

# **Community Benefit Report**

## **St. Anne's Retirement Community (SARC)**

### *A Catholic-Centered Community Honoring All Faiths*

## **Fiscal Year 2023-2024**

### **Introduction:**

As we celebrate our 96th anniversary in 2024, St. Anne's continues to provide a continuum of compassionate care and quality service for our residents. This enduring commitment to excellence serves as a testament to our sponsorship by the Adorers of the Blood of Christ and our dedication to the Adorers' legacy of care for "the dear neighbor." Yet, we not only look to the legacy of the past, but also to the promise of the future. Our Strategic Plan, incorporating Mission, Vision and Values at every level of operation, ensures that we seek new ways to better serve our community today, and in the years to come. While continuing the initiatives of culture change and wellness within St. Anne's, our focus in fiscal year 2023-2024 was further development of the Day of Stay program, selling Independent duplexes and securing occupancy of all Independent Living units on our campus. Through all our efforts, we live the healing ministry of Jesus through the spirit of St. Maria De Mattias—a spirit of peace and reconciliation, hope and love.

### **MISSION STATEMENT**

St. Anne's Retirement Community,  
sponsored by the Adorers of the Blood of Christ,  
is dedicated to continuing  
the healing ministry of Jesus  
in the spirit of St. Maria De Mattias.

### **VISION STATEMENT**

St. Anne's will be known as a premier retirement community for people of all faiths, recognized by our integrated care, compassionate service, professional excellence and spiritual presence. Devoted to our "dear neighbor" heritage, the promise of our future will be continually enriched through the ministry and mission of our sponsor, the Adorers of the Blood of Christ, founded upon the gospel of Jesus. Bearing witness to these gifts and graces, ever mindful of the timeless call to just stewardship, our strategic planning will focus on quality, people, performance and growth.

## CORE VALUES

- ❖ **Reverence/Respect:** We honor each person as an inherently valuable member of the human community, created in God's image and deeply loved by God.
  - We believe each person is a unique expression of life and we honor this diversity.
  - We treat each person with dignity and respect.
  - We recognize that everyone can and does make a difference.
  
- ❖ **Community:** We work together to support each person by creating experiences that rekindle the human spirit.
  - We believe that relationships are the heart of life.
  - We encourage family members and friends to be part of each Elder's life.
  - We celebrate interaction with our civic community in the sharing of resources and wisdom.
  
- ❖ **Excellence:** We promote continuous efforts for exceptional service by well-qualified and dedicated staff.
  - We believe that quality of care and quality of life are inseparable.
  - We provide high quality, holistic care.
  - We mentor our Mission and advocate on going education.
  
- ❖ **Spirituality:** We strive to integrate the active presence of God by honoring all faith traditions.
  - We believe in the presence of God in each person.
  - We nurture the inner spirit in each person through various religious practices.
  - We promote the holistic well-being of each person.
  
- ❖ **Just Stewardship:** We advocate fair treatment of all and promote fiscal responsibility.
  - We believe our employees are our greatest assets.
  - We are accountable for our use of resources.
  - We are aware of our responsibility to the Earth and to the succeeding generations, and engage in practices to reduce our use of the Earth's resources.

# Community Benefit Report

## I. Charity Care

SARC provided \$1,007,773 in charity care during fiscal year 2023-2024. This amount reflects the actual cost of care provided to our Personal Care residents who have spent down their finances. For this fiscal year, this included 17 individuals.

## II. Government Sponsored Health Care

In our last fiscal year (23-24), SARC provided \$2,234,788 of care to Residents without funds and/or on Medical Assistance. This amount reflects the actual cost basis for this care. For this fiscal year, 32 individuals received care through this program.

## III

### A. Community Health Services

#### A1. Community Health Education

None identified

#### A2. Community-Based Health Services

None identified

#### A3. Health Care Support Services

SARC offered our van and driver for transporting individuals for Hospice of Lancaster County's Light Up A Life Ceremony this year.

This past holiday season, we sponsored a non-perishable food drive to help those who don't have enough to eat (with Columbia Food Bank). A collection table was available between Thanksgiving and Christmas. We collected food items and were able to provide many boxes and bags of food for those in need.

### B. Health Professions Education

#### B1. Student Internships in Clinical Settings

This year, SARC hosted two medical records internships from DeVry University. The medical records department worked with the internships by showing them the process of resident record retention. We also hosted 4 students from Nightengale College and 2 from Western Governors College – all preparing to receive their BSN.

## **B2. Scholarships and Funding for Professions Education**

SARC has implemented a program where we will provide an opportunity to outside applicants who are currently working as a Nurse's Aide to become employed here at SARC for a period of six months and if they are in good standing, we will pay for their education to become a Certified Nurse's Assistant. We will continue to pay their allotted wages during their time of training to become a Certified Nurse's Assistant.

## **C. Subsidized Health Services**

### **C1. Special Services**

None Identified

### **C2. In Home Services**

None Identified

### **C3. Other Subsidized Services**

None Identified

## **D. Research and Innovation**

### **D1. Clinical Research**

None Identified

### **D2. Community Health Research**

None Identified

## **E. Financial and In-Kind Donations**

### **E1. Cash Donations**

Contributions were made to Mountville Fire Company and to Hempfield U.M. Church Missions.

### **E2. Grants**

None Identified

### **E3. In Kind Donations**

An employee volunteers at the UDS Service Dog Program once a week with Service Dogs by walking, toileting, grooming, playing, and helping clean out kennels. This employee is also a UDS Service Dog training provider for new dogs and utilizes our facility for part of the socialization requirements for the service dog program. The Pet Committee sent donations of pet food and supplies to Pet Pantry. Also, a donation of carrying bins was made to the Long Run Stables. SARC is a social training site for the UDS service dog program.

St. Anne's donated 11 wheelchairs, 26 zimmer frames, 2 walkers, 9 hospital style mattresses, 4 air pumps, 4 canes, to UNTO, an organization dedicated to providing equipment to third world countries in need. We also donated crutches, face masks, blankets, various

respirators, bed rails, soap boxes, denture basins, med cups, flat sheets, disposable lab coats, disposable isolation gowns, hair and shoe coverings, and various medical supplies to UNTO. In addition, large furniture was donated to Lancaster Area Habitat for Humanity and clothing was sent to Community Aid in February and to Goodwill in June. Several members of SARC Management Team assist with building homes in the Columbia area through Habitat for Humanity.

The Pastoral Care Liaison volunteers for the St. Anne Church (Lancaster City) brown bag lunch program by preparing lunches every month for delivery to the church. On the fifth Friday of the month, SARC donates bread, lunchmeat, cheese, pretzels and cookies—enough for 140 lunches—which are delivered to the church by the Pastoral Care Liaison. On the last Saturday of each month, the Liaison volunteers at the church for their lunch program. This partnership is ongoing.

The Pastoral Care Liaison also collects clothing from designated bins at the SARC Village Apartments and brings the clothing on a monthly basis to the Community Aid Center in Lancaster.

SARC donated “eclipse glasses” to Refillism of York.

#### **E4. Cost of Fundraising for Community Programs**

None Identified

## **F. Community-Building Activities**

### **F1. Physical Improvements and Housing**

### **F2. Economic Development**

The Human Resources Department has worked closely with associations seeking employment for individuals with intellectual and / or emotional disabilities.

St. Anne’s is a site for the Licensed Practical Nurse program for Level Two and Level Three students through Lancaster Career and Technology Center. We are also a site for an accelerated RN program through Nightingale College as a preceptorship. St. Anne’s donates the accommodations for the classroom and clinical experience to train nursing personnel for the community.

### **F3. Community Support**

Our residents continue to help with projects for the Worship Center and make various items such as blankets, hats, pads etc. to send to Sierra Leone Africa. We also have been able to continue opening our doors to various community organizations to allow young people the opportunity to serve others through volunteer projects like weeding/yard work and participating in activities with residents. Some of those groups include: Hempfield High School Generation/IT Circle, Works of Mercy Camp, Mountville Elementary School, Our Lady of the Angels, Dayspring Christian Academy, Penn Manor Volleyball Team and various other church groups for caroling and visiting residents.

A bus full of residents volunteered to go to St. Phillips Catholic Church in September to help with a food packing event. It is coordinated through the Cross Catholic Outreach and in total the collective group packaged over 40,000 meals!

In October a group of St. Anne's staff volunteered for the day for Habitat for Humanity! They had the opportunity to help build walls and add siding to the exterior to one of the homes. Staff reported it was very rewarding to know that they were helping neighbors in our local Columbia Community!

We were a collection site for Toys for Tots as well as SARC employees provided Christmas gifts and necessities to a local non-profit for families in need of housing, "Off the Streets".

The Director of Human Resources serves as an Advisor regarding Human Resources best practices to a Lancaster County non-profit, Bible2School.

The Director of Human Resources serves as President of the Board for the Occupational Development Center in Lancaster and on the Personnel Committee. This organization provides employment opportunities to mentally and physically challenged adults.

The Pastoral Care Department offered semi-annual evening Memorial Services in November and May in St. Anne's Chapel for family members of deceased Residents.

The Staff Chaplain presided and/or assisted at several Protestant church services in the community, including: a Blue Christmas Service, three weddings, two Lenten Services, and an Easter Service. In addition, the Staff Chaplain serves as the vice president of the Pennsylvania Society of Chaplains. The Director of Pastoral Care presided at one graveside service for a deceased Resident.

St. Anne's is working with Off the Streets to help provided much needed furniture, household supplies to individuals trying to start over in an apartment. St. Anne's donated many items to our local Community Aide Store in Lancaster.

SARC has started a Thrift Shop on campus for staff, residents and the community. It is open every Wednesday and the first Saturday of each month.

SARC received donations of clothing, diapers, formula and other baby supplies from our staff and donated to A Woman's Concern at the holidays.

SARC also donates cabinetry, countertops, toilets etc from remodeled units to Impact Missions, a Millersville/Washington Boro organization helping those in need.

#### **F4. Environmental Improvement**

SARC continues to pursue our existing recycling program for improvements. We continue to recycle 8 cubic yards three times per week at our main facility, and 2 cubic yards once a week in the Village—which totals approximately 1352 cubic yards per year. We continue converting our old magnetic ballasts with more efficient electronic ballasts—this enhances the operation of fluorescent lamps, reduces end losses, reduces weight, reduces lamp flicker, enables a quieter operation, and enables efficiency increases of 15% to 20%. We installed LED bulbs in some areas throughout the facility- LED bulbs consume less power per unit of light emitted. This reduces greenhouse emission from power plants; roughly, one LED bulb installed will minimize greenhouse gas emissions by almost half a ton. The bulbs last as much as 20 times longer than other lighting sources, therefore don't need to replace as often. This also reduces the impact of manufacturing, packaging, and shipping. We continue to offer a community yard sale to help staff members "recycle" items. Rather than simply disposing unused items, St. Anne's offers a way to improve our re-use of items. Our scrap metal program continues and we have found many items that we send to the local scrap metal yard for monetary credit instead of items ending up in our dumpster. St. Anne's also recycled fourteen (15) 18-gal shred containers. The total shred recycling tonnage was 25,440lbs. (12.72 tons); we saved 229 trees, 53,880, kWh energy saved, and 94,290 gallons of water saved by recycling shred containers. Environmental Services also continues to replace appliances with energy efficient appliances. St. Anne's collects all old batteries throughout the facility and follows the proper disposal of batteries. We delivered all old

batteries to the Lancaster Authority County Solid Waste throughout the year. We also initiated a program ensuring that two trees are planted for every tree removed due to damage or age. St. Anne's received a Certificate of Environmental Stewardship from The AutoBrine System for 1,000 pounds reduction in Co2. St. Anne's avoided sending 225 plastic bags to the landfill. AutoBrine customers in total have eliminated over 4.6 million pounds of plastic, 233,879 pallets, and 60million pounds of Co2.

### **F5. Leadership Development and Training for Community Members**

The Director of Human Resources volunteers with Penn State York Campus and provides training to students on Negotiation Skills.

The Director of Human Resources serves on the Lancaster SHRM's (Society of Human Resource Management) Professional Development Committee. This committee provides programs and resources to local Human Resource professionals for career development. The Director of Human Resources is the Chair of the Certification Preparation Study program which enables Human Resource professionals to get advanced certifications by providing them with learning materials and class study.

### **F6. Coalition Building**

None Identified

### **F7. Advocacy**

None Identified

### **F8. Workforce Development**

None Identified

## **Community Benefit Operations**

### **G1. Assigned Staff**

None Identified

### **G2. Community Health Needs Assessments**

None Identified

### **G3. Other Resources**

None Identified