

Social Responsibility Report

Fiscal Year 2019



Friendship VillageSM

CHESTERFIELD

Serving Seniors. Honoring Christ.

Overview

Throughout the history of Friendship Village Chesterfield, the organization has made a commitment to give back to the communities it serves. Located in Chesterfield, Missouri, the organization is home to more than 450 seniors and employs more than 250 people from the St. Louis metropolitan region.



Painting chairs for delivery to an underserved Kindergarten.

The following report shares the Social Accountability results for Friendship Village Chesterfield for Fiscal Year 2019 (July 1, 2018 through June 30, 2019) and explains the organization's contributions and commitment to our community at-large.



Purpose & Commitment

According to the organization's Articles of Incorporation, Friendship Village West County, dba ***Friendship Village Chesterfield***, was organized on September 9, 1973, 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 Chesterfield offers a full continuum of services for residents, including independent and assisted living, home care, and skilled nursing services. A local board of directors governs Friendship Village Chesterfield and all senior services are managed in St. Louis.

Friendship Village Chesterfield, and its sister community Friendship Village Sunset Hills, 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.



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 an excellent resource in all aspects of senior services—supporting body, mind and spirit.





A LETTER FROM OUR BOARD

The Board of Directors of Friendship Village Chesterfield 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 and 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,
John Fasick, Board President, Chesterfield

**FRIENDSHIP VILLAGE CHESTERFIELD
SOCIAL RESPONSIBILITY ACTIVITIES FY 19**



Resident Volunteerism

Our residents' selfless acts in volunteering their time speak louder than words. The Friendship Village Chesterfield residents enjoy volunteering inside our own buildings, within our immediate Chesterfield community, and in the greater St. Louis area.



Employee Volunteerism

The employees of Friendship Village Chesterfield go above and beyond their work load. Our employees continue to serve in various neighborhoods and community projects across the St. Louis metropolitan area.



Employees delivered gifts from toy drive to Ranken Jordan Pediatric Bridge Hospital



Employee/Resident Charitable Activities

With the help of our residents, board members, and employees, the following local charitable organizations received our support:

- YMCA of St. Louis
- Angel Tree Project
- Open Bible Churches National Office
- Salvation Army
- St. Louis Parkinson's Disease Association
- Autism Speaks
- Jackson Park Elementary School
- Diabetes Organizations
- Alzheimer's Association
- VOYCE
- Chesterfield and West County Chamber event sponsorships & support
- The Karen House (women & children's shelter)
- Sunshine Ministries
- Peter Matthews Memorial Garden
- Stray Rescue Dog Shelter
- Sunshine Ministries Homeless Shelter
- Building Futures
- Ranken Jordan Pediatric Bridge Hospital



Community Support-continued

- Applied Technical Services, nursing clinical program training
- Clinical Site for International Institute's CNA training program
- United Methodist Women
- Delta Kappa Gamma Foundation
- MEAAA: Mideast Area Agency on Aging
- Westminster Christian Academy
- Northside School
- First Baptist of Chesterfield
- CBC High School
- St. John Vianney High School
- Lions Club Vision Program
- Little Fishes Swim School
- Stephen Ministries



Local reenactors assisting with community veterans ball



Educational Outreach

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

- Friendship Village Chesterfield hosts meeting space and/or provides lunch to over 1000 community professionals yearly
- Financial Seminars
- Honor Flight
- Wings of Hope
- Insurance seminars
- Claymont Elementary School: Generation-to-Generation
- Marquette High School: Veteran's Biography Program
- Book Clubs



Students help maintain perennial garden planted by FVC residents and staff

- Friendship Village Writers Group
- Medicare Seminars
- Wellness Fair
- OASIS
- County Library



OUR CHAPLAIN, BURT CAMPBELL



Friendship Village Chesterfield has one Chaplain and one Assistant Chaplain to meet all the spiritual needs of our residents and staff. Our chaplains also averaged 3-4 visits per week to our visit our hospitalized residents throughout the year.

Funeral/Memorial Services: 15 services were conducted, and an annual Memorial Service honored 55 decedents with 60 attendees from our community at-large.

Village Care Center Visits: Pastoral care averaged 3900 visits this fiscal year. **Independent**

Living Residents/Employees: Approximately 4000 visits annually this year. **Outreach**

Ministries:

- Angel Tree again received hours and donations from Friendship Village – overseen by our Chaplains. (\$4335 + nearly 100 hours donated.)
- Developed Best Years Community Life

Resident Spiritual/Counseling Support

Ongoing Counseling:

- There are regular Caregiver Support Groups, Grief Support Groups, and Transition Groups to support our residents each year.
- Counseling for individuals/couples for the community at-large

Bible Studies:

- 60 residents, on average, are in attendance among the ten weekly Bible Study classes
- 6 Volunteer Bible Study leaders
- Devotions are held each week attracting an average of 40 residents

Worship Services:

- Friendship Village Chesterfield offers two worship services each Sunday
- We have 16+ volunteers who help with some part of the worship services
- Approximately 110 residents attend worship services hosted in our activity room and Village Care Center

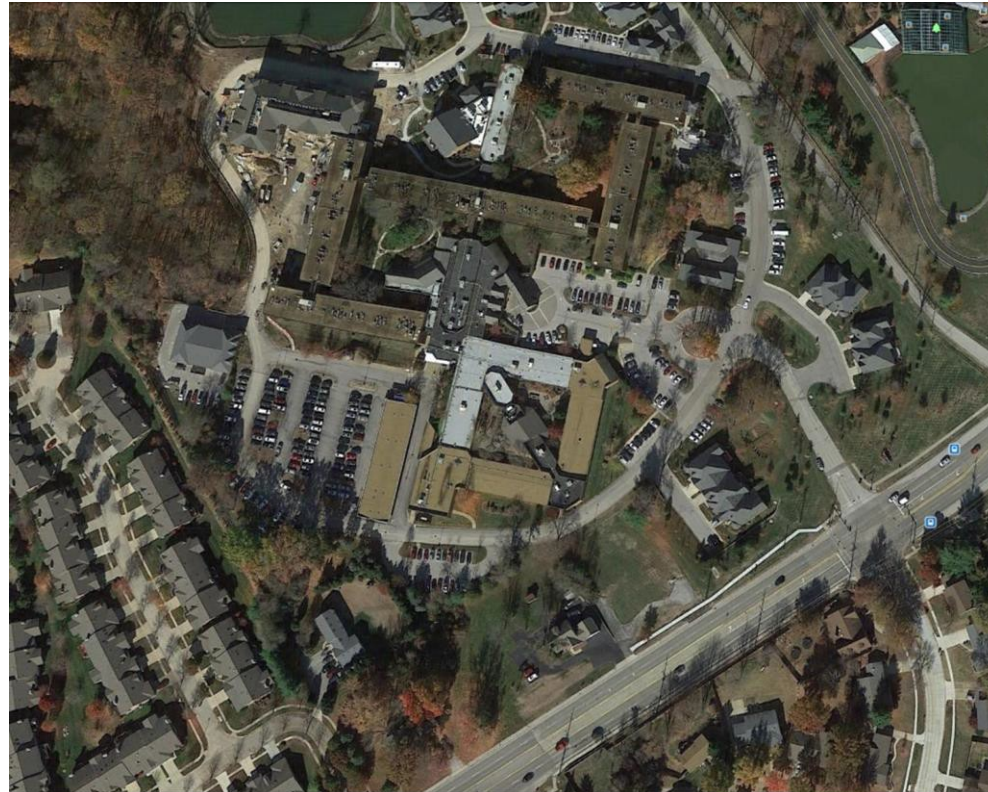


Taxes Paid

- Real Estate: \$516,810
- Personal Property: \$50,909



Total: \$567,719



Benevolence

Friendship Village Chesterfield provides **Benevolent Care** if residents' resources diminish and needs increase. We also provide our sterling standard of care to all our Life Care residents on Medicaid – regardless of Medicaid reimbursement rates. We thank our generous donors for helping our residents at this time of need. Donors help restore resident hope.



Friendship Foundation

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

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

Friendship Village Chesterfield 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 Chesterfield will continue providing the top-rated, comprehensive care our residents need.



In the Year Ahead

Friendship Village Chesterfield 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
- Recycling possibilities to engage our Friendship Village family and community in living healthier
- Community engagement occasions to connect residents with officials and legislators
- Interactive events to enhance employee involvement in their community
- Donations of time and materials to assist underserved populations
- Continued provision of benevolent care when needed



Financial

- Resident volunteer hours within Friendship Village Chesterfield: 12,292
- Resident volunteer hours in the community at- large: approximately 1,700
- Employee volunteer hours: over 2,500
- Donations (monetary and in-kind) made on behalf of Friendship Village Chesterfield: over \$57,000
- ***Benevolent Care (including Medicaid care costs): \$443,347***



CONTACT INFORMATION:

Friendship Village Chesterfield
15201 Olive Blvd
Chesterfield, MO 63017

636.532.1515

www.FriendshipVillageSTL.com



Friendship VillageSM

CHESTERFIELD

Serving Seniors. Honoring Christ.

SOCIAL RESPONSIBILITY 2019