



Jennings
Center for Older Adults

Hallmarks

Summer 2007

A House Built on Solid Rock

On April 5, 2007, the Sisters of the Holy Spirit began a year-long celebration of the 75th anniversary of their foundation in the Diocese of Cleveland. Their history, however, goes back much further and actually begins in a town called Smolensk, Russia. There, on November 27, 1861, Barbara Timofieff Finatowicz was born. Later to become Mother Josephine, Foundress of the Sisters of the Holy Spirit, this woman of profound faith and courage, along with her companions in the early days, built a Community of religious women on a rock solid foundation as described in St. Matthew's Gospel, Chapter 7.

Barbara Finatowicz was the daughter of Russian Orthodox parents. Her father was the equivalent of a count under the Czar. His government position brought the family, when Barbara was very young, to the beautiful city of St. Petersburg where she grew and flourished. The city was designed by the Czar to be the Versailles of Russia. While Moscow was the civic capital, St. Petersburg was the capital of culture.

Barbara was sent to a boarding school where she came under the influence of some Polish girls who were Roman Catholic. She was drawn by their faith and piety, and soon became a convert to the Roman Catholic Church. When her father heard of her decision, he was infuriated. The state religion under the Czar was Russian Orthodoxy, and Roman Catholics were looked upon as traitors. Having his daughter a member of that Church put his job

in jeopardy. His only choice to save his political position was to disown her. Barbara was forced to leave home and to seek refuge with her friends in Poland.

In Poland, Barbara had to make a living. She learned the skills of a hairdresser and offered her services to a Polish noble woman. There she grew in her new-found faith and also felt strongly the desire to become a member of a religious community. Not knowing where to turn, she went with some other friends on a pilgrimage to Rome. After a brief stay there she entered the Carmelite Monastery of St. Bridget where she remained for seven years having simple vows. Her Carmelite training has led to many traditions which have been retained to this day in the Sisters of the Holy Spirit. Among these is the special observance of the Feast of Our Lady of Mount Carmel as a primary feast of the Sisters. This feast is celebrated on July 16.

As an extern Sister (the Sister who interfaces with the public on behalf of the cloistered Community) in the Carmelites, Barbara was sent to the United States to beg for funds. This experience was to be an inspiration for her in the future. Because of ill health, her stay in Carmel was short-lived. Barbara left her beloved Carmel in the late 1880's. This departure was the beginning of numerous travels and adventures which would eventually bring her to Cleveland (...to be continued). *Look for part two of this story on the next issue of Hallmarks.*



Be sure to
review the 2006
Annual Report
bundled inside!



Jennings Center
for Older Adults

10204 Granger Road
Garfield Heights, OH 44125
216-581-2900
www.jenningscenter.org



Howard Bram inducted into the Ohio Senior Citizens Hall of Fame

Congratulations to board member **Howard Bram**, who was inducted into the **Ohio Senior Citizens Hall of Fame** during a ceremony at the Statehouse Atrium in Columbus on Wednesday, May 23 along with 12 other exceptional seniors.

"Those inducted into the Senior Citizens Hall of Fame embody the productivity and enjoyment that should be a part of every person's retirement years," said Barbara E. Riley, Director of the Ohio Department of Aging. "Howard Bram's compassion, ability to work with community and political leaders and his perseverance have benefited the lives of seniors in his area."

Howard has guided the development of services to older adults for more than 55 years. Because of his outstanding reputation for volunteerism and his career as a CEO of a not-for-profit older adult campus, Bram helped plan and implement the Cuyahoga Options for Elders pilot project. Bram has received the Award of Honor from both the American Association of Homes, Housing and Services for the Aging (AAHSA) and the Association of Ohio Philanthropic Homes and Services for the Aging (AOPHA). He has chaired many committees and serves on various boards including Jennings Center for Older Adults and the



Howard Bram is honored by ODA Director, Barbara E. Riley, and Past President, Alan Burnett, at the induction ceremony.

Western Reserve Area Agency on Aging.

Howard Bram joins more than 300 individuals who have been inducted into the Ohio Senior Citizens Hall of Fame since its inception in 1977. Native-born Ohioans or state residents for at least 10 years are nominated by individuals or organizations based on service to others and achievements after age 60 and for lifetime achievements that represent positive aging. Bios and photos of all 2007 honorees can be found at the Ohio Department of Aging web site www.goldenbuckeye.com

Jennings Announces Construction of Villa Homes

Early this fall, Jennings plans to break ground for the construction of six new villa homes on our campus to help keep up with the high demand for affordable senior housing. The new homes will be built on a cul-de-sac near the convent of the Sisters of the Holy Spirit, facing away from Granger Road. The landscaping plan includes foliage designs that will minimize noise levels, provide an attractive view from the street and offer a peaceful place for reflection at the Sisters' shrine.

Each villa is a single-level home measuring approximately 1,400 square feet, with a private one-car attached garage. The two-bedroom, two-



bathroom floor plan boasts a master suite, private front porch, fireplace, in-suite laundry room and all appliances. The monthly rent includes cable television and all utilities except telephone service. As part of the Jennings community, villa tenants receive landscaping, maintenance services and snow removal. In addition, tenants have the option to access a number of campus-based health and supportive services.

With construction expected to last eight months, the villas will be ready for occupancy in Spring 2008. For information, please contact Jerry Weissfeld at 216-581-2900, ext. 2316.



Charitable Gift Annuities: A Gift That Provides Guaranteed Income for Life

With as little as \$10,000, a donor can establish a charitable gift annuity, where in exchange for the gift, Jennings will pay a specified amount to one or two beneficiaries for life. A charitable gift annuity increases the donor's cash flow while making a significant gift, producing income tax savings, and avoiding some capital gains tax. Payments are also partially tax-free. If you rely on interest from investments to pay for living expenses you may want to consider the following case study.

Mildred, age 82, relies on the interest from her investments to pay for her living expenses. She has a \$10,000 certificate of deposit that is reaching maturity which she can roll over to a new one-year CD paying 4.5%. She learns that she can earn 8.5%

by creating a charitable gift annuity at Jennings. She receives an income tax deduction when she makes her gift, guaranteed annual lifetime payments from Jennings (a portion of which are tax-free), and the satisfaction of knowing that her gift will support Jennings' important work.

Jennings offers current and deferred charitable gift annuities for one or two beneficiaries. Rates are dependent on the age of annuitant(s). For a confidential, no-obligation charitable gift annuity illustration or more information about planned giving strategies to complete your estate plan, please contact Director of Development, Amy Restorick-Roberts, at (216) 581-2902, ext. 2327.



Jennings
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10204 Granger Road
Garfield Heights, Ohio 44125
www.jenningscenter.org

If there has been a change please
call (216) 581-2902 x2337.

- Address correction
- Received multiple copies
- If you wish to be removed from our mailing list
- If you would like to add someone to our mailing list

If you would like more information
regarding our programs, please call
(216) 581-2900.

- Adult Day Services
- Assisted Living
- Child & Infant Care
- Memory Care Assisted Living
- Nursing Home Care
- Rehabilitation Services
- Respite Care
- Senior Apartments

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*Translating Catholic values
into pathways of action.*



Annual Report 2006

Our Mission

Jennings Center for Older Adults, inspired by the Sisters of the Holy Spirit and the Catholic Diocese of Cleveland, continues the loving ministry of Jesus by providing health care and supportive services to older adults, with special concern for those with limited means. In fulfilling our mission we commit ourselves to these values:

Respect • Hospitality • Community • Discovery of Potential • Celebration of Life



Martha M. Kutik
President/CEO



Jacqueline L. Hoyt
Board Chair

2005-2006 BOARD OF DIRECTORS

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PRESIDENT AND CEO

Martha M. Kutik

Dear Friends,

As we continue our commitment to foster communities that value and support individual choice at every life stage, we are increasingly aware of the need to engage key sectors of our community in helping us to achieve this goal. Older adults, families, businesses, government, public policy leaders, foundations, media, planning and advocacy agencies, volunteers and religious communities must be partners in developing the future of aging services. At the same time, we recognize that in order for these stakeholders to be engaged in a meaningful way in our work, we must understand what is important to them—both personally and professionally. By understanding how aging impacts the many constituents with which we communicate, we are better equipped to inspire them to act.

A key component of the 2006 Board of Directors annual planning retreat was the study and discussion of broad program areas that define Jennings' commitment to older adult services. Board members as well as representatives from the broader community participated in short, rapid fire "round robin" presentations by staff experts, and were then invited to provide their frank and honest reactions to what they had heard. The information gleaned from this noisy, energetic, exciting Fall afternoon has been distilled into statements that explain the value of the services we provide. These will be used in many ways as we continue to invite others in the broader community to learn about the critical importance of everyone's participation in determining the future of aging services.

Captured throughout this annual report are messages that give voice to the hopes, fears and dreams of the many stakeholders we have had the privilege of listening to over the past several months. We hope that at least one of these messages will inspire you to join us in our work.

Sincerely,



Martha M. Kutik

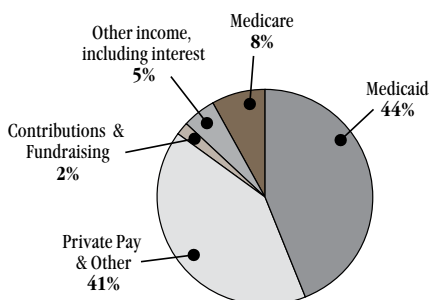


One of the strongest differences in service at Jennings Center for Older Adults is the sponsorship of the Sisters of the Holy Spirit. In many ways the Sisters have anchored the organization throughout our 65-year history, encouraging a set of core values that guides our mission, our care and our administrative decisions. Their very presence, which signaled "safe harbor" to those who were supported in our first nursing home in 1942, has continued the legacy of Monsignor Gilbert Patrick Jennings over these many years.

Still today, the Sisters' presence gives witness to the fact that there is no power greater than that of human kindness and compassion at work every day. Through the guiding leadership of the Sisters of the Holy Spirit, the Jennings staff gives a depth of caring and dignity that honors each individual as a sacred and special person. Together, we are attentive to the spiritual well-being of each individual, fostering life-giving relationships and a comforting end-of-life presence with elders and their families. Our Catholic faith tradition inspires us to be willing servants in providing affordable service options to ensure that people of all economic means have access to care.

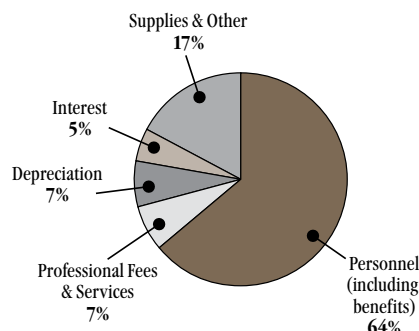
Jennings Center for Older Adults and the Sisters of the Holy Spirit celebrate this rich history of a caring ministry to older adults and their families. Our culture cherishes individual dignity and welcomes all. We nurture relationships, pursue innovation and translate Catholic values into pathways of action.

Fiscal Results 2006



REVENUES

Medicare	\$1,362,771
Medicaid	\$7,858,291
Private Pay & Other	\$7,218,060
Contributions & Fundraising	\$315,575
Other Income, including interest	\$965,751
TOTAL.....	\$17,720,448*



EXPENSES

Personnel (including benefits).....	\$10,416,873
Professional Fees and Services	\$1,130,481
Depreciation	\$1,115,732
Interest.....	\$821,107
Supplies & Other	\$2,688,575
TOTAL.....	\$16,172,768

*Nonoperating gains (losses) not reflected in revenue numbers
 • Interest rate swap – mark to market <82,321>

*"I'm so lucky to live here.
I can't imagine living anywhere else."*

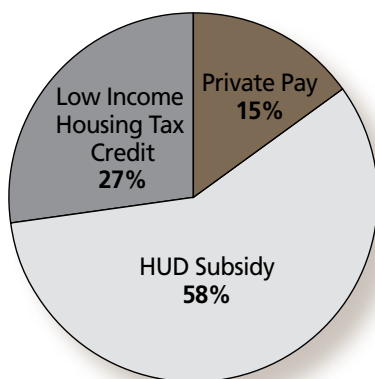


Retirement often leaves seniors with very limited financial means. Jean Chambers was ready to retire, but finding a place to live out her retirement on a fixed income was a concern. She says a new life opened up for her when she moved into the subsidized apartments at Jennings, partly because of the independence and activities. "There are so many programs and events. I hardly have time to come home. The people here are not just friends, but a whole community of people; a fellowship that makes it home." Jean is grateful to the Sisters for making their dream a reality in the growth of the Jennings campus. "It's a comfort to know that services are available to me if I need it, even for rehabilitation or nursing home care. I know it's one of the best...and there is such respect. Everyone is valued no matter where they live on the campus. It's a freedom from worry because all of our needs are met—physically, socially and psychologically—not just for the wealthy but for everyone."

BY THE NUMBERS

Number of individuals served.....	121
Number of housing units.....	107
Average age of tenants (in years)	81

RENTAL MIX



Affordable Senior Housing

Older adults are able to maintain their independence by accessing housing, health and supportive services regardless of financial ability.

- Individuals can remain in their apartments longer because they have support from a campus-based health and support network—such as, primary and specialty physicians, home health care, housekeeping, wellness screenings and life enrichment activities.
- Elders take reassurance in knowing that they are never alone and will always be a member of the Jennings family because they are part of a campus community that offers a continuum of care.

*"By learning together,
we can balance ourselves."*



Jennings reaches out to serve and strengthen the community beyond its campus by building relationships with individuals and organizations who share in our commitment to older adults. The relationship between Jennings and the Senior Action Leadership Team (SALT) is one such example. When Charles Bryant first became involved with Jennings in 2000, he was encouraged by the staff's willingness to offer their time and expertise in helping him and other community leaders connect their older Garfield Heights Ward One neighbors to vital information and services. "They have good ideas and then they put them to work. When other organizations backed off, Jennings continued the momentum. Not because they were looking at it for themselves, but they truly wanted to help without expecting anything in return." Being a faith-based organization offers a unique connection with Charles. "Because of their faith, it gives me more determination and faith in human nature. By learning together, we can balance ourselves. When you reach out to help someone, you will be blessed too. And Jennings is truly a blessing to us."

COMMUNITY

OUTREACH SERVICES

Wellness Screenings
Speakers' Bureau
Health Fairs in the community
Community education and cultural events
Positive stories of aging in media

PARTNER ORGANIZATIONS

Association of Ohio
Philanthropic Homes &
Services for the Aging
(AOPHA)
United Way Senior Success
Vision Council
Center for Community
Solutions Committee for
Older Persons
Older Adult Connection

Community Outreach

Eldercare services are more accessible to greater numbers of people when we reach out to older adults, families and organizations in the community.

- Older adults and families in the community are better able to create solutions that maintain the highest quality of life when they have access to resources, information and expertise.
- The unprecedented demand for eldercare services can be fulfilled by encouraging and participating in collaborative partnerships.

"It feels so good when someone believes in me and helps me."



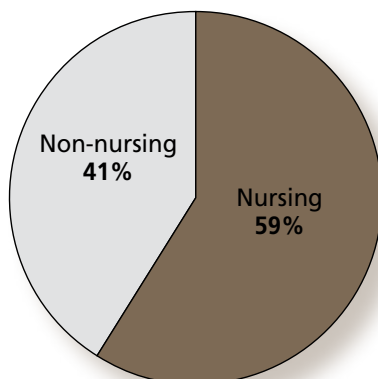
When Grace White came to Jennings in April 2003, she applied for a position in housekeeping to start working her way up one step at a time. When you enter a building you can feel it right away...here I feel so good." Since moving to the United States from the Philippines with her husband, she set aside her nursing school goals to become accustomed to a new environment. Her interaction with residents and families each day strengthened her resolve to "make a difference for myself and the people I work with." As she slowly revealed her career plans, she found that a family of staff members encouraged her to pursue her nursing goals. "People believed in me. At first I was so scared, but Jennings was so supportive. They always say 'go for it'." In addition to providing encouragement, Jennings offered Grace financial assistance with continuing education and help in arranging a work schedule that would allow her to pursue the first step of her career as a state tested nursing assistant (STNA). Now, as an STNA, Grace is looking toward her future career goals, and feels right at home. "Walking in and out of that door every morning makes me feel like I'm at my second home. I receive such respect, just as I treat others...this is where I belong."

BY THE NUMBERS

Total number of staff members in 2006..... 346
 Staff retention rate81.1%
 (versus statewide avg. of 74%)
 Total number of volunteers in 2006..... 451
 Total volunteer time..... 16,796 hours

**Jennings is proud to be a
 2006 Northcoast 99 employer.**

STAFF PERCENTAGES



Supporting Staff Caregivers

Staff caregivers provide higher quality of care for others because they are nurtured and supported in their own lives.

- Individuals remain in their jobs longer when they work in a welcoming environment where they are appreciated and nurtured.
- Staff members successfully balance work and home life with flexible schedules, on-site child care, wellness programs, and counseling.
- Individuals reach their full potential in an organization through career development programs, support systems and state-of-the-art technology.

*"It has allowed my father
to be more himself."*

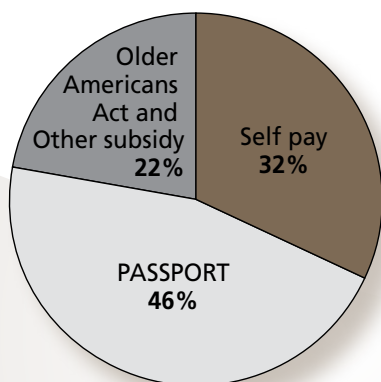


When Willie Ford was diagnosed with Alzheimer's disease, his family immediately assumed caregiver roles. Tending to other responsibilities during the day while offering meaningful activity proved challenging for son Larry Ford, whom Willie accompanied to work. 'I had other responsibilities so there were no activities for him,' Larry notes. Larry and his brother chose Jennings initially because of the location, but stayed because what they saw was a good environment and personable staff. Personal care services are not only for convenience, because "when he gets a shower and a shave, it's better when it's a professional—it restores a certain amount of dignity" over having family assume the role. As for why the family chose adult day services, Larry is an advocate of socialization: "The biggest benefit is that it has allowed my father to be more himself. It's pleasant for him, so it's pleasant for me. Because he worked all his life, he now goes places he's never been." He adds that at home his dad would be confined. At the adult day center, the participants "have their own issues, but they interact with their peers like a community."

BY THE NUMBERS

Number of individuals served	130
Average daily participation	40
Average age of participant (in years)	79

FUNDING SOURCES



Adult Day Services

Families caring for a loved one at home stay together in the community longer with the support of adult day services.

- Participants' health improves with access to a campus-based support system of physicians, nurses, therapists, personal care and other supportive services.
- Elder participants feel comfortable, familiar and valued by engaging in meaningful campus volunteer and mentoring roles.
- Families can help their loved ones make successful transitions through a continuum of care and services when they are supported in making caregiving choices.

"There is a lot of companionship and activities."

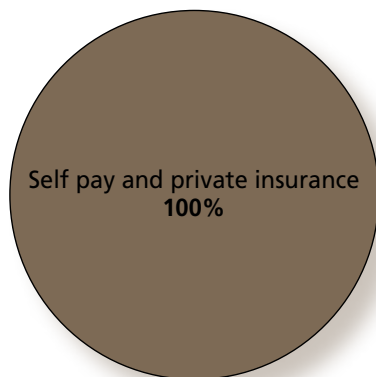


Mr. and Mrs. Charles Sheppard first thought about assisted living on the advice of their children. "We were getting older and feeling aches and pains; it felt like we were not able to take care of ourselves as well anymore." The couple is happy with all of the activities and events that are going on, and the convenience that comes from new freedoms from having to run errands or manage home maintenance. Instead they can concentrate on their interests. "There is always something going on. Jennings offers a lot of things—sociability or being on your own. It's nice to reminisce with people who have had some of the same experiences." Mrs. Sheppard has been happy in her Jennings home because it is spacious and she feels supported by "a lot of people to take care of us and all of the accommodations if we ever get sick." In fact, when Mr. Sheppard's needs became more extensive, it was comforting for him to move to a private nursing home suite in the same building. Though they have an understanding that they pursue their individual interests and activities, "I am with him every day. I know that he's well taken care of if I'm not there. I don't have to worry."

BY THE NUMBERS

Number of individuals served.....	116
Number of suites	72
Average age of residents (in years)	81

FUNDING SOURCES



Assisted Living

Individuals are more likely to maintain their independence in a setting that supports health and personal care needs while offering the connection to home, family and community.

- Couples can continue to live together in the same campus community when their separate health care needs can be met through a continuum of care and services.
- Older adults can better manage their health and wellness needs with on-site acute, preventive and therapeutic health care services.
- A resident's choice of lifestyle is honored when the individual can continue living in their assisted living residence even if one depletes his or her finances.

"It's a huge burden off of me...now, I spend more enjoyable time with her when I see her."



Having support through a continuum of care, including those in need of memory support, is an important element of the Jennings campus. Michele Grafmeyer's mother Helen was living in her own home, and was very physically healthy. After the diagnosis of Alzheimer's disease, Michele began to worry. "It was just frightening. I became concerned for her safety. While she was alone, who would she let into the house? Who would she leave with? The whole thing was a nightmare." Helen initially attended the adult day center, which provided some respite for Michele to attend to other daily responsibilities. The continuum of care, specifically with memory support, was important to Michele. Having been in the adult day program made the transition into memory support assisted living easier for Michele and her mom. "She feels right at home. Even when I bring her to my house you can tell she just isn't comfortable. It's a huge burden off of me for her to be in a place where she's happy. I used to do chores at her house and help her with her care, and we didn't spend much time really together. Now I spend more enjoyable time with her."

BY THE NUMBERS

Jennings capacity to serve people with memory support daily is 114. These individuals are served by a continuum of care for memory support, accessed in the following way:

Adult day services.....	36%
Assisted living memory support.....	16%
Nursing home memory support.....	48%

Memory Support

Individuals with memory impairment live to their fullest potential as their needs change because they have access to a continuum of specialized memory support programs.

- Family members better understand and accept changes in their loved ones through education, counseling, and referrals to other helpful services.
- Health outcomes improve with access to the latest memory care treatment and intervention options and an alliance of uniquely qualified staff and primary care physicians.
- Individuals with memory impairment stay connected to themselves and others when their lifelong interests and talents are integrated into daily routines.

"It's my responsibility and my blessing as a woman religious to give you the best of me."



Sister Colleen Maria was initially comfortable as a member of Sisters of the Holy Spirit because she is able to live a prayerful life in a community that is warm and welcoming. Childhood illnesses taught Sister Colleen Maria a compassion and faith that attracted her to the opportunity to continue caring for people through the Sisters' ministry to the residents at Jennings. "I feel important being able to help people in a spiritual way. I can help them when they are sick, afraid or dying. Their suffering needs my support, and we can help by enabling individuals to be open and move through their pain." Assisting elders and their families through the dying process offers Sister Colleen Maria an opportunity to comfort families, and they are grateful that the Sisters attend funeral services. "It makes me feel good; I can't bring their loved ones back, but I can provide comfort and help families move through their pain."

The presence of the Sisters is important to the Jennings community, and Sister Colleen Maria hears gratitude from many elders here. "They feel a sense of hope, a connection to God. There are some individuals who have a greater awareness of their own spirituality and some that look to strengthen their relationship with God." Being visible to staff is important to her too. "It means a lot to show compassion to the staff too. I understand what they're going through and let them know that I am here to help."

BY THE NUMBERS

Number of professed members in 2006.....	8
Number of professed members in 1942....	15
Number of novices in 2006	3
Median age of members.....	59

FUNDING SOURCES

The work of the Sisters is supported through:

- Earned income
- Investment income
- Cookie baking

Sisters of the Holy Spirit

The Sisters of the Holy Spirit visibly signify Jennings' Catholic identity and health care ministry.

- Older adults and their families have unique accessibility to spiritual support with the 24 hour presence of the Sisters at their Motherhouse on campus and in direct service roles.
- Individuals receive higher levels of compassionate, holistic care because the Sisters encourage behaviors that reflect a values-based mission.
- People of all backgrounds feel welcome because our Catholic health care ministry is not about who we serve, but how we serve.

*"She opens up to me
Like she's my Grandma."*

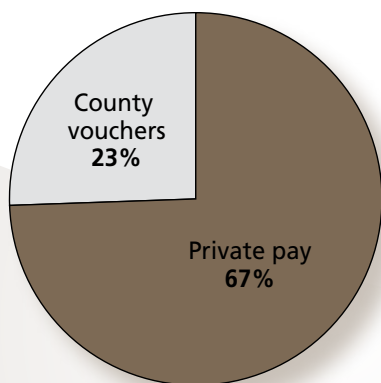


From the very young to the very old, facilitating positive relationships between children and older adults is one of the many ways we celebrate life at Jennings. Allison Walsh discovered that The Learning Circle, Jennings' on-site child care center, has given her daughter Madeleine the opportunity to have positive experiences with older adults. "Madeleine loves the intergenerational program," Allison explains. "She has a really good friend, Stella. Madeleine loves Stella and talks about her often. I'm so glad that there is this kind of program; it teaches children a special appreciation for older people and people with special needs." Through arts, socialization and special programs on campus, children and elders come together in appreciation of each other's company. Nine-year-old Madeleine says her favorite part is doing projects with elders and helping those who have physical limitations. Her friendship with Stella is important to her because "she talks to me about her kids and grandkids and stuff. She opens up to me like she's my Grandma."

BY THE NUMBERS

Number of individuals served in The Learning Circle	155
Average daily participation	79
Percentage of attendees who are staff members' children	11%
Percentage of attendees from community	89%

FUNDING SOURCES



Intergenerational Programs

Children and older adults inspire each other when given the opportunity to have meaningful relationships.

- Children and older adults make positive and lasting impressions on each other's lives.
- Individuals of different age groups, backgrounds and abilities respect and understand one another as a result of their shared intergenerational experience.

"They call us the Lovebirds because we're always together."



Throughout Millie and Tom Tascar's 46-year marriage, they have always spent their time together. Even when Millie came to live in the nursing home at Jennings because her caregiving needs became more than Tom could manage at home, he would visit regularly. When Tom's own physical ailments required rehabilitation at Jennings, he was faced with the decision to "choose assisted living or stay at home by myself, which I was unable to handle." The result was a reunion of a couple living under one roof and enjoying daily life together again. "I'm his third alarm clock," Millie shares. "I make sure he's sitting in the living room, all ready before breakfast. He comes over after breakfast, after lunch and we're together in the evening until I go to bed." Attending Mass together, or participating in activities together is "very convenient" says Tom. "I come over, or she comes to have dinner with me a few days a week. It's really very nice." The couple is proud to call Jennings home because they are treated with dignity. "It's very good to be in a Catholic environment. The staff is like family, they will listen when you have something to say," notes Millie, adding how essential it is that all of the suites at Jennings are private. "It is important because our privacy is respected all of the time."

BY THE NUMBERS

Number of individuals served 253
 Number of suites (all private) 156
 Average age of resident (in years) 86

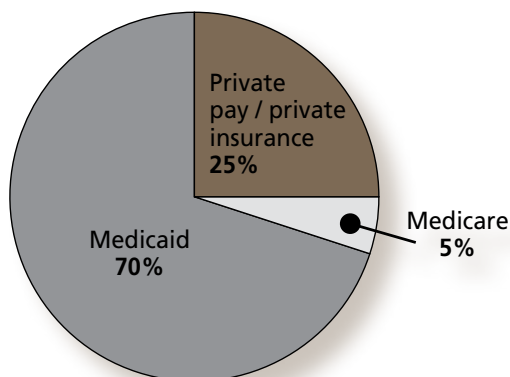
The high quality of Jennings' nursing home care is reflected in a recent Ohio Department of Aging family satisfaction survey report which ranked Jennings Hall among the top 35 nursing homes in the State and the top 7 in Northeast Ohio.

Nursing Home Care

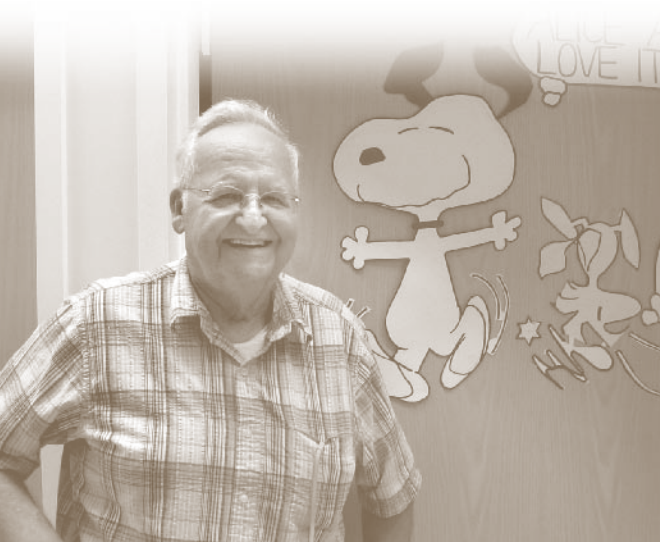
Older adults and their families rely on Jennings for high quality and dignified nursing home care.

- Residents feel valued and respected when their daily routine reflects their unique life experiences.
- Service delivery improves through the promotion of innovation, new technology and best practices in nursing home care.
- Individuals experience spiritual support that comforts them through illness and their final hours of life.

FUNDING SOURCES



*"I consider them all
my family."*



Ray Golembczyk feels like he's part of a family at Jennings. He first brought his wife, Alice, to Jennings for adult day services in order to accomplish everyday tasks and errands while she would be "safe and well taken care of." With the progression of Alice's dementia requiring 24-hour care, Ray decided it would be best for Alice to reside permanently at Jennings. Ray is grateful for the support and compassion of the staff members who understand and lead him through all of the options available. "They are very responsive and answer all of your questions honestly, which really helps. From the kitchen, the STNAs, the laundry—really everyone all the way up—they do a good job. There are good activities for residents and family members to participate together." Ray shares that he not only feels a "partnership with the staff" but also a support network and friendships with other family members. "We're all in the same shoes," he says. "We can sympathize with each other. It's like family because you know them and the residents and see us often. We don't have to talk about it; we feel it."

BY THE NUMBERS

The following statistics are related to caregivers in the community at large, according to Milbank Memorial Fund:

Family members who are adult children	36%
Family members who are spouses	40%
Average age of family members	60

Supporting Families of Older Adults

Family members welcome support in making choices that are in the best interest of their loved ones.

- Family members are stronger advocates when they can connect to the right person, in the right place, at the right time.
- Individuals better understand issues of concern when they have access to education through newsletters, one-on-one discussions and informational events.
- Family members are content with their memories when the last experience they have with their loved one is honored with the respect they deserve.