

View from the Porch

News from Friends Home in Kennett

Summer 2008



Linden Hall Rates High Among Nursing Homes Statewide

On May 29th surveyors from the Pennsylvania Department of Health arrived at Linden Hall, the skilled nursing unit of Friends Home in Kennett, to conduct their annual required inspection, or survey. Annual inspections of Pennsylvania nursing homes occur without prior notice to ensure compliance with regulations and that each resident is safe and well cared for. Upon completing their two-day inspection, the surveyors commended Linden Hall for being deficiency-free, or achieving a perfect score.

The administration was pleased to have this confirmation of Linden Hall's high quality of care, and to once again be among the less than five percent of nursing homes in Pennsylvania to earn the zero-deficiency distinction. "Our staff treats every day as if it

were survey day. We welcome the Department of Health's review of our records, policies and procedures," said Terry O'Connell, NHA, Linden Hall Administrator. "Our internal practices mirror State regulations and are always resident-centered. We set the bar high, and each staff member sees him- or herself as part of a team with the goal of providing exceptional care to each resident."

In addition to providing a high quality of care, Linden Hall offers a friendly workplace which encourages staff members to become invested in the Friends Home in Kennett mission of providing quality care at a reasonable cost in a homelike environment and respecting the individuality and dignity of each person. In a field where frequent staff turnover is common, Linden Hall is unique. More than twenty-five percent of staff members have been with the organization for ten years or more and fifty percent have served five years or more. This high retention of staff gives residents and their families a stability and familiarity that is comforting and reassuring.

"This zero deficiency rating affirms the high level of professionalism of our staff and their commitment to providing the highest possible quality of care to our residents," said David Carter, NHA, Executive Director. "Surveys by the Department of Health require facilities to show every aspect of their operation. It is comparable to having a group of people come into your house and inspect everything, including every closet, each container in your pantry, and even the inside of your refrigerator."

Linden Hall has accomplished zero deficiency surveys in the past, most recently in 2005. Friends Home in Kennett commends the Linden Hall staff for its continuing dedication to providing top quality care. With their skills, compassion and teamwork, they give our residents the best possible quality of life in a nurturing, homelike atmosphere.



Marking the occasion of their deficiency-free inspection are Linden Hall staff members (back row) Administrator Terry O'Connell, CNAs Laurie Swift, Ann Marie May and Kay Carter, Director of Nursing Cherrie DiMatteo, RN; and (front row) Activities Director Betsy Bryant, CNA Kathy Deel and Joan Przywara, RN.

Life at the Home

The below article has been used in the Home's recent advertising. You may have seen it in the Daily Local News and the Kennett Paper.

A Linden Hall resident tells his story



"We were just poor people on a farm," Harry Buffington says of his childhood. "But we got by." His stories include learning to milk a cow at the age of 6, sneaking some of that milk to the barn cats, and playing baseball with neighbor boys in the pasture. "Dad worked hard and we

didn't have anything," Harry recalls saying to his brother, Robert, when they had reached adulthood. Robert replied, "Yeah, but he raised three of us."

"We lived in an old farmhouse that, of course, didn't have central heat," Harry shares. "When we were babies, Mom put us all in the same bed to keep us warm. She would heat a brick in the oven and slip that under the covers." He smiles at the thought of this, and then points out the family picture on the wall of his comfortably decorated room. "That's us there."

Later, seated on Linden Hall's screened-in patio while helping to re-pot marigolds, it's easy to get Harry talking about gardening. "Well, I did work for Longwood Gardens for 32 years!" From his beginnings on a dairy farm near Mendenhall to attending to the details of 12 acres of Longwood, to tending the Friends Home in Kennett resident garden, Harry has never been far from the land. "I used to help with the vegetables and flowers here, and looked after the fruit trees over by the apartments."

Of Friends Home in Kennett, Harry says, "It's all about the pleasure of people enjoying life in general. The important thing is it feels like a family." He explains that as residents move in they join the family and each person seems to bring something new.

"I learn all kinds of things from talking to the people here. There are so many different residents, and everyone has something teach everyone else," Harry said. "For example, there was a couple I used to sit with in the dining room. They had owned a business and it was so interesting to hear about their work. After they retired, the two traveled quite a bit. It was wonderful to hear all of their stories."

"There's always something going on here. It seems like they're always trying to improve things," Harry observed. "And it can be very interesting for the residents to see everything going on."

As Linden Hall's residents gathered for lunch, staff members stopped by to ask Harry to come to the dining room when he finished the interview. "They really look out for you here," he said. "They want to make sure you're well cared for."

Photography on the Porch



On August 1st, during Kennett Square's First Friday Art Stroll, the Home hosted its second annual Photography Show. "Art Strollers" visited our spacious porch to view original photography by our residents and staff. More than 70 photographs were on display, and many of the photographers were on hand to greet the public.

This special project, led by Chris Barber, editor of the Kennett Paper, and Patrice Bradour, Friends Home Activities Director, offers residents a unique opportunity. Residents attended sessions taught by Chris to get basic guidelines on taking good pictures. They were then encouraged to be creative in seeking subjects in their everyday activities. The outcome was an array of photographs featuring anything from nature scenes to informal family portraits.

"It's a great opportunity for our residents to share the things that are important to them, and to show their talent," said Patrice. "Without Chris it simply couldn't happen and we thank her for the many hours she dedicated to making this show a success."

Funding for the Photography Show was provided by donations from the Aaron & Jean Martin Fund of the Chester County Community Foundation and from Don Sellers of Edward Jones. This year's event offered a new opportunity - framed photographs and unframed prints were offered for sale. Proceeds from these sales and the donations supported the modest costs associated with the show.

"The Art Stroll really brings the community together, and we're glad to be part of that," said David Carter, Executive Director. "We're already looking forward to next year's event."

Many Thanks to our 2007 Donors

The following individuals and companies made donations to the Friends Home in Kennett between January 1 and December 31, 2007.

We strive for accuracy, but sometimes make errors. If you notice a mistake or omission, please contact Brenda Riehl at (610) 444-2577 or briehl@kennett.net.

Anonymous Donors
Evelyn V. Andrews
Mary Ann Armstrong
Jane, Sue & Lois Barth
Marilyn R. Becker
Barbara G. Beddall
Dale & Linda Binkley
Margery Blumenthal
Dave Broadfoot
Charles & Jane Brosius
Thomas & Tamara Brosius
Burton's Barber Shop
David Carter
Centre Monthly Meeting
Alfred & Georgia Conard
Larry & Barbara Coppock
Judith & Robert Dantonio
Mary M. DeMott
Leonard DiFilippo & Aida Stainback
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Jones Brothers
Kendal Monthly Meeting
Kennett Square Inn
Gary & Jann Lamborn
Joanne Lewis
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Reginald & Barbara Lowe
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Jim Boyles
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Kathryn M. McGrail
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Barbara & Geoffrey Meadows
Medical Record Consultants Inc
Kenneth J. Melchiorre
Douglas & Patricia Mooberry
F M & David Mooberry
Bill & Sally Moore
Barbara M. Mounts

Mark & Anna Myers
New Garden Monthly Meeting
Constance H. Nichols
Ron, Landa, Johanna &
Jordan Palmer
Larry & Hannah Parrish
Claudia & Alan Peters
John V. Postles
William P. Powell
Carroll H. & June K. Pratt
Donald & Bertha Pratt
Richard & Nancy Pratt
Frances R. Pyle
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Elisabeth Y. Walker
Gary Walton
Mary Elizabeth Warrington
West Grove Monthly Meeting
Peter & Maria Weygandt
William T. Wickersham
Moyer & Elizabeth Wood
C. James & Barbara L. Yeatman
Kathe & John Yerkes

The Sun Room



An important part of resident life at Friends Home in Kennett is use of the building's common living areas. These include the Parlor, the Sun Room, the Library and the Recreation Room. Residents socialize, read, attend activities and host guests in these rooms. Weekly card games are held in the library, religious services in the Parlor, and literary readings in the Sun Room.

Earlier this year, the Home's staff began a project to refurbish the Sun Room. New furniture, lighting, curtains and decorations were put into place to make the room more attractive and more comfortable. Residents became involved in the project, casting votes for fabrics and furniture.

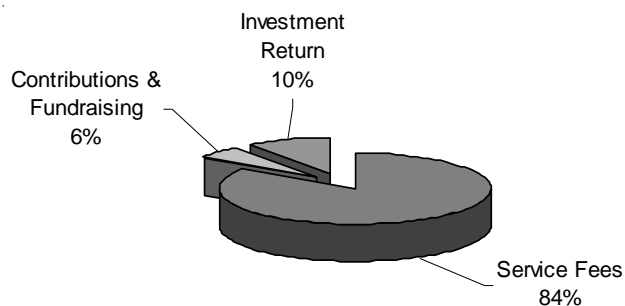
The room's upgrades are now being enjoyed by all. One remaining item – new carpeting – will be installed when funding is available.

A grant from the 2007 Mushroom Festival helped to make this project possible.

Financial Summary *for the year ended December 31, 2007*

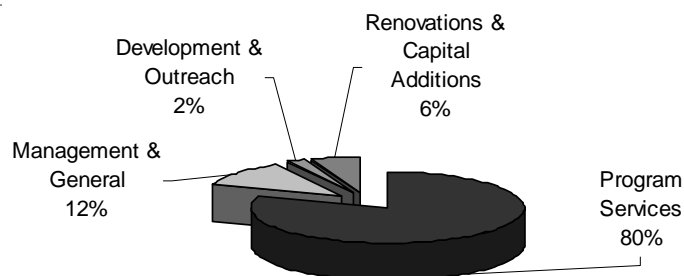
Revenues & Support

Service Fees	\$2,849,950
Contributions & Fundraising	\$190,679
Investment Return	\$333,747
Resident Subsidy Fund	\$250,000
Total Revenues & Support	\$3,624,376



Expenditures

Program Services	\$2,914,634
Management & General	\$424,773
Development & Outreach	\$80,008
Renovations & Capital Additions	\$210,765
Total Expenditures	\$3,630,180



Highlights for the 2007 Financial Summary

Despite difficult conditions affecting the national economy, the Friends Home continues to maintain an even keel financially. In fact, we ended our 2007 fiscal year with a balanced budget. We were able to maintain a sound financial base because we continually monitored all aspects of the budget, while maintaining our commitment to providing top quality care and services.

Two critical aspects of the Home's operations, occupancy and return on our investments, significantly impact our ability to maintain a balanced budget.

On a positive note, the Personal Care part of the home was consistently over 95% full, and the independent apartments were mostly filled. In our nursing home, Linden Hall, we averaged 90% occupancy. This is partly due to the renovations that have been

done over the last six years to make the Home more attractive and comfortable. As you know, plans are now underway for future improvements that will continue to enhance the Home's facilities. Also, our Marketing Director, Helene Quinones, is tireless in her efforts to share the Home and its mission with the community.

On a less positive note, our endowment investments only provided a return of 4.6 % in 2007. This was less than the previous year, but still a good return considering the declining market. The interest from our investments helps subsidize the care of all residents at the Home. Also, a special Board subsidy account was set up in 2007 to provide financial assistance to long-standing residents.

In 2007 we had two large unexpected capital expenses: a

new roof was needed on Linden Hall, and our main air conditioning unit required significant repairs, of course, during the summer season! These two repairs cost the Home more than \$100,000. Fortunately, we were able to postpone several other planned capital expenditures to cover more than 65% of the costs.

Today, the Home continues to enjoy a high occupancy rate. As in any organization, financial challenges arise. In the coming year we anticipate that food and fuel costs will continue to rise. We are also taking into account that the market may not fully recover by the end of next year, which will affect our return on investment. Every month the Finance Committee closely examines the Home's finances to ensure that we are operating within our budget.

Memorial and Honor Gifts

Memorial and honor gifts may be made to Friends Home in Kennett at any time. An attractive card is sent to notify the honoree of your generosity. Names of honorees are in bold type with names of donors listed under them.

This is a list of memorial and honor gifts made to Friends Home in Kennett from April 19 and August 8, 2008. We strive for accuracy, but sometimes make errors. If you notice a mistake or omission, please contact Brenda Riehl at (610) 444-2577 or briehl@kennett.net.

Memorials

George Aiken

Joe Giaquinto
Pat and Bill Kotkin

Opal Cassidy

Pam Miller

Patricia Devereaux

Joe Giaquinto
Pat and Bill Kotkin

Harriet Eastburn

Anne Lutz

Memorials, continued

Terry Gallo

David and Sara Meadows

Janet W. Heist

John and Anne Waldron

Mary O. Holmes

Anonymous
Sylvia and Todd Bachman
Paul and Flo Costello
Joe Giaquinto
Carol and Larry Hatch
The Holmes Family
F. Gale Jones
Pat and Bill Kotkin
Dorothy Kramme
Mike and Linda McGrath
Diane Rogerson
Michael and Patricia Sabocsik
Theresa Shreffler
Gregg and Nancy Wilson

Ruth Marshall

Henry Marshall

Jean McCaffrey

Joan O'Mara

Elizabeth Rittenhouse

Anonymous

Memorials, continued

Joe Giaquinto
Pat and Bill Kotkin

Ana Szekely

James and Elisabeth Kauer

Charles Wollaston

Anonymous
Dorothy Bartels
Lillian Blight
Charlotte and Spencer Empet
Katharine and Paul Gamble
Joe Giaquinto
Vernon and LaRue Guest
Ed Hannum and Family
Eleanor Hawthorne
Pat and Bill Kotkin
Mario and Thelma Malchione
Raymond and Esther Maule
John and Evelyn Neill
Richard and Nancy Pratt
Byron and Dawn Thompson
Robert and Christine Trostle

Laura H. Wren

Margaret W. Michener

Honoraria

Joseph Cloud

Charles and Louise Wallner

Correction

Memorials

Harold and Lucille Groves

Linda & George Edlin

George and June Holton

Judith & Gerald Farkas

Norma Hood

Anonymous

Dwight C. Lincoln

Felicia H. Lincoln

Margaret C. Lockhart

Patricia K. Lockhart Culbertson

Mary Lofland

Alan & Heather Lauder

Mary Regina McCaffrey

Joan O'Mara

Ann Merryman

Alan & Heather Lauder

In the Spring 2008 issue, we inadvertently omitted the following memorial and honor gifts made between December 1, 2007 and April 18, 2008.

Memorials, continued

Elizabeth Moore Mitchell

Esther L. Cooperman

Ruth H. Mitchell

Anonymous

Marion Y. Steele

Mary Anna, Wayne & Sasha Reimann
Joe & Mary Ann Steele

Joel Strawn

Thomas and Tamara Brosius

Charles Wollaston

London Grove Grange #63
Carroll and June Pratt
Margaret Thomas

Laura H. Wren

Margaret W. Michener

Honoraria

Nelson Fuson

Anonymous

Irene P. Strode

Marjorie P. Hall

Anna Y. Yerkes

Anna M. Yerkes

*Our deepest
apologies for these
omissions.*

Friends Home in Kennett

Friends Boarding Home of Western Quarterly Meeting

147 West State Street

Kennett Square, PA 19348

www.friendshomeinkennett.org

address correction requested

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First Class Mail
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Toward a “greener” Friends Home...

In April, an anonymous donor approached Executive Director David Carter offering to help the Home in its efforts to reduce energy consumption. With a gift of \$500, this donor helped us finish a project that started in 2004. Over the last four years, our maintenance staff has replaced all incandescent light bulbs in the Friends Home building’s common areas with compact florescent or LED bulbs.

To date, 392 of the new bulbs have been installed throughout the Home in places ranging from dining room light fixtures to exit signs. In addition to having a decreased impact on the environment, Friends Home will continue to enjoy a significant savings on its electric bill. We estimate that the replacement of just one 60 watt incandescent light bulb saves the Home \$140 in electricity usage and labor costs.



Mission Statement

The Friends Home in Kennett is dedicated to providing quality care for the aging in a homelike atmosphere at a reasonable cost.

We encourage independence and respect the individuality and dignity of all in keeping with the concerns of the Society of Friends.