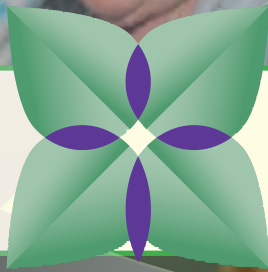




Annual  
**STEWARDSHIP Report**  
2011

Community  
Connections -  
*Serving from  
the Heart*



PRESBYTERIAN  
**SENIOR LIVING**



## *The Mission*

The mission of Presbyterian Senior Living is to offer Christian understanding, compassion and a sense of belonging to promote the wholeness of body, mind and spirit.

[www.presbyterianseniorliving.org](http://www.presbyterianseniorliving.org)

It is our policy to admit residents without regard to race, color, national origin, age, ancestry, sex, religious creed, handicap or disability.



## *Chairman's letter*

At Presbyterian Senior Living (PSL), we are committed to creating a sense of community for the people we serve. Regardless of the location - independent living, personal care, assisted living, skilled nursing, or providing supportive services to persons living in their own homes, we strive to create the connections that meet the physical, social, psychological, and spiritual needs of seniors.

With 2800+ employees, several hundred volunteers, over 5,000 people served daily, and thousands of family members, we are also connected through a web of relationships in the larger communities in which we reside and carry out our mission. These relationships strengthen the fabric of communities by providing meaningful employment and income to families, supporting local services and education through payment of taxes, as well as the subsidized services provided to individuals and families who cannot pay for the care they need.

In the following pages you will see a glimpse of what we call the community benefit that Presbyterian Senior Living provides as a part of its ministry. At every PSL location there is a combination of educational training, community outreach, support of resident and staff volunteer activities, civic engagement, and benevolent support that makes the community a better place.

Much of this activity is nearly invisible, because it happens every day and is so much a part of PSL's culture that it does not attract much attention. Other examples are more obvious, like the transfer of the Quincy Village water system to the surrounding township. By transferring this water system to the community, over 100 families in the community now have safe drinking water in place of the well water that had been contaminated by industrial pollution.

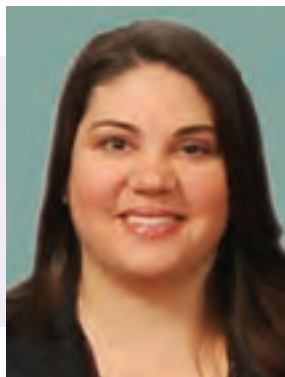
Programs like the Wellness Coach and the Dementia Leadership Initiatives Program grant focus on improving the health of the community through education. A variety of funding sources, including PSL financial resources are blended to help seniors and their families live happier and healthier lives.

We hope that you enjoy this annual report, and take the time to follow PSL throughout the year. Regular financial information and a complete listing of activities in our community benefit report, Mission in Motion, can be found on our web site at [www.presbyterianseniorliving.org](http://www.presbyterianseniorliving.org).

Sincerely,



Philip Miller  
Chair



Ann Fedorchak  
Vice Chair



Steve Proctor  
CEO

## *Community Outreach*

Presbyterian Senior Living offers a wide variety of outreach programs both on-site and out in the community. The outreach programs provide important information and support to community members often in partnership with community organizations. Outreach programs may be offered in local public and private schools, churches, senior citizen centers, or right on Presbyterian Senior Living property. These offerings include community health fairs, relay for life, onsite meeting rooms for various community agencies such as the Alzheimer's Association, American Red Cross, Boy and Girl Scout troops, Salvation Army, Chamber of Commerce, Kiwanis, Rotary, Red Cross Blood drives and numerous after school programs. Our facilities are a significant part of the neighborhoods and communities where each facility is located.



### *Featured Project – Wellness Coach*

The Wellness Coach is a community benefit program operating in harmony with the stewardship mission of Presbyterian Senior Living and supported by the goodwill of its corporate sponsors. The Wellness Coach travels throughout the target region visiting senior citizen centers, churches, retirement communities and other venues. Its' focus is instrumental in reaching out to seniors who most often do not have easy access to healthy living information, and most importantly, in a familiar and comfortable environment.



The materials and information were distributed to seniors directly from the Wellness Coach to their community room. Attendance at each center averaged 70 participants per tour. The tour is very relaxed, with seniors arriving at their convenience during the 9 am to noon schedule. The time is prearranged with the support manager at each center to determine the best hours to reach the maximum number of participants.

Our volunteer health care partners provide a wide variety of free educational information to seniors, in the form of flyers, brochures, educational DVDs, and demonstrations on the following topics: Nutrition by Sodexo Senior Living, Senior Fitness by Genesis Rehabilitation Services, Medication information by Millennium Pharmacy, Community Services by Area on Aging, Health Management and Spirituality by Presbyterian Senior Living. The two areas most inviting to seniors have been the balance exercises offered by Genesis and the Orange Fruit Smoothie (complete with recipe) by Sodexo. Surveys completed at the end of the tours are providing valuable information as we move the Wellness Coach forward.

“Good Health on Wheels: A Community-Based Wellness Initiative” was presented at both the Pioneer Network National Conference in St. Charles, Missouri, August 4, 2011 and LeadingAge National Conference(formerly AAHSA), in Washington, DC, October 16, 2011. Both presentations were well received as they focused on replication of the Wellness Coach and the community benefit for not-for-profit organizations.



## *Civic Engagement*

Civic Engagement involves participating and contributing to civic and public life by staying informed and engaged in all kinds of community service activities and projects. Civic engagement motivates the staff who network with and are good partners with community leaders in supporting neighborhood programs that serve the entire community. Presbyterian Senior Living communities offer political groups of all types, service clubs, and a wide spectrum of organizations and individuals meeting rooms and venues for public meetings, free of charge. Staff frequently participate in these public forums and town hall style meetings by serving as resource persons.

### *Featured Project – Quincy Water project*

The community benefit experience at Quincy Village has always involved residents and staff reaching out to local neighbors in many ways. In 2011 the most significant evidence of that commitment was the transfer of the Quincy Village water system from Quincy Village to the surrounding township. In 2010, it was discovered that a triangle of homes in the nearby Menzer Gap Road area were suffering from contaminated well water affecting more than 30 wells and more than 100 homes. Residents of these homes were required to haul in water for drinking, bathing, and washing dishes. After a period of study and discussion with the township, Quincy Village was able to transfer the wells drilled on Quincy Village property, water tower, and water distribution system to provide safe water for these homes, enabling community residents to resume normal lives. The water system transfer was a \$400,000 value. But more important than the economic value, this event confirmed a historic commitment to the community that has existed at Quincy Village for more than 100 years.



## Education and Training

Presbyterian Senior Living provides education on-site for staff through in-service programs and enrichment opportunities. All Presbyterian Senior Living communities offer educational programs for professional and support staff, as well as the general public, on topics of interest and/or as needed for a particular discipline or certification. Educational programs offered include basic life support training, first aid training, successful aging seminars, retirement living programs, veterans education insurance programs, coping with Alzheimer's disease, hospice care, Medicare D sessions and safe driving just to identify a few topics. Local colleges and universities utilize Presbyterian Senior Living communities for clinical nursing rotations, social work internships, gerontology field experiences and food and nutrition programs. Many of the lectures and seminars are offered by community staff, often in partnership with local community leaders. Presbyterian Senior Living residents provide mentoring programs for school-age children assisting with homework assignments and reading programs.



### Featured Project - Dementia Leadership Initiative



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*Dementia Leadership Initiatives Program*

The Dementia Leadership Initiatives Program (DLIP) grant, was approved in 2009 and formally initiated July 1, 2010. The DLIP federally funded grant concluded June 30, 2011 with all the requirements of the appropriations grant completed. The purpose of the DLIP grant was to enhance medical diagnosis, treatment and care for residents with this disease; offer vital information and support for individuals and families living with dementia; and enable our long-term care communities to provide optimal outcomes for individuals living with Alzheimer's disease.

A program coordinator was hired to assist in the coordination of the DLIP grant and a resource center which was located in Bethlehem, PA. The Resource Center was opened in November with a full complement of books, video, DVD, and IN2L computers. The center accommodated many of the DLIP trainings and meetings. The grant provided funding for the Montessori education of 100 Lehigh Valley staff members by internationally recognized research consultant and educator Dr. Cameron Camp, along with associate Michael Scrajner, to follow up on and offer additional guidance and support to our four Lehigh Valley communities. Three public lectures were presented: "Understanding Alzheimer's Disease-Move Towards a Cure," by Julie Thomas from the Alzheimer's Association; "Brain Health Across the Lifespan," presented by Dr. Paul Nussbaum from the University of Pittsburgh School of Medicine; and "Alzheimer's Disease Biomarkers and Drug Discovery," presented by Dr. John Trojanowski, Director of the Alzheimer's Disease Core Center, University of Pennsylvania, School of Medicine. All three lectures were well attended by participants from both the professional community and the general public. It's Never 2 Late (IN2L) cognitive fitness computers were purchased. The IN2L computers use state-of-the-art technology to activate and strengthen brain health with a series of self-paced, interactive programs. These programs enhanced resident participation and activity. A medical panel of physicians gathered and provided insight as to care for residents with Alzheimer's disease in both the acute care setting and our long-term care communities.



## *Resident and Staff Volunteers*

Presbyterian Senior Living has an established culture that encourages staff and residents to continue their commitment to volunteer service. In addition to the 130,000 volunteer hours worked within the Presbyterian Senior Living ministry, PSL has established a culture of volunteerism that encourages staff and residents to continue their commitment to the community at large. Many residents volunteer in their local churches, community clubs and organizations, local schools, community thrift shop, fund raising projects, hospitals and health clinics and other community based programs of interest. Presbyterian Senior Living staff are active volunteers in public education programs, serve as leaders in community and professional organizations, help with community gardens, Salvation Army, Kiwanis, community auxiliary members, pee wee soccer, hosting of international families, meals for shut-ins programs, Chamber of Commerce projects, Christmas bazaars, assisting handicap citizens to grocery stores and shopping malls and serving as Sunday school teachers.



## ***Benevolent Support***

From the founding of Presbyterian Senior living in 1927, benevolent support has been at the heart of the PSL mission. From the early days of providing basic food and shelter to widows, the organization's reach has expanded to include benevolent support in a number of areas.

### **Skilled Nursing**

Approximately 55% of our residents in our skilled nursing facilities are Medicaid eligible. Presbyterian Senior Living Communities accept Medicaid's payment as payment in full. We consider Benevolent Support to include the difference between our normal charges and the payment we receive from Medicaid. Payments received from Medicaid are significantly less than we would otherwise receive.

### **Independent Living**

Presbyterian Senior Living provides Benevolent Support to independent living residents unable to pay the established monthly fee and other reasonable living expenses in the form of reduced fees.

### **Personal Care**

Presbyterian Senior Living provides Benevolent Support to personal care or assisted living residents unable to pay the entire daily rate and/or ancillary charges in the form of reduced fees.

### **Benevolent support**

Charity care provided at the estimated cost thereof, net of amounts received from residents and third party payors

\$ 3,876,121

(Personal Care, Independent Living – all communities)  
(Skilled Nursing at Kirkland only)

Additional benevolent care provided at amounts less than pre-established charges for private pay services

\$19,893,220

(Skilled Nursing)







The  
Guardian Angel  
Endowment Fund  
for Personal Care

When the Presbyterian Home of Central Pennsylvania was founded in 1927, it provided one level of care for nine women who were described as old, frail and poor. Today, this type of service would be considered personal care or assisted living. In the days before social security, Medicare, Medicaid and other government programs, the funds to care for these ladies came almost entirely from charitable sources. Presbyterian Senior Living still relies on charitable contributions to support this needed service.

The Guardian Angel Endowment Fund was created to support those residents in our personal care or assisted living that have outlived their financial resources as long as the personal resources were not impaired or misused. In 2011, we provided over \$3.5 million in benevolent care to meet the needs of personal care residents within our network. Benevolent support is provided to ensure that our residents live a life of dignity and peace.

Please join us in this effort! More information is available by contacting Laurel Shaffer at (717) 502-8871 or [lshaffer@presbyterianseniorliving.org](mailto:lshaffer@presbyterianseniorliving.org).



Laurel Shaffer  
Vice President of Mission Support



*“Supporting this benevolent care means helping others  
regardless of who they are whenever they need it.”*

## *Financial Integrity and Transparency*

The prayer to your right on this page was adapted from a version that a friend sent me several years ago.

In these very challenging and uncertain times I believe that the one thing we can count on for sure is God's love and compassion for our ministry.

At Presbyterian Senior Living we have created a high standard of financial transparency for residents, families, constituents and the financial community. Our detailed financial reports are available on our web-site, updated monthly, [www.presbyterianseniorliving.org](http://www.presbyterianseniorliving.org), under the "About Us" tab.



Jeff Davis  
Senior Vice President, Chief Financial Officer

### *Financial Stewardship Prayer*

We are your money managers, Lord. We are stewards, doing our best to manage our finances in a way that feeds and clothes your servants and that plants the money where you can use it best. We try to use the financial resources we have been entrusted with as shrewdly as we can. We never get it exactly right. We ask for your continued wisdom and guidance that we may serve our residents, employees and communities with good harvests.

Our finances support every person and every program, so getting them right is extremely important. Everything we spend is someone's sincere need, wrapped in our mission and tied with their hopes. Help us Lord to do as much as we can with the resources which we have been entrusted with.

It is challenging to balance the present and the future. The needs of the present are great. Yet, if we do not have a strong present, we will have no platform to reach the future, where the needs of those we serve may be ever greater. If we make a small investment in our future, we can expect a small harvest. Yet if we put too much aside for our future, we will have less to support the many needs of our ministry today. We pray that you will help us multiply the talents we have been entrusted with.

And finally, thank you Lord, for what you have provided. Your grace made real through the work of the entire Presbyterian Senior Living community; residents, employees, vendors, and the generosity of our donors, has enabled our ministry to touch so many. We asked for your continued blessings.

Amen.

*Our Geographic Coverage - Each Dot Represents One PSL Location*



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# OUR LOCATIONS

## **ALLENTOWN, PA**

**Westminster Village**  
803 North Wahneta Street  
Allentown, PA 18109-2491  
(610) 782-8300  
[www.wmvallestown.org](http://www.wmvallestown.org)

## **BETHLEHEM, PA** **everyday LIFE**

Bethlehem Center  
2045 Westgate Drive • Suite 100  
Bethlehem, PA 18017-7487  
(610) 954-5433  
[www.everydaylifecenters.org](http://www.everydaylifecenters.org)

## **Kirkland Village**

One Kirkland Village Circle  
Bethlehem, PA 18017-3846  
(610) 691-4500  
[www.kirklandvillage.org](http://www.kirklandvillage.org)

## **BLOOMSBURG, PA** **Westminster Place** **at Bloomsburg**

100 Westminster Drive • Suite 100  
Bloomsburg, PA 17815-1279  
(570) 317-2644  
[www.westminsterplacebloomsburg.org](http://www.westminsterplacebloomsburg.org)

## **DILLSBURG, PA** **Presbyterian Senior Living**

\*Corporate Administrative Office  
One Trinity Drive East • Suite 201  
Dillsburg, PA 17019-8522  
(717) 502-8840  
[www.presbyterianseniorliving.org](http://www.presbyterianseniorliving.org)

## **Moyer House**

11 Tristan Drive  
Dillsburg, PA 17019-1634  
(717) 432-1680  
[www.moyerhouse.org](http://www.moyerhouse.org)

## **Schartner House**

1271 Gettysburg Pike  
Dillsburg, PA 17019-9404  
(717) 432-1670  
[www.schartnerhouse.org](http://www.schartnerhouse.org)

## **Westminster Place** **at Carroll Village**

Two Trinity Drive West  
Dillsburg, PA 17019-9404  
(717) 432-1670  
[www.carrollvillage.org](http://www.carrollvillage.org)

## **DOVER, DE**

**Westminster Village**  
1175 McKee Road  
Dover, DE 19904-2268  
(302) 744-3600  
[www.wmvdover.org](http://www.wmvdover.org)

## **EASTON, PA**

**The Easton Home**  
1022 Northampton Street  
Easton, PA 18042-4292  
(610) 250-5000  
[www.eastonhome.org](http://www.eastonhome.org)

## **GLEN ARM, MD**

**Glen Meadows**  
**Retirement Community**  
11630 Glen Arm Road  
Glen Arm, MD 21057-9403  
(410) 319-5000  
[www.glenmeadows.org](http://www.glenmeadows.org)

## **HARRISBURG, PA**

**Presbyterian Apartments**  
322 North Second Street  
Harrisburg, PA 17101-1359  
(717) 233-5114  
[www.presbyterianapartments.org](http://www.presbyterianapartments.org)

## **HOLLIDAYSBURG, PA**

**Presbyterian Village**  
**at Hollidaysburg**  
220 Newry Street  
Hollidaysburg, PA 16648-1626  
(814) 693-4000  
[www.hollidaysburgretirement.org](http://www.hollidaysburgretirement.org)

## **HUNTINGDON, PA**

**Westminster Woods**  
**at Huntingdon**  
360 Westminster Drive  
Huntingdon, PA 16652-2737  
(814) 644-2000  
[www.westminsterretirement.org](http://www.westminsterretirement.org)

## **INDIANA, PA**

**Grace Manor**  
580 North Ninth Street  
Indiana, PA 15701-1228  
(724) 464-1600  
[www.standrewsvillage.org](http://www.standrewsvillage.org)

## **St. Andrew's Village**

1155 Indian Springs Road  
Indiana, PA 15701-3494  
(724) 464-1600  
[www.standrewsvillage.org](http://www.standrewsvillage.org)

## **LANCASTER, PA**

**The Long Community**  
**at Highland**  
600 East Roseville Road  
Lancaster, PA 17601-4236  
(717) 381-4900  
[www.longcommunityhighland.org](http://www.longcommunityhighland.org)

## **MONTOURSVILLE, PA**

**Sycamore Manor**  
**Health Center**  
1445 Sycamore Road  
Montoursville, PA 17754-9520  
(570) 601-8100  
[www.sycamoremanor.org](http://www.sycamoremanor.org)

## **NEWVILLE, PA**

**Green Ridge Village**  
210 Big Spring Road  
Newville, PA 17241-9486  
(717) 776-8200  
[www.greenridgevillage.org](http://www.greenridgevillage.org)

## **ORBISONIA, PA**

**Woodland Retirement**  
**Community**  
18889 Croghan Pike  
Orbisonia, PA 17243-9685  
(814) 447-0300  
[www.woodlandretirement.org](http://www.woodlandretirement.org)

## **OXFORD, PA**

**Ware Presbyterian Village**  
7 East Locust Street  
Oxford, PA 19363-1399  
(610) 998-2400  
[www.warepresbyterian.org](http://www.warepresbyterian.org)

## **Parkesburg, PA**

**Westminster Place**  
**at Parkesburg**  
320 W. First Avenue  
Parkesburg, PA 19365-1279  
(610) 857-1416  
[www.westminsterplaceparkesburg.org](http://www.westminsterplaceparkesburg.org)

## **PHILIPSBURG, PA**

**Windy Hill Village**  
100 Dogwood Drive  
PO Box 551  
Philipsburg, PA 16866-1982  
(814) 342-8400  
[www.windyhillvillage.org](http://www.windyhillvillage.org)

## **Westminster Place** **at Windy Hill Village**

225 Dogwood Drive  
Philipsburg, PA 16866-1982  
(814) 342-8400  
[www.windyhillvillage.org](http://www.windyhillvillage.org)

## **QUINCY, PA**

**Quincy Village**  
6596 Orphanage Road  
Waynesboro, PA 17268-7801  
(717) 749-2300  
[www.quincyvillage.org](http://www.quincyvillage.org)

## **SCRANTON, PA**

**Geneva House**  
323 Adams Avenue  
Scranton, PA 18503-1609  
(570) 347-4885  
[www.genevahouse.org](http://www.genevahouse.org)

## **ST. CLAIRSVILLE, OH**

**Mark H. Kennedy Park**  
108 Pine Avenue  
St. Clairsville, OH 43950-9739  
(740) 695-7275  
[www.markkennedypark.org](http://www.markkennedypark.org)

## **STEWARTSTOWN, PA**

**Westminster Place**  
**at Stewartstown**  
16 South Hill Street • Suite 1  
Stewartstown, PA 17363-4161  
(717) 993-3809  
[www.westminsterplacestewartstown.org](http://www.westminsterplacestewartstown.org)

## **WILLIAMSPORT, PA**

**Presbyterian Home**  
**at Williamsport**  
810 Louisa Street  
Williamsport, PA 17701-3098  
(570) 601-8350  
[www.williamsportpresby.org](http://www.williamsportpresby.org)



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