

Dear Friend of Glenaire and The Presbyterian Homes, Inc.,

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Progress with renovations - Residents are enjoying the first newly renovated household – Central Household. The dining room in our assisted living area has also been completely updated. Work has now begun in the skilled nursing area of South Household as we continue to transition to a more person-centered approach that provides additional options for residents.



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New apartment building – Current and future residents, board members, community leaders, friends, and staff celebrated the groundbreaking for the new apartment building in August. Construction of the 12-unit apartment building is now underway on the corner of Kildaire Farm Road and West Cornwall Road. Glenaire will invest \$5.6 million in the project.

Updates to Café – With the completion of the apartments slated for later on in the year, the Glenaire dining staff are already working to ensure that current and future residents continue to enjoy a variety of healthy options in the Café. Plans include extending the hours of the Café and expanding the menu to offer a casual cooked-to-order dining experience.

Annual Appeal – Many thanks to all donors who made charitable contributions to The Presbyterian Homes Foundation, Inc. for the benefit of Glenaire's Annual Appeal. We would also like to express appreciation to our Annual Appeal Division Chairs, residents, Wayne and Peggy Campbell, and Glenaire Board of Trustees, Treasurer, Doug Brown, for their leadership. All gifts to the Annual Appeal for 2015 were directed to provide assistance for residents who, due to no fault of their own, are unable to pay for their full cost of care. For this previous fiscal year, the need for resident financial assistance reached over \$600,000 at Glenaire.

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courtyard along the newly-created corridor to North Household, was dedicated in November and will be enjoyed by residents and families for years to come. We are grateful to the family of Dolores Joyner for this special gift and we are honored that her sons, Phil Richardson and Skip Richardson, and their wives could join us for the dedication.



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A word from a resident...

“The volunteer opportunities and learning experiences here at Glenaire are marvelous!”

Dick Shirk, Glenaire resident, Treasurer of the Residents’ Association, Glenaire Society member

News of The Presbyterian Homes, Inc. (PHI)

Survey shows satisfied residents – In 2015, Holleran Community Engagement Research and Consulting conducted a formal resident satisfaction survey. This independent study revealed that overall resident satisfaction in PHI communities is higher when compared to the overall resident satisfaction within other Continuing Care Retirement Communities across the nation and in Canada. The survey also found that over 90% of residents would recommend a PHI community to a friend or family member.

Enhanced technology – Residents are experiencing quick access to information and making connections with other residents by using the new resident portal. Information about dining, events, trips, and programs is available through this private intranet. Residents also have the ability to post hobbies, interests, and other biographical information that helps them connect with other residents within the community.

Lifelong learning – enLighten is an interactive educational opportunity where residents can visit almost anywhere in the world with an instructor or speaker and learn about topics of interest through the use of technology. enLighten has been up and running at River Landing at Sandy Ridge for some time and is now coming to Glenaire and Scotia Village. enLighten is part of PHI’s enCompass program which centers on eight dimensions of health and well-being.

Communities compete in PHI Olympics – This past fall, residents from each of our three communities competed in our annual Olympics held over the course of three days. Areas of competition included: billiards, swimming and water walking, putting, bocce ball, corn toss, Wii bowling, quiz bowl, one mile walk, one mile relay and chair volleyball. Congratulations to all those who participated!

What is Charity Care? – PHI’s charity care, which includes unreimbursed healthcare and services for residents as well as other community benefits, such as providing meeting space for outside organizations, was valued at \$3.2 million during the fiscal year 2015. Eighty-three percent of our charity care provides resident financial assistance and helps to cover other healthcare expenses not covered by Medicaid.

Gale Melton retiring – Gale Melton, receptionist and administrative assistant for The Presbyterian Homes, Inc. retired on December 31, 2015. She had been a PHI employee for 43 years and had served residents in a variety of capacities. Gale will be missed and we wish her well as she spends more time with family and serving in her church and community.

Sincerely,

J. Paul Gregg
Executive Director