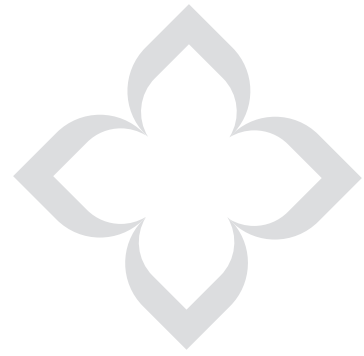




# ERH

Episcopal Retirement Homes



## 2014 Ministry Report





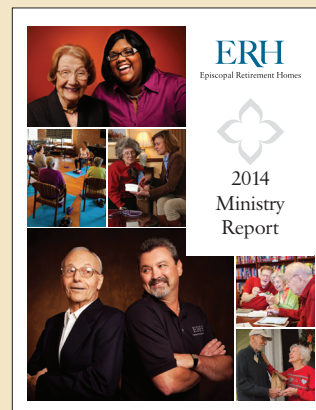
# 2014 Ministry Report

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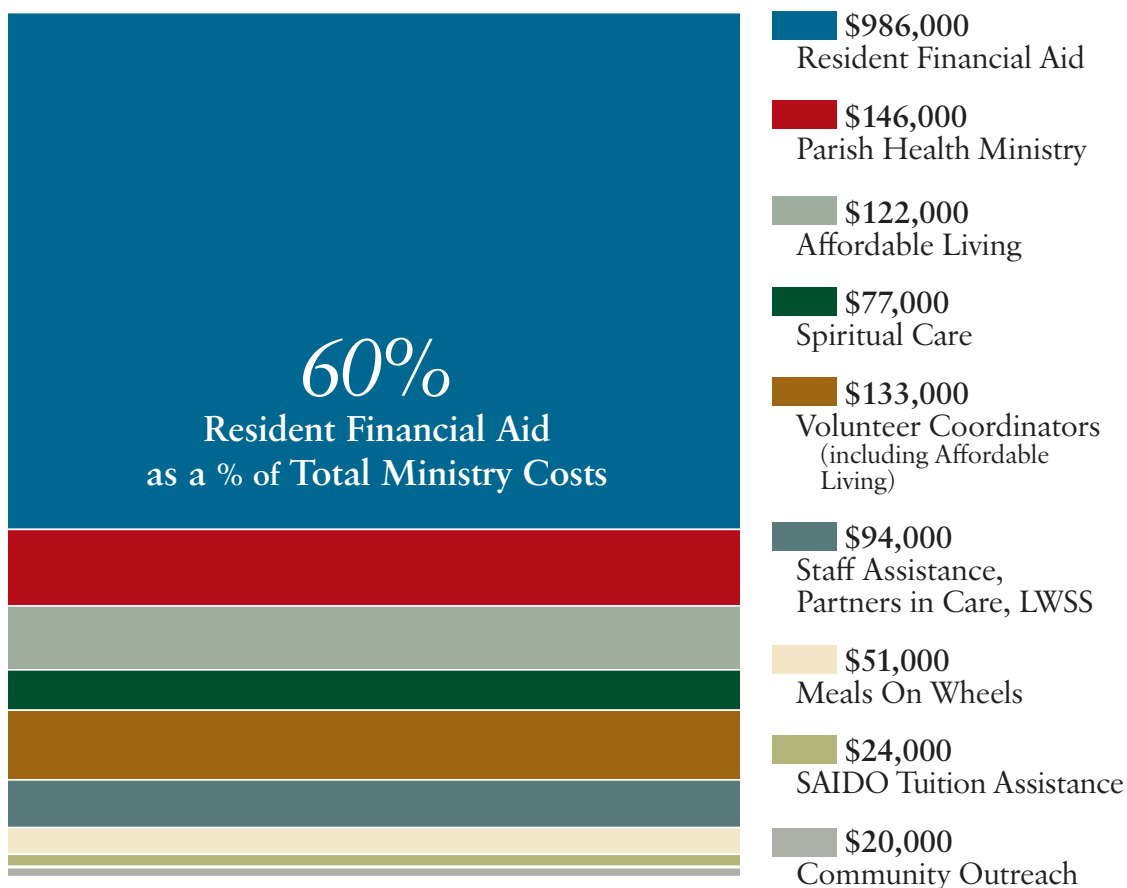
Episcopal Retirement Homes is a not-for-profit 501 (c) 3 tax-exempt organization. As a mission-centered non-profit organization, we go “above and beyond” in both giving and in serving. It is our privilege and responsibility to provide benefit to the communities which we serve.

This ministry report is an annual account of both statistical evidence and anecdotes that demonstrate how the mission has been carried out. We are accountable to our residents and to the broader communities we serve. We take pride in knowing that we make a difference in the lives of our seniors.



## Ministry by the Numbers

### ERH Ministry Program Costs



**\$40M**  
Total  
Operating Costs

**\$1.7M**  
Total  
Ministry Costs

**4.1%**  
Ministry Costs as a  
% of Total Operating Costs





## Financial Assistance

The mission and ministry of ERH actively supports the elders in our care and the staff members who serve them. Direct financial support is offered to meet a wide-range of financial needs. ERH provides housing assistance to residents or assistance through the Partners in Care Fund or Living Well Senior Solutions. Tuition aid is offered to residents without means to pay for SAIDO Learning, a memory support therapy. Staff members in need are aided through tuition reimbursement or through the Staff Emergency Fund.

### Partners In Care

The ERH Partners In Care fund is used to help residents receive daily living items and services not covered by government programs or insurance such as hearing aids, eyeglasses, and dentures.

## *Providing Relief, Improving Lives*

### Resident Aided with Travel Expenses

When a resident at St. Paul Village needed to travel to Atlanta, GA for follow-up appointments after surgery, the ERH Partners In Care Fund stepped in to assist with travel expenses. The Coordinator worked with the lodging company to have the resident's stay invoiced and billed to the Partners In Care credit card. The resident received gas cards to cover the fuel expense. With this assistance, the resident was able to travel to Atlanta and keep his medical appointments.



tered higher than usual medication costs. The resident couldn't even create a meal from the three items in their cupboard. Partners In Care was able to provide money to purchase Kroger gift cards for the resident so she could get food items at the grocery store. The resident had been embarrassed to ask anyone for anything, and the gift cards allowed her to get back on her feet.

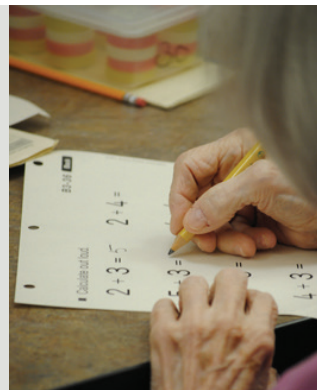
### Help to Afford Both Food & Medicine

Everyone should have food to eat and the medications they need. But, a resident at Elberon was struggling with getting enough food when they encountered

### SAIDO Learning Tuition Assistance Provided

SAIDO Learning, which is offered at Marjorie P. Lee, is a non-pharmaceutical intervention that is proven to improve or slow memory loss among adults with cognitive impairment.

*One resident's family expressed that SAIDO, and her SAIDO supporter, helped their mother "Blossom into all that God wanted her to be ..."*



**\$986,000**

Resident  
Financial Aid

**\$77,404**

Staff Tuition  
Assistance

**\$11,852**

Partners in Care  
Fund (41 residents)

**\$1,692**

Staff Emergency  
Fund (14 staff)

**\$3,225**

Living Well Senior  
Solutions Assistance  
(21 residents)

**\$24,000**

SAIDO Learning  
Assistance (7 residents)



# Affordable Living

ERH 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 approach is that older adults deserve to live with dignity and enjoy life in a safe and supportive community regardless of their financial situation. We believe in enriching our elders in mind, body and spirit. All of our Affordable Living communities offer activities, transportation, care coordination, spiritual services and wellness programs in a safe, comfortable environment.



*Trent Village, Lexington*



*Shawnee Place, Springfield*

More than an Apartment, It's a Community

## *Enriched Living with Caring Support*

Morning coffee gatherings, spiritual services, bus trips, exercise programs and much more, there really is something for everyone to enjoy and get engaged.

At Shawnee Place in Springfield, Ohio, the residents and volunteers came together to organize a Craft Show to welcome neighbors during the "Holiday in the City" event. The community came together for an enjoyable activity that raised \$500 for their resident council.

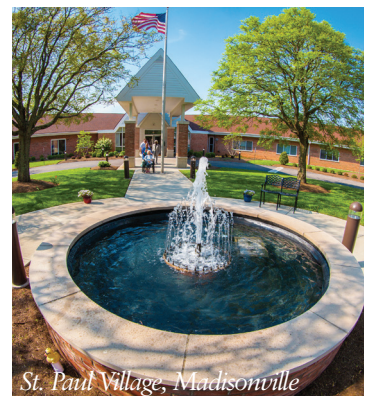
Six Cincinnati high schools have supplied St. Paul Village with reliable volunteers who came seeking service hours, but stayed after graduation and continue to serve residents at social events.

At Canterbury Court, the Dayton Public Library offered a six-week class to residents called "iPad Education." Seven residents participated and were able to

use the iPads for six weeks. Other education sessions at Canterbury keep residents informed on topics such as health and wellness for mind, body and spirit.

Health clinics at all the communities uncover and aid the residents with a variety of concerns. Even a simple blood pressure check can detect a problem with medications that may dramatically improve their quality of life. Other types of clinical visits at the communities such as podiatry, dentistry and vision are offered on a regular basis by local doctors.

Residents can stay active and involved by helping in the community in many ways. Popular ways to give back include gardening, joining an Alzheimer's Walk or "Crocheting for a Cause." By sharing their time and talent, they help others and feel great in return.



*St. Paul Village, Madisonville*

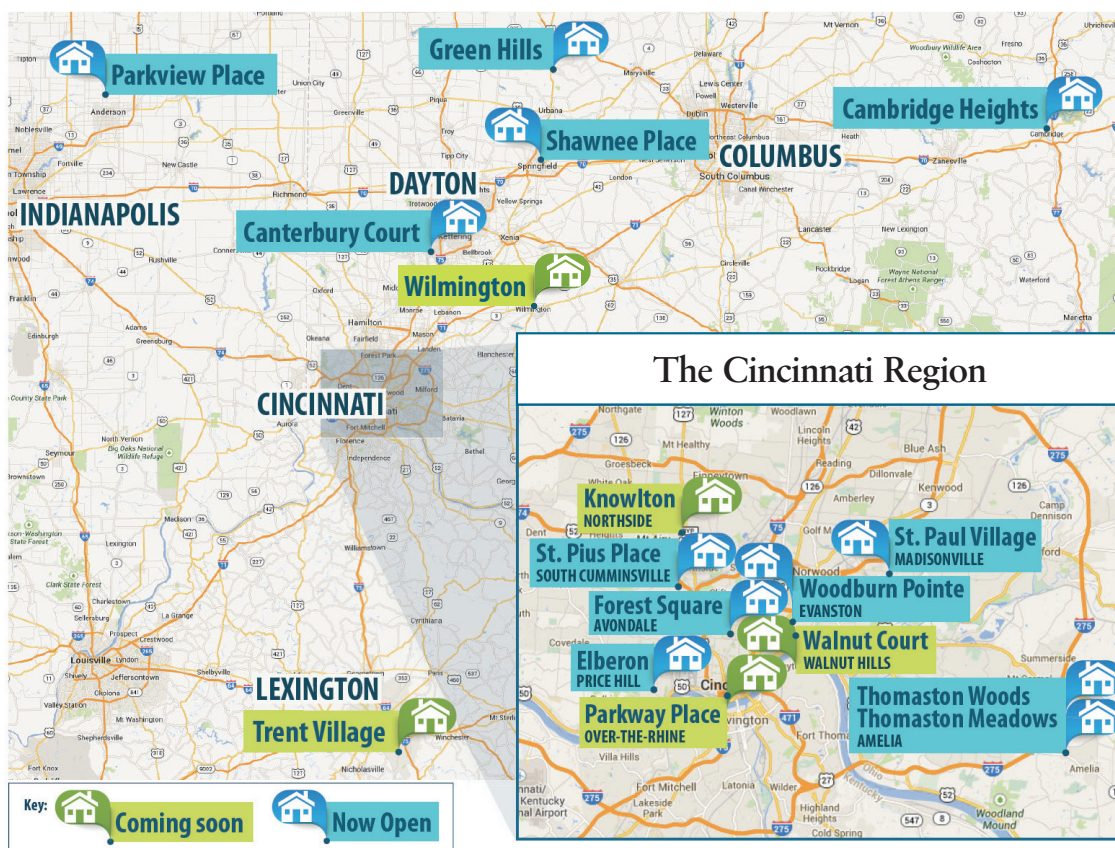




# Affordable Living

Growth Continues in 2014 and Beyond

## Expanding to Serve the Tri-State



2014 came to a close with the Parkview Place, Thomaston Woods and Thomaston Meadows communities transitioning from development to operational. Green Hills Community is also under management by ERH.

2014 AL  
Ministry Statistics

677

Residents

9

Communities

\$122,000

Cost of Services  
For Residents  
(Not Funded by HUD)

1.53%

AL Ministry Costs  
as a % of  
Total AL Costs

### Community of Support

## Getting Well at Home

A St. Paul Village (SPV) resident was anticipating a stay at a rehabilitation unit to recover after being in the hospital. Her therapists surprised her, she went straight home without a stay at the rehab hospital. Needless to say she was thrilled!

The caring staff and familiar neighbors at SPV were ready to help her get back on her feet. She worked with her therapist and used the NuStep and other equipment

in the Fitness Center to build up her strength. Her speech therapist visited and asked if she owned a computer. She did not, but she knew about the resident computer room at SPV. The speech therapist showed her how to access therapy games. Now she has gained her speech back!

Throughout her recovery she had her neighbors and the staff at SPV to give her the support she needed.

*"I learned to walk again at St. Paul Village. We have all the rehab equipment I needed right here. I was so glad to rehab at home."*

*- A Grateful  
SPV Resident*



# Deupree Meals On Wheels

## 2014 MOW Ministry Statistics

**76,679**  
Total Meals Served

**80**  
Volunteers

**294**  
Clients Served

**25**  
Neighborhoods

**100%**  
Department of  
Agriculture Audit  
Score

**100%**  
Council On Aging  
Audit Score

**100%**  
Board of Health  
Audit Score

With Deupree Meals On Wheels, ERH provides older adults throughout Cincinnati with warm, nutritious meals delivered to their homes. More than 380 meals are delivered per day by compassionate and caring members of our team along with dedicated volunteers. Our volunteers provide the crucial social contact for the elders to supplement family support and who would otherwise become isolated.

## Volunteers make the difference

### *Helping Elders at Home*



*Joan Rohde, 38 year  
Meals On Wheels volunteer*

It is challenging for families when an elder wants to stay in their home beyond the time they can care for themselves without assistance. Meals On Wheels has helped families by wrapping services around the homebound. One client was not eating and her family was concerned that their loved one needed to move from her home. When Meals on Wheels started delivering and making daily contact, the woman began to eat and was able to remain at home.

One volunteer, Joan Rohde, (see photo at left) has been delivering Meals on Wheels for 38 years! She loves the sense of purpose she derives from interacting every week with her homebound clients. For some, Joan is their only point of outside contact, and she sees how they look forward to her visit and delivery every week.

Joan sees the impact from her work. Her goal is to keep delivering Meals On Wheels for a total of at least 40 years, and as Joan said, "And many more, God willing!"

*August 7, 2014*

*Hi Sue,*

*Thank you and all of the  
volunteers for all of your help,  
kindness and time in assisting  
my Mom, Mary Jane.*

*Fondly,*

*Lisa S.*



*Volunteers deliver more than a hot meal, they provide warm conversation and sometimes a warm blanket. This one was made for Betty by Deupree House residents.*



# Parish Health Ministry

Parish Health Ministry (PHM) extends the ERH mission and ministry outside the walls of the retirement communities and into the surrounding communities of southern Ohio. Working with 72 churches in the region, PHM coordinators encourage congregations to renew their role in health care through advocacy, education and wellness programs.

*"We are making a difference in parishioners' lives with our blood pressure program and making them more cognizant of taking charge of their health with some of the other programs we have offered including Backdoor Reading."*

– Mary Frey, Partnering Church Lead



Betsy Babb, right, provides a blood pressure check to a parishioner at Episcopal Church of the Redeemer

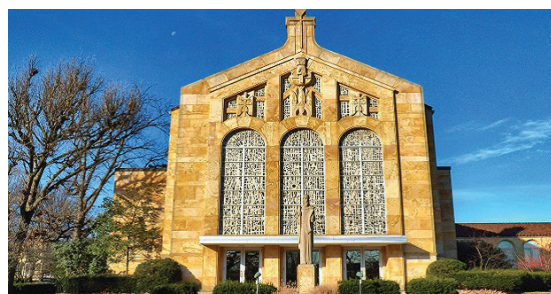
## St. James of the Valley Catholic Church

### *From the First Year to the Future*

St. James of the Valley Catholic Church in Wyoming was one of the first partners with PHM when the program began in 1998. St. James has continued to be an active ministry over the years and in 2014 made 1,139 contacts through visits, prayer shawls and other ministries.

St. James has had success using many of PHM's programs including Backdoor Reading, Blood Pressure program, Walk to Bethlehem, Care Transitions pilot program as well as other programs. The health ministry team is planning now for an 8,000 mile journey, 'Walk to Jerusalem' will begin on Ash Wednesday in 2015.

Blood pressure screenings were held



every other month during the school year to help parishioners track their progress.

The St. James bereavement team, in partnership with health ministry, began using the 'Journeying Through Grief' program provided by ERH Parish Health Ministry and reported very positive feedback from their parishioners.

Several members of the St. James group (see photo at left) attended the PHM Volunteer Appreciation event in August to celebrate their success with other health ministry teams from around the region. They enjoyed the dessert reception and the comedy team of Barnes & Miner.

## 2014 PHM Ministry Statistics

**35,572**  
Total Contacts

**521**  
Volunteers

**14,779**  
Hours  
of Service

**759**  
Referrals

**5,022**  
Blood Pressure  
Screenings

**\$192,905**  
Cost of  
Program

**24%**  
Funded through  
Grants and  
Contributions

# Chaplaincy

## 2014 Ministry Statistics

**\$77,000**  
Spiritual Care  
Costs

**5%**  
Spiritual Care  
Costs as a %  
of Total Ministry  
Costs

*"I am thrilled and moved to hear our residents' thoughts and share their enthusiasm for Christ during our Bible studies at St. Paul Village and St. Pius Place."*

— Deacon Fred McGavran

ERH provides its communities with chaplain services to serve the spiritual needs of the residents and those around them. Many local churches serve residents in partnership with ERH communities. As the ERH chaplains and church volunteers walk through life's journey with residents — listening, comforting, and giving guidance — they are meeting their spiritual needs when it is most needed. The ministry of ERH chaplains and of our partner churches benefits residents and their families as well as the staff and wider community. Wherever we enrich lives, satisfy spiritual needs, and nurture souls, it is our mission to offer our service.

## Spiritual Care

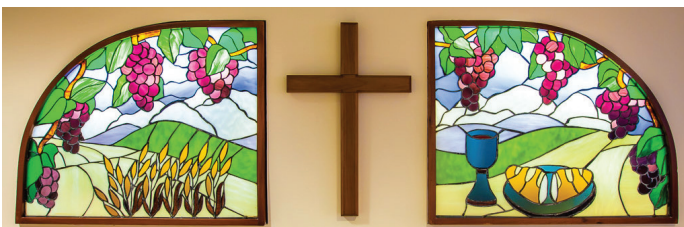
# Offering Support & Connection

The spiritual needs of the residents are satisfied through programs that offer connection and support. All residents have the opportunity to participate in spiritual enrichment activities and practice their faith as they choose. ERH values the generous support of local churches and their work with residents. Spiritual programs include:

- Sunday services Bible study at Deupree House and Marjorie P. Lee
- Bible study led by Deacon Fred McGavran at St. Pius Place and St. Paul Village
- Stephen Ministry Program offering individual counseling and a weekly Bible study at Canterbury Court
- Sunday services, spiritual counseling and music ministry supported by local churches for residents at Cambridge Heights.
- Bible study offered twice weekly by local churches at Shawnee Place in Springfield
- Prayers, Praise & Potatoes and Prayer, Praise & Pancakes as well as daily Bible Study at St. Paul Village are supported by local churches



ERH chaplain, the Rev. Angelo Puopolo Jr.



Above, the chapel at Deupree House,  
right, the chapel at Marjorie P. Lee





# Volunteers

ERH volunteers generously donate thousands of hours of their time and talents toward to ensure that ERH is active in its mission. They help with tasks ranging from delivering meals to teaching a class. Volunteers are good samaritans in the community, residents' family members, and often times our own residents and staff! The ERH Board of Directors is also incredibly involved and dedicated, volunteering a combined 1,994 hours throughout 2014.

## Residents Giving Back

### *Devotion to Service Continues*

This generation of ERH residents has been giving back to their communities since they helped their parents plant Victory Gardens. They've fought social injustice, they've eased suffering ... and they're not about to stop now. Residents of ERH are delighted to discover not only that they don't have to stop, but that volunteerism is encouraged here. While

St. Paul Village (SPV) has over 200 volunteers from the community, the SPV staff and residents took notice of one resident and recognized him for his commitment to their recycling program. Every morning George Dinkel collects the recyclables from all 5 buildings and takes them to the Recycling Dumpster. What an example of enriching the community where you live!



Resident George Dinkel was named Volunteer of the Year at SPV for his dedication to the recycling program.

## Staff Volunteers

Our staff give their time beyond work tasks in many ways. This summer, a small army of volunteers banded together to transport all the residents of Amstein House from Marjorie P. Lee to Hyde Park Square for some delicious Graeter's Ice Cream. The parade of wheelchairs stretched for blocks, turned heads and stopped traffic. Thanks to staff volunteers, residents enjoyed a treat, a bit of fresh air and sunshine.



## 2014 Ministry Statistics

# 15,673

Hours Volunteered at ERH Communities

# 1,994

ERH Board of Directors Volunteer Hours

# 19,037

Total ERH Volunteer Hours

# \$609,975

Calculated Cost If Volunteers Were Paid

*"Volunteering is fun, I think maybe I'm selfish. Maybe instead of volunteering I'm just enjoying myself."*

– Grace Ulm, Marjorie P. Lee resident and volunteer who transports fellow residents to and from their memory care therapy.

# ✦ Marjorie P. Lee ✦ Deupree House Auxiliaries

## 2014 Ministry Statistics

**\$7,690**  
Marjorie P. Lee  
Donor Drive

**\$2,000**  
Deupree House  
Fall Bazaar

**165**  
Total Members

The Marjorie P. Lee (MPL) and Deupree House Auxiliaries were established to enhance the comfort, enjoyment and well-being of residents. The members raise funds to provide a variety of activities and events.

The MPL Auxiliary runs the Corner Store where residents can shop. They hold many popular activities for residents including a Super Bowl Party, a Picnic at Woodland Mound and a trip to see the Christmas lights at Sharon Woods.

Deupree House Auxiliary hosted 21 vendors at the Fall Bazaar, held a Lobster Bake for residents of the Cottages and topped off the year with a Wine Party for Residents at Deupree House.



*The staff and residents enjoyed the Fall Bazaar at Deupree House in October.*

## ✦ Living Well Senior Solutions

### 2014 LWSS Ministry

**45**  
Contacts

Living Well Senior Solutions (LWSS) serves seniors and family members with the goal of enabling quality living to prevail over the challenges. Through a process of addressing personalized solutions, developing an actionable plan and managing the ongoing care process, we minimize the chance of a crisis situation.

Our vision isn't limited to a client's medical needs, but rather that their goals for aging well are being met. For two clients, the goals involved world travel.

Bill traveled in Europe extensively in his career and early retirement years.

In 2013, his travel plans included a transatlantic cruise on the Queen Elizabeth II and in 2014 spent three weeks touring through Switzerland and a stop in Venice, Italy.

Betty enjoyed a wonderful week-long trip to visit family in California. She enjoyed shop-



*Bill, left, traveled to Switzerland and Italy and Betty, visited family in California.*

ping, eating at her favorite restaurants and visiting museums with her grandchildren.

Life doesn't stop because a client has collected a few problems. Having a Care Manager to assist with planning makes travelling not only possible, but a joy!





# Community Education

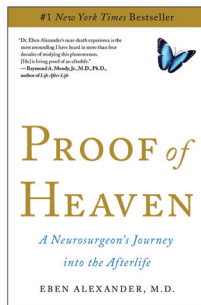
ERH staff often share their expertise on a variety of senior living topics with community organizations and groups across Greater Cincinnati and southern Ohio.

## Parish Health Ministry Event

### Refresh Your Soul

The sold-out Refresh Your Soul event inspired more than 500 conference-goers to learn more about health as it relates to spirituality.

The message of keynote speaker Eben Alexander, M.D., touched the hearts and encouraged the faith of so many people. Richard Johnson, Ph.D., the second speaker, challenged attendees to consider their spiritual strengths and to look at how these strengths affect their personalities. Both presentations encouraged attendees to embrace life's struggles as part of our journey.



The sold-out Refresh Your Soul event featured keynote speaker Eben Alexander, M.D., and Richard Johnson, Ph.D. (pictured)

## Community Events

The Marjorie P. Lee and Deupree House communities hosted 19 educational events for invited guests in 2014. At an event in February, Author of the bestselling book *Proof of Heaven: A Neurosurgeon's Journey into the Afterlife*, Dr. Eben Alexander spoke to the crowd about his near-death experience. Dr. Alexander shared with the audience how difficult it has been for him to digest, understand and interpret what happened, despite his extensive medical knowledge.



## 2014 Education Statistics

# 2,255

Total Reached  
Through  
Community  
Education

# 523

Speakers Bureau &  
Other Events

# 951

Deupree House &  
MPL Events

# 528

Refresh Your Soul  
Event

# 253

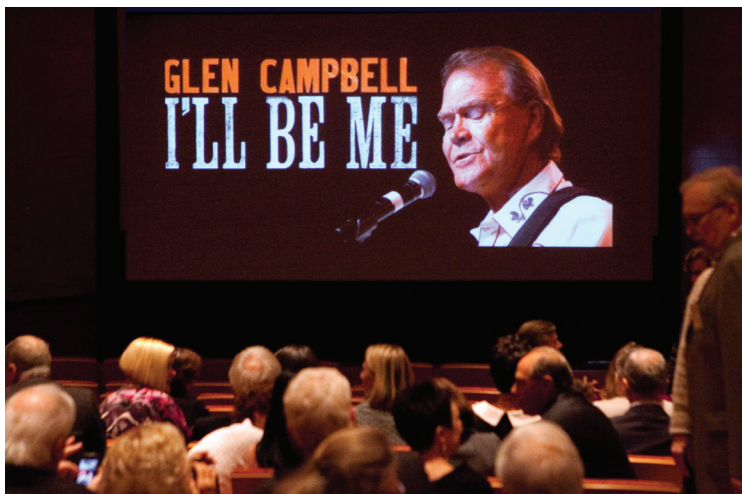
Students Reached  
Through  
Educational  
Affiliations

## Community Education

390

Guests of ERH  
& Alzheimer's  
Association Attended  
Film Screenings

ERH, in partnership with the Alzheimer's Association – Greater Cincinnati Chapter, hosted private screenings of the award winning documentary, "Glen Campbell – I'll Be Me," to draw attention to the challenges we all face in the battle against Alzheimer's disease.



*A VIP reception and screening of "Glen Campbell – I'll Be Me" was hosted at the Cincinnati Art Museum*

Glen Campbell and his family set an example, and the movie brings home the idea that those who are stricken are not completely lost. ERH remains on the forefront of dementia care and is piloting exciting non-pharmaceutical therapies that are showing promising results. ERH offers memory care services at its Marjorie P. Lee and Deupree House communities.

## Community Outreach

284

Blankets Made &  
Donated

Deupree House Outreach Committee, founded in 2011, works to provide services and meet needs of those outside of the Deupree House community. Residents fund the projects which are incredibly rewarding and utilize the talents and passions of the committee.



*The Outreach Committee celebrated the 1,000th blanket milestone and Phil & Joan Maechling were recognized for their leadership, service and dedication to the Outreach committee by Laura Lamb, VP of Residential Housing & Healthcare for ERH.*

5,000

Pill Bottles  
Donated

Outreach Committee, in partnership with a Mount Notre Dame senior, donated more than 5,000 pill bottles to Matthew 25: Ministries for distribution of medicine in developing countries. The group also helps Friends of the Groom, a local theatre company, by stuffing promotional material in envelopes.

The Marjorie P. Lee residents donated more than 475 knitted hats to Crayons to Computers.

475

Hats Knitted &  
Donated





# Community Outreach

## Council for Life Long Engagement (CLLE)

### *Learning in Action*

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.

The long-term mission is eradicating ageism, and the model is completely replicable. The program has been implemented in eight other retirement communities around the country, and with an imminent launch at a community in Canada, the program will soon be international. CLLE partners locally with Nativity School, St. Mary's, Mt. Notre Dame High School, Kilgour and St. Cecilia.



*Deupree House resident, Jack Williams speaks with students during Career Day at the Nativity School*



*The students at St. Cecilia participated in an educational program on the topic of the Great Depression. The CLLE guests included (left to right first row center) Jack Williams, Harriett Krumpelman, Bill Victor and Joan Maechling.*

## 2014 CLLE Statistics

# 40

CLLE Encounters

# 459

Students Involved

# 112

Volunteer Hours

# 124

CLLE Steering  
Team Hours

# 8

CLLE Model  
Programs in Other  
Retirement  
Communities



## 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 2014, ERH made donations to other non-profits in the community including the Alzheimer's Association, Episcopal Community Services Foundation, Caring Place Toy Drive, Working in Neighborhoods, LeadingAge Ohio, Hyde Park Center for Older Adults and others. Our work to be good community stewards includes reaching out and supporting a variety of regional and national programs.

# \$20,000

Total donations to  
other Community  
Nonprofits

### Season of Giving

## Christmas joy for Martins Ferry



*The annual toy drive and Christmas party was organized by Missy Hanzel (with help from Marley the office dog.) Missy also delivered all the gifts to Martins Ferry.*

St. Paul's Episcopal Church in Martins Ferry, Ohio hosted a Christmas party for the community, made possible through the generosity of ERH staff and board members.

The donated gifts brought joy to many, and each child received Christmas gifts! This year, \$650 in monetary donations and hundreds of gifts were delivered to Martins Ferry. The annual event was a wonderful way to show how ERH cares for its neighbors. Martins Ferry is an area of the Episcopal Diocese that needs an expression of the true meaning of Christmas.



*Bryan Reynolds and Missy Hanzel loaded the donated gifts to be delivered to Martins Ferry.*

### Walk to End Alzheimer's!

ERH staff and family members gathered in October at the "Walk To End Alzheimer's" and raised hundreds of dollars to advance research to treat and prevent Alzheimer's, and to provide programs and support to improve the lives of millions of families affected by the disease.





# Organizational Commitment

The mission of Episcopal Retirement Homes (ERH) is to enrich the lives of older adults in a person-centered, innovative and spiritually based way. ERH staff take this ideology beyond the walls of our communities. The leadership of ERH believes that it is important to be a part of the local community, and to share their talents and passion with other organizations. Our leadership team volunteers hundreds of hours of their time each year to the benefit of our entire community.

**1,372**  
Number of ERH  
Senior Leadership  
Volunteer Hours



1] Doug Spitzer, President & CEO (left) with Marjorie P. Lee resident Terry Lilly at the ERH Gala; 2] Kathy Ison-Lind, VP of Affordable Living & In-Home Services (right) at Trent Village ground breaking; 3] Laura Lamb, VP of Residential Housing & Healthcare at the Deupree House Ice Cream Social; 4] Ken Paley, VP of Marketing with Marjorie P. Lee resident Dick Ward at the ERH Gala; 5] Paul Scheper, CFO (right) with Kathy and Mike Krug at the Glen Campbell film event.

## Individuals Served

**11,857** Parish Health Ministry (health screenings, referrals, other services)

**677** Affordable Living

**51** Assisted Living

**293** Independent Living

**45** Living Well Senior Solutions

**294** Meals On Wheels

**287** Nursing Care

**13,504** Total Individuals Served



Living Well Senior Solutions Manager Peggy Slade-Souders with Carol.



Social Services Coordinator Beth Andruss with Coleman.



Episcopal Retirement Homes

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