



Holland Home™

2017

SOCIAL ACCOUNTABILITY REPORT

Holland Home's Impact on Our Greater Community





STORY ABOUT STAFF

How do I begin to explain what we found at Raybrook? On our first day, we were warmly welcomed by a nurse and social worker who assessed my mom's physical and emotional needs, gave us a full orientation and made us feel as though they had all the time in the world to help us get acclimated. Since that day, I would say that to a person, every staff member treated my mother—and I am sure each and every Raybrook resident—with a wonderful combination of professionalism, courtesy and compassion that was truly remarkable. When I had the opportunity to talk with several staff members about this, the recurring theme was that they loved their jobs. This truth was evident in so many different ways in your facility, from its cleanliness to the structure of meals and activities to the way in which staff members were always so willing to assist residents and their family members. I witnessed more acts of kindness and compassion than I can convey, and will be forever grateful for the care your organization, along with Faith Hospice, provided my mother during her final days.

— Anne M., Daughter of a resident



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LETTER FROM MINA BREUKER, PRESIDENT AND CEO

DEAR FRIENDS,

As we reflect back on the last 125 years of Holland Home, I couldn't help but think about the impact our organization has had on our community. We strive every day to be examples of Christ's love, and these efforts not only improve the lives of our residents, but also those who live throughout our community. This Social Accountability Report is intended to give you an idea of the impact Holland Home has had beyond our three campuses.

In 1892, Reverend Kriekard and the members of his congregation set out to "provide a Home for aged, indigent and infirm persons" with only \$200 in their treasury. They relied on God's faithfulness to see them through until President P.J. Kriekard was able to say in 1912, "Starting with eight aged people and now being able to take care of more than two hundred is a marvelous growth."

We can only imagine what the original founders would think of Holland Home today, as we celebrated our 125th anniversary last year and having grown from one building to three campuses housing over 1,400 residents.

And Holland Home has become more than just a place to live. We touch many more people in the community with the services we provide through Atrio Home Care, Faith Hospice, Reliance Community Care Partners, Care Resources, Tandem365 and Trillium Institute. All told, 4,000 people a day in 12 counties receive needed care and services thanks to Holland Home.

Holland Home was founded with the knowledge that we are called to serve others and give back

whenever possible. As leaders in senior healthcare, we have become a valuable resource to the greater Grand Rapids community because of our innovation and education, which we share freely with others through programs such as our Speakers Bureau and Senior Living Expert Series and by an exchange of ideas through our participation in movements such as Rethinking Dementia, Accelerating Change and Pathways to Caregiving.

Holland Home is one of the larger employers in the Grand Rapids area, providing jobs for almost 1,500 people. We recently celebrated employees who have been with us for more than 35 years, and in many cases, we have family members from multiple generations working for us. The economic impact on our community is enormous.

The one constant in Holland Home's history has been our mission: to serve with love and compassion, to commit to excellence and to follow Christ's teachings and example in all we do. It has been our beacon for 125 years and will continue to guide us as we go forward. The future is bright for Holland Home, and we look toward it with gratitude for all that we have been able to accomplish in the past and excitement over what we will achieve in the future for our community.

Sincerely,



Mina Breuker, President and CEO

OUR MISSION

**In fulfilling God's calling
to serve others we will:
Serve with love and compassion.
Commit to excellence.
Follow Christ's teachings and
example in all we do.**

OUR VISION

Holland Home is called by God to be of service to others, and,
in our efforts, we will constantly seek God's guidance.

We will provide services with love, compassion, and excellence, and,
through our efforts, our residents and clients will feel love, comfort,
and peace of mind.

We will provide a broad and flexible range of services and housing
options that are tailored to meet the needs of individuals both within
our facilities and in the community.

Managing our resources carefully allows us to fulfill our commitment
to Christian benevolence. And, we will always remember that we
serve in Christ's name.

SUMMARY OF HOLLAND HOME/CLS ORGANIZATION

Holland Home was formed in 1892 by Reverend Adrian Kriekard of the Third Reformed Church and a small group of men and women seeking to provide shelter for the elderly members of their congregations. The first Holland Home, located on the corner of Michigan Street and College Avenue, was home to eight people.

As the need grew, so did Holland Home. Fulton Manor opened in 1912, and over subsequent decades, it was enlarged several times. By 1922, Holland Home had committed to life care for its residents.

In 1973, construction began on Raybrook Manor, and the Raybrook campus expanded to include Raybrook Estates I in 1987, Raybrook Estates II in 1992, Raybrook Homes in 1998 and Raybrook Estates III in 2005.

Holland Home added a third campus in 1990 with the purchase of Breton Manor (now called Breton Rehabilitation & Living Centre). In 1997, Breton Manor began offering residential hospice care along with rehabilitation and skilled nursing. The campus expanded in 1999 with the construction of Breton Homes and in 2002 with the addition of Breton Terrace. Breton Ridge was completed in 2008. In 2017, Breton Woods expanded once again by adding Breton Homes North.

Holland Home expanded its services into the community with the establishment of HomeCare of Holland Home in 1987 and Hospice of Holland Home in 1995. Hospice of Holland Home was renamed Faith Hospice in 2006, and Trillium Woods, the Faith Hospice residence, opened in Byron Center.

In 2006, the PACE program (Program of All-Inclusive Care for the Elderly), known as Care Resources, opened at Fulton Manor in partnership with HHS Health Options, Metro Health, the Grand Rapids Dominicans and Pine Rest Christian Mental Health Services.

In 2007, Holland Home finalized a strategic alliance with HHS Health Options (now Reliance Community Care Partners), a Grand Rapids-based nonprofit that focuses on linking seniors with services delivered in the community setting.

In 2017, Holland Home joined with Clark Retirement and Resthaven to form Atrio Home Care to provide home health services and private-duty services.

Holland Home is one of Michigan's leading nonprofit providers of senior services and was the first registered Continuing Care Retirement Community (CCRC) in the state. Holland Home employs over 1,500 people and serves more than 4,000 daily.

“

It is very important to me that you all know just how much the loving and wonderful care for my father that you gave him every day meant to our family.

Pat K. – Daughter of a resident

”

SUMMARY OF HOLLAND HOME/CLS ORGANIZATION

Christian Living Services Our Family of Senior Living and Care Offerings



LIFE PLAN COMMUNITIES



SPECIALTY CARE SERVICES



SELECT CARE BRANDS



COMMUNITY SERVICES AFFILIATES





EXECUTIVE SUMMARY

BENEVOLENCE

Holland Home was founded with the promise that our residents would always have a home with us no matter how their financial resources might change. To live up to that promise, in 2016, we provided more than \$5.5 million in benevolent care to 35 percent of the residents in our licensed facilities.

EMPLOYMENT

Holland Home provides employment to almost 1,500 people in jobs ranging from dietary aides to nurses to executives. In many cases, more than one member of a family is employed at Holland Home, and in some cases, multiple generations of the same family have found employment with us. We coordinate with numerous area colleges to provide internship opportunities for students, and we have partnered with Grand Rapids Community College to offer education leading to a career as a certified nursing assistant.

VOLUNTEERISM

Holland Home offers many fulfilling volunteer opportunities for residents, staff, family members and those in our community. In 2016, our volunteers logged almost 40,000 hours, enriching hundreds of lives..

SERVICE TO THE COMMUNITY

Holland Home has a 125-year history of service to the community. We currently provide a home to 1,400 residents, offering them the full continuum of care from independent living to skilled nursing, and our Lifecare Promise frees them from financial worries should their needs outstrip their resources.

Holland Home also supports a broad network of affiliates to address the varying needs of aging adults living in our community.

Through Atrio Home Care, we deliver home health care and help at home services that make it possible for many

EXECUTIVE SUMMARY

older adults to recuperate from an illness in their own homes and to live independently for as long as possible.

Faith Hospice brings comfort and support to patients suffering from a terminal illness as well as to their families through grief counseling, respite care and pastoral services. Through its Trillium Woods hospice inpatient facility, Faith Hospice offers a supportive, family-centered atmosphere where 24/7 medical care can be provided if needed.

Reliance Community Care Partners has served the West Michigan community since 1979 as a trusted advocate and knowledgeable resource for life-managing care.

Care Resources, our Program of All-Inclusive Care for the Elderly (PACE), allows many older adults to remain in their own homes while still receiving the managed care and support they need in a daycare and home setting.

Additionally, Holland Home has been a valuable resource

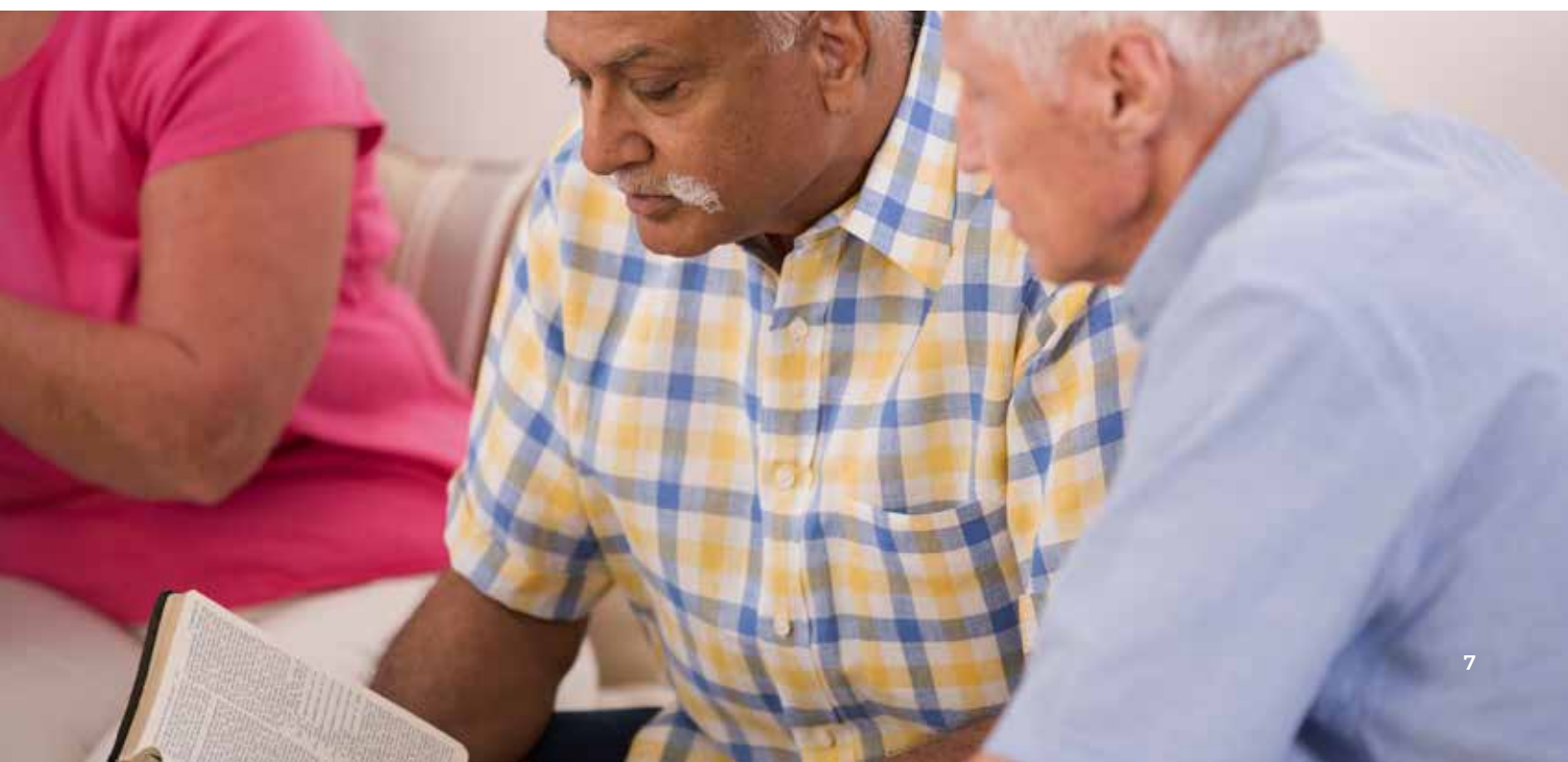
to the community through speaking engagements and leadership in areas of senior healthcare such as dementia care and smart home technology.

CHRISTIAN CULTURE

Holland Home was founded on Christian principles that continue to guide us to this day. Spiritual fulfillment provides a faith-based thread that connects all that we offer.

We have a worship center on each of our campuses, and we employ seven full-time chaplains through Holland Home and Faith Hospice who provide one-on-one spiritual and personal counseling to our residents and clients. Both Protestant and Catholic worship services are available on campus and are open to residents, employees, family members and the public.

In addition, we offer numerous Bible study classes and discussions as well as hymn sings.





COMMUNITY CARE PROGRAMS AND PARTNERSHIPS

ATRIO HOME CARE

Atrio Home Care—through Atrio Home Health—offers a variety of skilled services, including nursing, medical assistance and therapy care, directly to patients' homes. Through Atrio Help at Home, personal assistance, household services and life enrichment are provided to seniors in the community, allowing them to safely age in place.

SHARING OUR HOME CARE EXPERTISE

Atrio Home Care regularly provides speakers on a wide range of educational topics of benefit to the community, including those who work with or care for seniors.

Topics include:

- Expectations of Aging
- Stress Reduction
- Caring for the Caregiver
- Levels of Care Available to Aging Adults

- Compassionate Communication
- Depression and Aging
- Understand Memory Loss and Alzheimer's Disease
- Constructive Interventions for Persons Experiencing Memory Loss
- Management of Delusional Thinking
- HomeCare 101
- Transfer Education
- Fall Prevention
- Exercise at Any Age
- Better Bones
- Living with CHF

Atrio believes in the importance and the value of women in leadership and is proud to be a sponsor for the Lean In Michigan Leadership Conference.



COMMUNITY CARE PROGRAMS AND PARTNERSHIPS

FAITH HOSPICE

Holland Home provides hospice services whenever and wherever they are needed through Faith Hospice. It serves the community by providing physical, emotional and spiritual care and support.

INTERFAITH MEMORIAL SERVICES

Recognizing the diversity in our community and the importance of broadening our cultural understanding, Faith Hospice collaborates with other area hospices and religious organizations to raise awareness of and sensitivity to the faith and cultural practices of others at the end of life. Along with other area hospices and the Kaufman Interfaith Institute, Faith Hospice sponsors the annual Interfaith Memorial Service—an event designed to allow those in the community who have lost a loved one to come together and worship together.

EDUCATING THE COMMUNITY

Faith Hospice regularly provides speakers on a wide range of educational topics of benefit to the community:

- Advance Directives
- Cultural Diversity at the End of Life
- Hospice 101
- Bereavement and Loss
- Coping with Grief While Celebrating the Holidays
- When Children Grieve
- When Grief Visits the Workplace
- Will the Circle Be Unbroken?
- With a Listening Ear and a Caring Heart
- Advance Care Planning
- Pain and Symptom Management

BEREAVEMENT CARE

Faith Hospice provides bereavement support and individual grief counseling to anyone in the community who has suffered a loss. Both day and evening support

COMMUNITY CARE PROGRAMS AND PARTNERSHIPS

groups are available on an ongoing basis, and both day and evening workshops are presented on coping with grief during the holidays.

Faith Hospice collaborates with Starlight Ministries to provide bereavement services to children. Faith Hospice also hosts Camp Solid Rock, an annual day camp for children ages five to 13 who have suffered a loss that year.

PATIENT ASSISTANCE FUND

Faith Hospice believes hospice care improves the quality of life at the end of life. We are blessed with donors who have made our Patient Assistance Fund possible, allowing us to provide end-of-life hospice care to those who may not have the resources to pay for that care.

TRILLIUM WOODS

Faith Hospice provides 24/7 care at our 20-bed inpatient hospice center, Trillium Woods, for those requiring that level of care. The facility is also available for use by other area hospices and their patients.

TANDEM365

The goal of Tandem365 is to improve the quality of life of seniors living in their own homes in our community by teaching them to manage their own health and become as independent as possible. Tandem365 provides a comprehensive assessment of the patient's goals, preferences and priorities, and a plan to achieve them is

developed. The program allows seniors to age in place as safely as possible, for as long as possible. Currently, 650 clients are enrolled in the program.

To date, Tandem365 has achieved remarkable results:

- Average healthcare cost per member is down 35%
- Emergency room visits are down 52%
- Specialty visits are down 46%
- Outpatient visits are down 13.4%
- Inpatient hospital stays are down 38%

CARE RESOURCES

In 2011, Care Resources was honored with the first ever Health Heroes Innovation Award by the Alliance for Health for being the most innovative healthcare program in West Michigan.

Care Resources, a PACE program, was formed when Holland Home joined with the Dominican Sisters, Pine Rest Christian Mental Health

Services, Reliance Community Care Partners and Metro Health to create a health care program for the older adults in our community needing long-term care and wishing to age in place. Seniors enrolled in Care Resources receive all their primary and specialty care through the program. Services are covered by Medicare and Medicaid. Participants also have access to the Day Center, which promotes socialization and community.

Currently, 225 older adults from our community rely on Care Resources.



COMMUNITY CARE PROGRAMS AND PARTNERSHIPS

RELIANCE COMMUNITY CARE PARTNERS

Reliance Community Care Partners is a nonprofit health care and case management organization that specializes in coordinating community health care services for older adults and those with disabilities by working collaboratively with health care providers, government agencies, insurance providers, legal representatives and family members. We've served the West Michigan community since 1979 as a knowledgeable resource for life-managing care.

- Reliance serves approximately 2,000 people per year.
- Forty seven individuals were transitioned from nursing facilities back to homes in the community.
- Reliance was awarded a new three-year accreditation from the National Committee for Quality Assurance, the highest accreditation it provides.

TRILLIUM INSTITUTE

Trillium Institute is a donor-supported educational organization dedicated to providing education on end-of-life issues to the community as well as coordinating palliative care clinical opportunities for medical students, residents and fellows.

Trillium Institute also offers medical education in hospice and palliative care by supporting a postgraduate Fellow in Hospice and Palliative Medicine through the Grand Rapids Medical Education Partners. Trillium Institute also offers clinical rotations in palliative care for medical residents in West Michigan.

Trillium Institute makes guided discussions about improving the quality of life through to the end of life available through lifelong learning programs, churches and community organizations throughout West Michigan.





COMMUNITY EDUCATION AND RESOURCES

With our staff of experienced and knowledgeable professionals, we feel called to share our wealth of knowledge on topics ranging from dementia to healthy living to end-of-life care with the community.

SENIOR LIVING EXPERT SERIES

Holland Home presents the Senior Living Expert Series twice a year, with experts from Holland Home and the community speaking on topics of interest to seniors and their loved ones—from financial information to fraud prevention to preparing for the end of life.

Residents and members of the community are invited to attend this free lecture series. Past topics discussed include:

- Being Financially Savvy as You Age
- Planning Ahead – Wills, Trusts, Advance Directives
- Paying for Your Golden Years
- The Common Misconceptions about Medicare and Medicare Advantage Plans
- Preparing for Life's Changes
- The Economic Outlook
- You're Being Targeted – Fraud Prevention

- Are You Prepared for Medicare's Open Enrollment?
- Who Will Determine Your End-of-Life Wishes?
- Understanding the New Rules of the Road
- Understanding Dementia
- Living Vibrantly
- Aging in Place

STAFF AND COMMUNITY EDUCATIONAL EVENTS

Teepa Snow, MS, OTR/L, FAOTA, creator of Positive Approach® to Care (PAC) and international expert on dementia presented three educational sessions on dementia. Two sessions were held at Holland Home—one for Holland Home staff and one for community professionals—and a third was held at Calvin College and was open to the community.

Holland Home also contributes to:

- Family Caregiver University
- Pathway to Caregiving
- Caregiver instruction classes in conjunction with the ALS Association Michigan and the Susan Mast ALS Foundation

COMMUNITY EDUCATION AND RESOURCES

SMART HOME TECHNOLOGY

Technology is changing the landscape as far as senior living is concerned. New devices are constantly being created that offer convenience and provide safety to seniors choosing to age in place. Holland Home has created a “Smart Home, Safe Home” work group to stay abreast of new developments in technology that might benefit our residents or clients. The group meets twice yearly to evaluate new technology that fits into our mission, “to maintain our position as experts in the area of smart home, safe home adaptation.”

Through Atrio Help at Home and our partnership with Guardian Medical Equipment, we provide our residents and our clients living in the community with smart home and adaptive devices that make living easier and safer.

- Over 150 seniors have used equipment provided through the Atrio Help at Home/Guardian Medical service line.
- Atrio Home Care offers Cardiocom medical telehealth services to patients through the Medicare home health benefit. Our telehealth program offers land-line or cellular systems that transmit the client's weight, blood pressure, pulse, oxygen level and client responses to disease-specific questions to a secure, web-based site monitored daily by a HomeCare RN.
- Many of the devices are connected through a Personal Emergency Response System (PERS) that allows seniors to live safely in their own homes and provides peace of mind for their loved ones and caregivers.
- Other aids include medication dispensers, lock boxes for an outside key and GPS tracking systems for clients with dementia.

Holland Home and Atrio have been a resource to the community on smart home technology through presentations and printed material:

- Presentations at community fairs and campus REAL (Resident Enrichment Academy for Learning) classes educated Holland Home's residents and members of the community about the safe home technology available through Holland Home.
- A presentation at the annual Pathway to Caregiving Conference focused on a variety of new adaptive devices and smart home technology specifically designed to help those with dementia live longer and safer in their own home.
- Two work group members participated in a smart home/ in-home technology radio interview for the Caregiver Resource Network radio library.
- The Holland Home website lists specific smart home services along with hyperlinks to a list of Guardian equipment available.
- A smart home brochure was created featuring the benefits of smart home technology for home safety, convenience and health safety.
- Smart home information was added to digital signage in all Holland Home facilities.
- A smart home PowerPoint was presented at a joint staff meeting to educate employees on the offerings available for residents of Holland Home as well as seniors living in the community.
- Inclusion of smart home equipment in the new Breton Woods North smart home model townhomes. The new technology allows residents to control lights, room temperature, audio system, door locks, blinds and ceiling fans through the use of a smart phone.
- At each work group meeting, emerging smart home safety or convenience technology is reviewed for possible inclusion to our service lines.
- The Amazon Echo was piloted with the resident portal at the Breton Campus.

We appreciate the kind and compassionate care our loved one received. Thank you for living and demonstrating the Holland Home mission statement.

Joyce E. – Daughter of a resident

UNDERSTANDING DEMENTIA

DEMENTIA JOURNEY TRAINING

The Dementia Journey is meant to simulate how people afflicted with dementia experience the world and the challenges they face. Participants are asked to complete five ordinary tasks—folding laundry, filling a glass with water, etc.—while wearing items that impede their ability to see, hear and feel clearly.

Starting with a grant for skilled nursing training, Holland Home has expanded the program to train other staff members and to provide ongoing training to ensure quality care, understanding and empathy at every level of the organization. So far, approximately 900 Holland Home employees have experienced the eight-minute journey. The program has had an impact on how caregivers interact with patients as they gained a better understanding of the moods and behaviors exhibited by patients with dementia.

Family members of dementia residents and Holland Home's independent living residents have also been offered the opportunity to experience the Dementia Journey. Holland Home has arranged training for board members, doctorate students and legal groups who work with the over-65 population.

POSITIVE APPROACH® TO CARE (PAC)

PAC focuses on creating a positive and caring environment for those living with dementia. The method was founded by Teepa Snow, a world-renowned expert on

dementia. Holland Home currently has four certified PAC trainers, and to date, nearly 350 Holland Home employees have completed the training.

PAC teaches caregivers how to live in relationship with someone whose brain is changing due to dementia. The techniques it provides gives caregivers the skills they need to improve the quality of life for those with dementia.

SUPPORT GROUPS


In order to support dementia caregivers in our community, Holland Home offers two support groups:

- Fulton Manor – for family members of residents with dementia as well as community caregivers
- Brookside CRC

RETHINKING DEMENTIA: ACCELERATING CHANGE

In 2015, Holland Home and Clark Retirement Community brought together a group of nationally recognized experts in senior care and facilitated a three-day forum with approximately 200 community leaders and influencers. The purpose was to start a dialogue about dementia and figure out how to become a more dementia-friendly community.

Since then, a coalition has been formed whose mission is to erase the stigma associated with dementia, ensure quality care for people with dementia, empower caregivers, advocate for advantageous policy and funding opportunities and support dementia research.



“
My appreciation for the care and love everyone has shown her, especially during her final days, my words cannot really describe.
”

Kathy Z. – Daughter of a resident







UNDERSTANDING DEMENTIA

DEMENTIA CARE HANDBOOK

The Dementia Care Handbook was created by the Dementia Coalition—Holland Home staff members including nurses, chaplains, campus executive directors, recreational therapists, certified PAC trainers and others—through grant funding from the state of Michigan.

The handbook is meant to raise awareness about what it's like to live with dementia and provide an essential tool for families and those in the community.

ALZHEIMER'S WALK

Holland Home supports the annual Grand Rapids Walk to End Alzheimer's not only through our sponsorship but also through the active participation of Holland Home employees. On average, 50 employees and their families join the walk, raising approximately \$3,000 per year.

EVENING STAR WORSHIP SERVICES

Holland Home recognized the need to create meaningful worship experiences for residents with dementia and viewed this as an integral part of the Holland Home mission. Together with Calvin Theological Seminary and Pine Rest Christian Mental Health Services, we implemented a specialized worship ministry model for use with persons with dementia who live in a long-term care setting. Evening Star: Worship Ministry for Persons with Dementia, strives to find ways to penetrate dementia's shadows, spark a faith-filled response and provide for greater spiritual well-being.

Evening Star is a strength-based approach to worship. The service draws on familiar hymns, prayers and Bible passages. Those who still have the ability to speak are encouraged to lead prayers, or sing hymns or play the piano if they have retained those skills. They are also encouraged to pray for others—a practice that can engender feelings of self-worth.

PROVIDING A LEARNING ENVIRONMENT

TEAMING WITH LOCAL COLLEGES AND TECHNICAL SCHOOLS

Holland Home maintains a close and ongoing relationship with area schools and colleges, providing opportunities for learning through internships and classes. In many instances, an internship has led to long-term employment with Holland Home.

- Aquinas College – Holland Home coordinated volunteer opportunities for Aquinas students and provided an internship for recreational therapy.
- Baker College – Holland Home provided an internship for a Certified Occupational Therapy Assistant student at Breton Rehabilitation & Living Centre.
- Calvin College – Holland Home holds a job fair at Calvin College annually as well as an annual recruitment luncheon. Within the last year alone, Holland Home has provided internship opportunities to six students.
- Davenport University – Twenty-eight Occupational therapy students were provided the opportunity for job shadow training, including leading exercises classes for residents and measuring residents for wheelchairs.
- Flat River Medical – Students working toward a nursing assistant certification had the opportunity to perform their clinicals at Breton Rehabilitation & Living Centre.
- Grand Rapids Community College – In collaboration with Grand Rapids Community College, Holland Home provided space at its corporate headquarters for a training lab for a certified nursing assistant program. The facility contains four patient beds and associated workstations, along with classroom seating for 16 students. In addition to their studies in the new lab, students will gain crucial clinical experience by working with Holland Home residents and clients.
- Grand Rapids Medical Education Partners – Trillium Institute supports a postgraduate Fellow in Hospice and Palliative Medicine through the Grand Rapids Medical Education Partners.



- Grand Valley State University – Holland Home has provided internships for numerous Grand Valley State University students.
- Holland Home is a partner in Handshake, a program that transformed university recruiting to provide all students with equal opportunities regardless of the location of their college or university.
- Kent County Technical Center – Holland Home participated in mock student interviews, which resulted in five hires.
- Spring Arbor University – Faith Hospice provided an internship for a MSW student.
- University of Detroit Mercy – Six nursing students performed internships at Holland Home in the last year working with nurses from Atrio Home Care and Faith Hospice.
- Walker Medical Instructional Services – Holland Home participates in The Job Exploration Interview Program, which sends graduates' resumes to local employers and offers graduates the opportunity to participate in a job exploration interview. Since April 2017, this has resulted in 12 hires by Holland Home.
- Western Michigan University – Three MSW students were placed in our skilled nursing facilities between September 2016 and April 2017.

INTERGENERATIONAL CLASSES

- For three years, residents of the Breton Woods campus have joined students at River City Scholars School for a physical education class with residents participating alongside students. Students ranged from preschool to third grade.
- Children from the Mothers of Pre-Schoolers group from Cornerstone Methodist Church trick or treated with residents of Raybrook.
- The children from the Mothers of Pre-Schoolers from Cornerstone Methodist Church shared a crafting activity with Raybrook residents.

PROVIDING A LEARNING ENVIRONMENT

- Fourth-grade students from St. Paul the Apostle School decorated pumpkins with residents of Raybrook. St. Paul is in discussion with Raybrook staff about arranging a quarterly meeting between the students and residents, with reading suggested as the next activity.
- Fulton Manor has weekly lap time with preschoolers and their mothers, led by a teacher and focused on life lessons, fun and creating relationships.
- Every other Tuesday, second- and third-graders from St. Thomas the Apostle School join residents of Fulton Manor for lunch.
- Every other Friday is story and craft time with sixth- to eighth-graders from St. Thomas the Apostle School and residents of Fulton Manor.
- Fulton Manor has reading time with first-through-fifth-graders from Stepping Stones Elementary School. Residents listen to students read and help them with any words they stumble over. Games like Apples to Apples and Uno follow reading time.

INTERNS

- In the past year, Holland Home has utilized nearly 50 interns in finance, social work, nursing and in various positions in our facilities and other departments of Holland Home.



STATISTICS

HOLLAND HOME VOLUNTEERS

Holland Home's mission of caring and compassion has always drawn a wide range of volunteers with a servant's heart. We cherish their service and the love and comfort they bring to our residents.

AVERAGE AGE: 56 YEARS OLD

32% residents within Holland Home

Age of oldest volunteer: 103

Percent youth and college students: 11.5%

Age of youngest volunteer: 12

Average percent adults (not residents or college students): 49%

71 years or older average: 34%

Percent Holland Home staff members: 7.5%

FAITH HOSPICE VOLUNTEERS

Our Faith Hospice volunteers donate their time but also bring a wealth of caring and compassion to our patients through their services.

IN 2016:

- Volunteers served 6,225 hours
- Volunteer services resulted in a cost savings of \$140,000

IN 2017:

- Volunteers served 8,903 hours
- Volunteer services resulted in a cost savings of \$200,000

Cookie Caper - Faith Hospice sponsored its third annual "Cookie Caper" in 2017. More than 2,400 cookies, baked by volunteers, were delivered to Faith Hospice patients and their families at Trillium Woods and in the community. 50 volunteers made the deliveries.

CORPORATE CAMPUS CHRISTMAS MISSION

In keeping with the spirit of Christmas, each year, the staff at the corporate office chooses a mission to support.

- **2017** - Safe Haven Ministries received items donated by corporate employees that allowed five different families to provide for their children for Christmas. Total impact - 19 people.
- **2016** - Kids' Food Basket received 102 pounds of nonperishable items donated by corporate employees.
- **2015** - Kids' Food Basket received 218 pounds of nonperishable items donated by corporate employees.

STATISTICS

Holland Home touches 4,000 lives every day through the care and services we are able to provide our residents and those living in our community.

Some statistics on the impact of partner organizations and their reach into our community include:

Care Resources – 225 adults are currently enrolled in the Program of All-Inclusive Care for the Elderly.

Reliance Community Care Partners – serves approximately 2,000 individuals per year.

Tandem365 – Currently, 650 clients are being served by Tandem365.

Atrio Home Care – provides services to more than 2,500 clients annually.

Faith Hospice – serves an average of 224 hospice patients per day. In 2017, Faith Hospice served nearly 1,814 individuals and their families in need of hospice care.

Trillium Woods – serves an average of 18 patients per day. In 2017, 354 individuals were admitted for care.





Holland Home™

To learn more, visit hollandhome.org or call 616-235-5113.

February 2018