusion with respect to residents, staff and in developing future leaders in the aging services field.

"We are incredibly humbled by receiving this award. We look forward to not only continuing our programming with our older adults and school children here in Cincinnati, but broadening our mission to eradicate ageism throughout the country."

-Laura Lamb

Knowledge as big as his heart

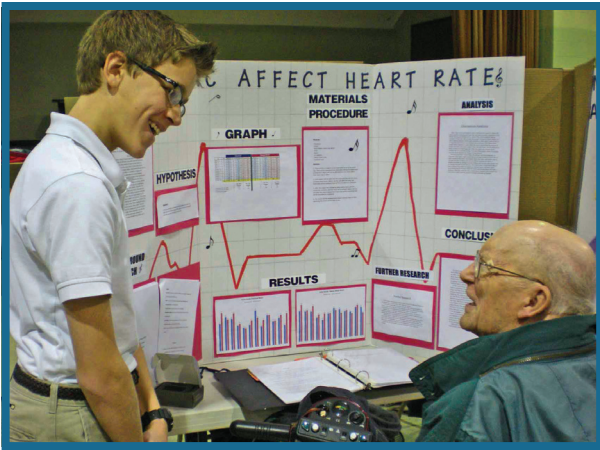
-A look back on how it all began-

Dr. Corning Benton lived at Marjorie P. Lee for 4 years before passing away in March of 2013. Serving as a resident representative for the ERH Board of Directors and as an MPL Resident Council President, Corning made a tremendous impact throughout the community. However, one of Corning's greatest passions was for CLLE.

“This is the most energized I have felt in years.”

As one of the founding members of CLLE's steering team, Corning took personal pride in the program's success. Whether it was a science fair or career day, Corning had a wealth of knowledge and huge heart to share. From the very first time Corning participated in CLLE, he knew he was where he was meant

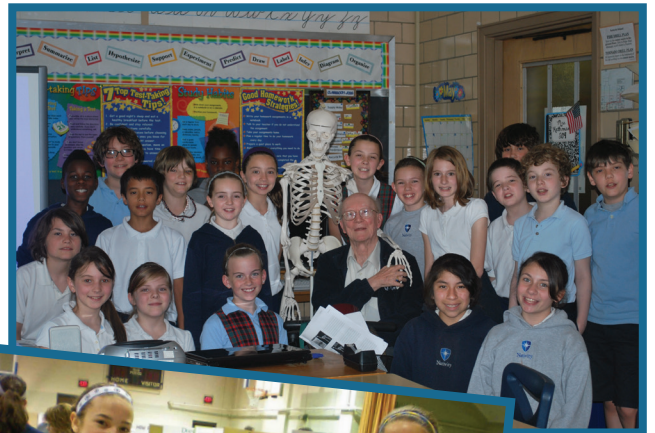
to be, sharing, “This is the most energized I have felt in years.” During one career day, a student asked Corning if she should, “Follow her own heart to become a marine biologist or become a doctor like her dad wanted her to do.” Corning shared advice that none of the students that day would soon forget – **“Follow your heart and you will be happy. If you are happy, your parents will be happy for you.”**



Although Corning was a pediatric radiologist at Cincinnati Children's Hospital for over forty years, what he enjoyed sharing most was his passion for space exploration and Apollo 8. Corning was so passionate and knowledgeable that the students in one

class believed he himself had actually traveled to the moon - or was at the very least an astronaut!

Corning's dedication to CLLE was inspiring to both staff and fellow residents. His legacy will without a doubt be carried on by the current and future residents, and the staff and steering members who are forever grateful for his passion and leadership.



Community Outreach (cont..)

Deupree House Outreach Committee

The Deupree House Outreach Committee, started in 2011, works to provide services and meet needs of those outside of the Deupree House community. The committee finds outreach incredibly rewarding and demonstrates how it can come in many forms, utilizing the talents and passions of our residents.

The Outreach Committee has worked diligently to assist numerous organizations throughout the community.

Blanketed with Love has been one of the largest projects thus far. To date, the committee has raised money for and/or donated over **700** blankets for those in need, and they continue to meet weekly!



(above) Phil Maechling, former chair, with gifts for the Pleasant Ridge Christmas gift drive.

(left) Members of the committee with some of the beautiful blankets they've created.

2013 Deupree House Outreach Committee partners

Home Comforts Project with Redeemer Church:

Donated pots, silverware, sofas, heaters, glassware and more!

Friends of the Groom project:

Assisted this Christian Theater Group with preparing promotional materials and mailings.

Matthew 25 Ministries:

Sent prescription vials to Africa to help decrease contamination and collected beverage pull tops for the Ronald McDonald House.

Pleasant Ridge the Caring Place:

Held a Christmas gift drive for children to receive gifts.

Open Door at the Church of the Advent:

Donated personal care items such as lotion, toothpaste, shampoo and others.

Hurricane Sandy Clothing Drive:

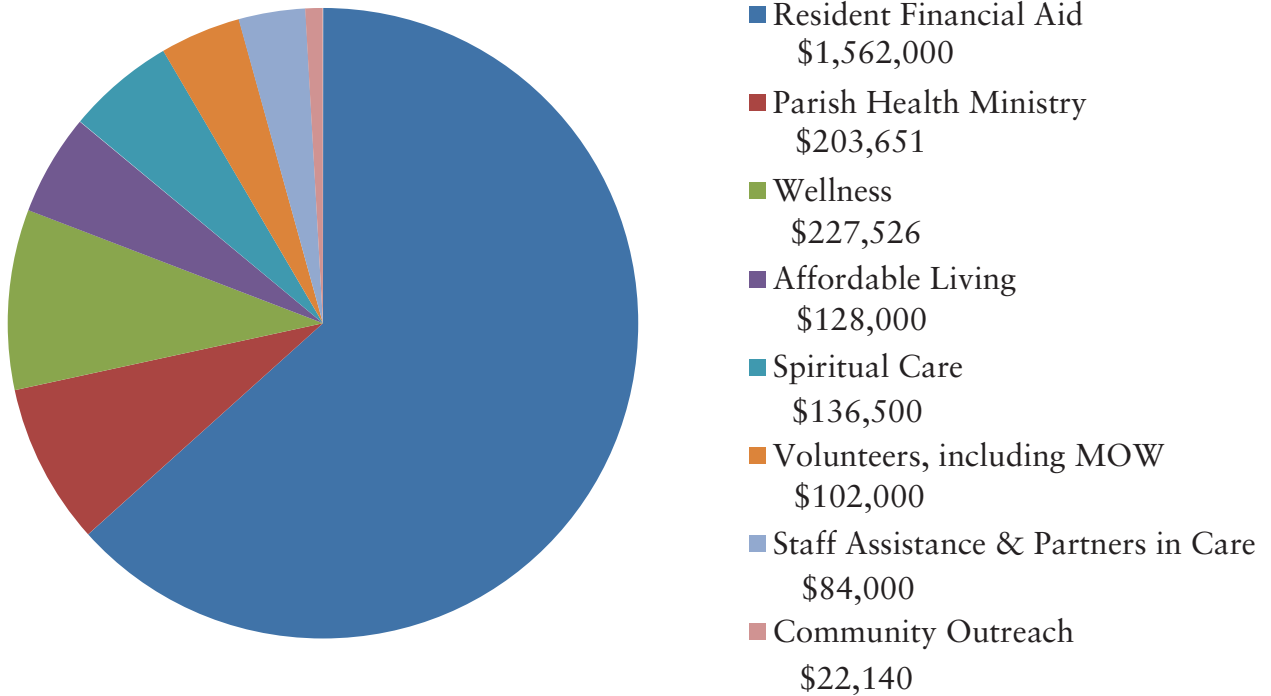
Donated 30 thirty-five gallon bags filled with clothes for Hurricane Sandy survivors.

Blanketed with Love:

Donated over 700 blankets to those in need since their start in 2009.

Ministry by Numbers

Funds Allocated Per ERH Ministry Program



Total Ministry Costs	\$2,465,817
Total Operating Costs	\$34,980,495
Ministry costs as a percentage of total operating costs	7.0%

Total individuals served and contacts made

Parish Health Ministry *contacts made through health screenings, referrals & other services	31,936
Affordable Living	704
Assisted Living	48
In-Home Services	362
Independent Living	293
Living Well Senior Solutions	35
Meals on Wheels	502
Nursing Care	304
TOTAL	34,184



Episcopal Retirement Homes

3870 Virginia Avenue • Cincinnati, Ohio 45227
513.217.9610 • www.episcopalretirement.com