

Social Accountability Report Fiscal Year 2019



Purpose and Responsibility



Throughout the history of Friendship Village Sunset Hills, the organization has made a commitment to “give back” to the communities it serves. Located in Sunset Hills, Missouri, the organization is home to approximately 600 seniors and employs more than 300 people from the St. Louis metropolitan region.

The following report shares the Social Accountability results for Friendship Village Sunset Hills for Fiscal Year 2019 (July 1, 2018 through June 30, 2019) and explains in detail the organization’s contributions. Community support took place in FY 2019 through a wide range of people, including residents, board members, employees, and our community partners.

Purpose and Responsibility



According to the organization's Articles of Incorporation, Friendship Village of South County, DBA Friendship Village Sunset Hills, was organized on May 20, 1976, for the purpose of constructing, building, owning, operating and maintaining a home for the senior community. Its purpose is to provide housing, nursing care, and other services to seniors. Our community enables its residents to live safe, productive and independent lives.

Friendship Village Sunset Hills offers a full continuum of services for residents, including independent living, assisted living, home health, and skilled nursing services. A local board of directors governs Friendship Village Sunset Hills and all senior services are managed in St. Louis.

Friendship Village Sunset Hills, and its sister community, Friendship Village Chesterfield, are the only two senior living communities in the St. Louis region to provide Life Care, providing unlimited days of advanced care at a fixed rate--for life.

A not-for-profit 501(c)3 organization, Friendship Village operates under the guidance of the following mission and vision statements.

Overview



Mission Statement:

Guided by Biblical principles that honor Jesus Christ, provide a loving, warm, gracious and secure environment where all experience physical, spiritual and emotional care.

Vision:

Be a premier provider of care services to seniors in a manner that is honoring to the Lord, Jesus Christ.



Letter from the Board



The Board of Directors of Friendship Village Sunset Hills is pleased to present the Social Accountability Report for FY 2019.

Consistent with our Mission and Vision, we seek to serve the senior community with a quality of life that touches body, mind and spirit. The overflow of this quality of life is giving to others. From residents to staff to management, the heart of service is exemplified in this report.

Thank you from the Board to all those who have contributed time, energy and resources to improve the lives of others in your home, in the community and in the greater St. Louis area.

Sincerely,

Keith Utley, Board President

FRIENDSHIP VILLAGE SUNSET HILLS SOCIAL ACCOUNTABILITY ACTIVITIES



Resident Volunteerism



Our Residents' selfless acts of volunteering their time speak louder than words. The Friendship Village Sunset Hills' residents enjoy volunteering inside our community, as well as the community at-large.



Employee Volunteerism



The employees of Friendship Village Sunset Hills go above and beyond their workload. Our employees volunteered in communities across the St. Louis metropolitan area.

Employee and Resident Charitable Activities



Friendship Village Sunset Hills made donations to local deserving charities and community organizations. With the help of our residents, board members, and employees the following organizations received our support.

- Alzheimer's Association
- American Heart Association
- American Parkinson's Disease Association
- American Red Cross
- Angel's Arms
- Angel Tree Project
- Arthritis Foundation
- Belize 2020 Project
- Boy Scouts of America - BSA
- Camp Chaos Puppy Rescue
- Chamber of Commerce Golf Tournaments

Employee and Resident Charitable Activities



- MOPS
- Feed My People
- Lindbergh High School Neediest Families
- Love on a Leash
- Mercy Health Foundation
- MEAAA: Mideast Area Agency on Aging
- Ronald McDonald House
- Sponsorship of Chamber Events
- St. Louis Food Bank
- St. Luke's United Methodist Church
- St. Patrick Center
- St. Vincent DePaul
- Special School District
- Sunshine Ministries

- Support Dogs, Inc.
- VOYCE
- Washington Middle School



Employee and Resident Charitable Activities



Chamber of Commerce Memberships:

- Crestwood/Sunset Hills
- Kirkwood/Des Peres
- Fenton
- West County
- Affton



Vocational Skills Program



Friendship Village Sunset Hills has been home for over 30 years to a wonderful program that benefits the Special School District of St. Louis. We provided on-the-job-training skills for five students enrolled in the program, and in FY 2019, two of the students completed our program and were employed upon graduation.

Friendship Village Sunset Hills has a cooperative agreement with Special School District. Our Vocational Skills Program is one of thirty-two throughout St. Louis County.

The mission of the Vocational Skills Program is to provide a continuum of supports and services to the students and families to assist students in gaining skills needed to achieve realistic and meaningful post-secondary goals.

An in-kind donation of nearly \$31,000 was provided to the Special School District of St. Louis ranging from space provided for the classroom to the time and talent of our Friendship Village employees. Several of our employees are mentors to the students of this program.

Friendship Village Sunset Hills has proudly hired several students over the years who have gone through this program, and of FY 19, four are still working within the walls of Friendship Village Sunset Hills.

Community Support



-
- Boy Scouts
 - Brown Mackie College
 - Camp Chaos Puppy Rescue and Adoption Group
 - Concord Elementary
 - Cor Jesu Academy
 - Covenant Christian School
 - Eden Theological Seminary
 - Elevation Church
 - Fenton Fire Protection District
 - Girl Scouts
 - LeadingAge Missouri

Community Support



-
- Lindbergh School District
 - Jazz Band
 - Senior Associates at Truman Elementary
 - Strolling Strings
 - Key Club
 - Lions Club
 - Liguori Mission Team
 - Love on a Leash
 - Lucille Rapp Dance Group
 - Lutheran High School
 - Mehlville School District
 - Missouri Organ Society

Community Support



-
- MOPS (Mothers of Preschoolers)
 - Nerinx Hall High School
 - Oakville High School
 - Pet Therapy (DUO)
 - Polling Place - Friendship Village Sunset Hills serves as a polling place for not only Friendship Village Sunset Hills residents, but for the community at-large for all elections
 - Respectacle
 - Silver Sneakers
 - Spectrum
 - St. John Vianney High School
 - St. Louis ARC
 - St. Lucas UCC

Community Support



-
- St. Louis County Library
 - St. Louis Teachers Recycle Center
 - St. Paul Catholic Church
 - St. Simon Early Childhood Center
 - Sunset Hills Police Department
 - Sunset Point Homeowners Association
 - Support Dogs
 - Vitas Hospice
 - The Independence Center
 - Toys for Tots
 - Washington Middle School
 - Webster Works Worldwide

Educational/Wellness Outreach



Friendship Village Sunset Hills provides educational programs to the residents, employees and general public.

- St. Louis County Library
- Friendship Village Book Club
- St. Catherine Laboure Elementary School - 6th Grade Project
- Medicare Seminars
- Medicine Shoppe Seminars
- Wellness Seminars
- Financial Seminars
- Wellness Fair

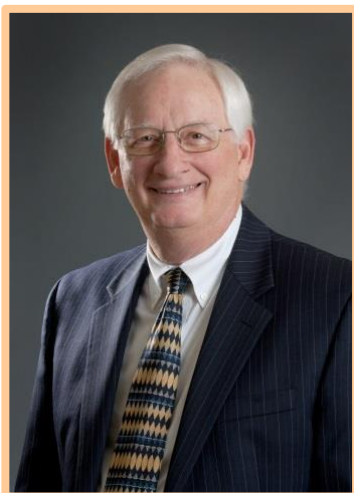
Educational/Wellness Outreach



- Spine Health Educational Session
- Skin Health Educational Session
- Managing Stress Educational Session
- Sappington-Concord Historical Society Speakers
- Spectrum Eyeglass and Belson Hearing
- Retired Nurses Group
- Silver Sneakers
- VirtuSense Technologies Balance Testing
- Hosts meeting space to community professionals
- Fitness testing and lectures



Resident Spiritual Support



Rev. Jim Savage,
Chaplain

Friendship Village Sunset Hills has one Chaplain, one Assistant Chaplain, and one Associate Chaplain to meet all the spiritual needs of our residents and staff. Our chaplains also visit our hospitalized residents. Average visits are twelve each week throughout the year.

Funeral/Memorial Services:

- 98 services have been planned and conducted in fiscal year 2019.

1 on 1 Support:

- Our chaplains provide one-on-one spiritual and personal counseling to approximately 25 residents and employees each month.

Ongoing Support Groups:

- Care for the Caregivers: Located at the Village Care Center, visitors from outside the community are welcome at these group meetings.
- Sojourners Grief Recovery Support Group: Support group for residents who have lost a loved one.

Resident Spiritual Support



Bible Studies:

145 Bible studies were held. On average, 90 residents attend Bible study at Friendship Village Sunset Hills, Fountain View Assisted Living & Memory Care, and our Village Care Center Skilled Nursing & Rehabilitation.

Worship Services:

Friendship Village provides three worship services each Sunday. Approximately 145 people attend worship services held in our Chapel, Village Care Center Skilled Nursing & Rehabilitation, and Fountain View Assisted Living & Memory Care.

Outreach Ministries:

- Friendship Village Sunset Hills has 17 volunteers who support the Chaplain's Department. Their gifts/talents are singers, instrumentalists, Bible teachers, and preachers.

Personal Property Taxes



Real Estate: \$774,886

Personal Property: \$99,782

Total: \$874,668



Benevolence



Friendship Village Sunset Hills provides **Benevolent Care** if residents' resources diminish and needs increase. We also provide our exceptional standard of care to all of our residents in skilled nursing and rehabilitation no matter what their payment type or Medicaid reimbursement rates.

Friendship Foundation



We are fortunate to stay true to our mission because of the generosity of others to our Friendship Foundation.

Friendship Village Sunset Hills has not altered the level of care and service it provides, despite the fact that costs continue to increase and the government continues to offer fewer subsidies for long-term care.

Friendship Village Sunset Hills has contractual agreements with Medicare, Medicaid, and other third-party insurances. Regardless of the reimbursement received, even when it falls short of the cost of care, Friendship Village Sunset Hills will continue providing comprehensive care.



In the Year Ahead



Friendship Village Sunset Hills will continue to work with our community and various organizations to enrich the lives of our Friendship Village family. Below are just a few things we have planned for next year:

- Volunteer opportunities to help residents stay involved in the community
- Educational programs to support residents in staying active
- Benevolent Care program to enrich the lives of our residents
- Community engagement occasions to connect residents with officials and legislators
- Interactive events to enhance employee involvement in their community
- Continue our partnership with the Special School District

Financial



-
- Resident Volunteer Hours: 5,881
 - Resident Volunteer Hours in the Community at-large: 3,200
 - Employee Volunteer Hours: 2,800
 - Donations (monetary and in-kind) to Charitable Organizations: \$10,000
 - Benevolent Care (including Medicaid care costs): \$369,855

CONTACT INFORMATION

FRIENDSHIP VILLAGE SUNSET HILLS
12563 VILLAGE CIRCLE DRIVE
SUNSET HILLS, MISSOURI 63127

314.842.6840

WWW.FRIENDSHIPVILLAGESTL.COM

