OUT OF THIS WORLD
The future is now.
Annual Report 2019
Dear Friends & Supporters,

This year has been a whirlwind of excitement at Maple Knoll Communities as we are redefining our industry and bringing new life to senior living. Every few organizations can boast 171 years of caring for older adults. Fewer still have the entrepreneurial spirit that Maple Knoll Communities continues to display by providing innovative, high-quality, compassionate care for seniors and their families. Maple Knoll is proud to be one of these rare few.

In this report, we have captured the many achievements, memories and moments from the past year that serve as an inspiration for the future. Our spirit of innovation and excellence has no boundaries, so we will continue to work diligently to enhance the aging experience for those we serve. In the upcoming decade, all baby boomers will be older than 65, and one in five Americans will be of retirement age. We believe this means developments in technology, changes in government reimbursement, and ever-evolving consumer expectations will continue to drive value-based, outcomes oriented care. As a leader in health care, we remain uniquely positioned to support this transition and are committed to providing exceptional levels of care for years to come.

Maple Knoll Village, The Knolls of Oxford and our Senior HUD Housing facilities continue to maintain extensive wait lists. This serves as a testament to the quality of life at our facilities, and makes us one of the most preferred communities in the country. To accommodate this anticipated tidal wave of retirees, groundbreaking on new villas began on the campus of Maple Knoll Village, a technology-focused ServUS Lab was created, our outreach services expanded their involvement into the community, construction of an IoT (Internet of Things) ecosystem was initiated and heightened fundraising efforts helped reach and all-time high of over $2,000,000 in gifts.

We continue to focus on providing resident-centric care, including a diverse range of engaging programming, to provide seniors the freedom and opportunity to successfully, comfortably and happily age in place at our communities. This is evidenced by the breadth of recognition we received throughout the year which includes: The Communicator of the Year Award for our Annual Report from The Academy of Interactive and Visual Arts, The Knolls of Oxford received the 2018 Business of the Year from the Oxford Chamber. Best Places to Work by both the Cincinnati Enquirer and Cincy Magazine, LeadingAge National Catalyst Award, Holteran Highest Honors at both Maple Knoll Village and The Knolls of Oxford, Everyday Hero by Boys and Girls Club of America, LeadingAge Ohio Best Practice Award, Rising Tech Star Award Winner, The Power 100 Corporate Tech and Innovation Award, 2018 Cord Spark Tech Power Player and the Springfield Six Star Food Service Honor Award in five different locations.

Over the year, we’ve grown by hiring, training and retaining employees who embrace our mission and have dedicated their careers to providing personalized, compassionate care to our residents and clients. Because of the outstanding commitment of care of our employees, Maple Knoll was awarded The Choice Community Award by Holteran as one of five outstanding senior care providers for employee engagement in the Nation.

The aging experience is unique for everyone, so too are the creative solutions to assure that life is as independent and purposeful as possible. Our commitment to the well-being of our residents and program participants is demonstrated by our rich variety of life-enrichment and signature programs. We look forward to keeping you apprised of our developments and sharing relevant successes with you as our operations continue to thrive.

Sincerely,

James M. Formal  John C. Bloomstrom
Maple Knoll Village Independent Activities Program offered over 17 clubs and regularly scheduled monthly programs, which ranged from Dulcimer, Weaving and weaves to Card games, Book Talk and Clayworks. In addition to the regular clubs, 112 special in-house events were offered which provided educational, social and entertainment opportunities. Some of the highlights were the Pianoscoy Concert from New York City, country music singer, Ray Taylor from Nashville, Dancers from the Cultural Center of India, and the Ohio Judges Miniature Flower Show. Residents also had the choice of 124 outings including ball games, symphony, museums, horse racing at Keeneland, unique dining opportunities and city tours. The Maple Knoll Chapel provided a romantic setting for eight couples, with a combined 360 plus years of marriage experience, as they renewed their vows on Valentine’s Day. In the spring, Maple Knoll Village began offering a new program which provides a line of companionship to residents in a RAPL, an independent living program for Independent Living residents who qualify.

In January 2019, cutting edge collaborations continued as Maple Knoll Village and Home Care Assistance (HCA) partnered to provide the Reacher Enhanced Living program. In this program, Home Care Assistance provided Personal Care Attendant (PCA) services. PCA services allows residents to get the extra help they need to maintain a safer, healthier and independent lifestyle.

In the spring, a University of Cincinnati Geriatrics faculty member, Dr. Rachel Lane, began making home visits within the Breesa Manor Assisted Living Homes. Visits provide the opportunity for better and more convenient care and often improve clinical outcomes through better adherence and family-centered care. Response from the initial residents enrolled remains positive and planning is underway for further expansion.

My parents have been blessed to have found a wonderful life at Maple Knoll. They enjoy all their friends, volunteerism, activities and the lovely apartments. We as a family are happy for them as they are so happy there!

— Lee Ann Scheiner, Daughter of Maple Knoll Village Resident

The universal welcoming among Maple Knoll administration, staff and neighbors makes Maple Knoll out of this world!

— Ida Jones Medley, Maple Knoll Village Resident
**THE FUTURE IS BRIGHT**

**Bodmann Skilled Nursing Pavilion**

Skilled Nursing staff began working towards making the third floor memory support unit more patient-centered, more homelike and less of a medical model. The goal is to stay focused on social and quality of life issues. Necessary changes have inspired staff to think about how we do things, in a much different way, from a person-focused direction and not from a nurse’s perspective.

One of the first changes was to focus on making the mealtime experience more pleasant. Because of a generous gift from one of our residents, we were able to paint and redecorate the dining room. Staff re-evaluated each resident’s mealtime needs, and made some modifications to the seating arrangements and serving, as well as added calming music during the meal to create a pleasant ambiance. Residents have responded very well to these changes, and staff are seeing an improvement in mealtime behaviors and food intake.

“...My progress at Maple Knoll was excellent in both rehab and Physical Therapy. I attribute a lot of this progress to the staff of Maple Knoll. They were all very positive and encouraging everywhere. I was at your facility, it is an excellent place and I strongly feel it is one of the best places to go for rehab.”

— Dan Lownier

The next move was to partner with a professor from Xavier University, Kathy Fasing, in order to learn more about Montessori concepts and how they pertain to dementia care. Kathy and her associates have finished observation sessions on the nursing floors, and training sessions with the activities department are ongoing.

Maple Knoll was selected to participate in a state wide grant with the Ombudsman’s Office. The grant, Creating a Culture of Person-Directed Dementia Care, is a collaborative grant project between the OHIO Office of the State Long-Term Care Ombudsman and The Eden Alternative. Staff will learn side-by-side with Ohio nursing home providers, state surveyors and Ombudsman to learn quality care for those living with dementia, while honing their leadership skills. This will include a large emphasis on reducing the use of psychoactive medications and the training of staff using Eden alternative methods. As part of this project, we will also be engaging family members for their assistance and feedback. We are fortunate to have many involved family members and we look forward to their contributions throughout the process.

**GROWING BEYOND TOMORROW**

**The Knolls of Oxford**

The Knolls of Oxford continued to thrive this year with stellar programming, community relationships and well-deserved recognition. All Independent Living neighborhoods welcomed new residents, and the campus is ready for expansion when the time is right.

The Knolls of Oxford was proud to receive the Oxford Chamber of Commerce Business of the Year award. Recipients of this prestigious award are chosen based on community involvement and civic contributions, excellent customer service, a positive work environment, and the promotion of business development in Oxford. These areas of excellence shine brightly at The Knolls through a 5-star rating, community partnerships, and groundbreaking research-based programs like Opening Minds Through Art (OMTA).

Effective communication is always a top priority on campus, and The Knolls continued to grow in this area with the introduction of Touchtown Television which broadcasts upcoming events, menus, and activities. Additionally, the popular virtual assistant Alexa was integrated to the campus channel in order to enable voice-activated inquiry. These new features were highlighted for residents during two technology workshops.

“...The Knolls is well managed, has excellent staff, is convenient to the city and university and park; if one seeks privacy, it’s here.”

— John Huntington

The Knolls of Oxford Resident

Physical fitness and health are also core values at The Knolls of Oxford. Miami University President Gregory Crawford, and his wife Renate Crawford, launched their 2018 MOVE Bootcamp at The Knolls, and regular classes like Balance, Tai Chi, and Yoga continue to be well attended. Residents and local community members joined forces for the first annual Doggy Paddle which launched our Virtual 5k fundraising. Proceeds went to the purchase and installation of three purified water filling stations and drinking fountains on campus. These water stations assist staff and residents on their healthy living journey while encouraging environmentally friendly consumption.

Other regular events on The Knolls campus include extraordinary parties, symphony outings, craft workshops, continuing education, resident art shows, happy hours, games and numerous Miami University activities.

Fundraising efforts also allowed for an Auditorium Audio Visual upgrade and Café renovations to be realized. Employee participation and local business support continue to increase for The Knolls. For the second year, a virtual 5k was held and remains a valuable event to involve new donors and sponsors in a fun and unique way.

“We have been so pleasantly surprised to feel a far greater sense of community here than we ever had in other neighborhoods. In many ways we truly feel part of a “family” here, and that is very comforting.”

— John and Joan Green

The Knolls of Oxford Residents
Over the last year, Maple Knoll Communities has established itself as a national leader in the field of health care technology. This has led not only to national recognition and industry awards, but also tangible benefits for our patients, clients, and staff. Andy Craig, our Vice President of Technical Operations, received the 2018 InnovSpark Tech Power Player Award. This was the second consecutive year that Andy won the award. These honors represent the culmination of a multi-year effort by technology that is increasingly becoming a part of our everyday lives.

Maple Knoll partnered with Cincinnati-based RoundTower Technologies to focus on improving care. RoundTower specializes in delivering solutions and services in areas such as data center infrastructure, cybersecurity, cloud automation, and DevOps, big data, analytics, and IoT—"Internet of Things"—ecosystems, like the one they are building at Maple Knoll. IoT creates healthier, safer home environments—and is the type of innovative continuum of care service that's becoming synonymous with Maple Knoll.

"The use of technology means an improvement in quality of life for my grandchildren. Everything Maple Knoll does is to support the residents."

—WEB VANDESPRITT
Grandparent of Two Maple Knoll Village Residents

Together, Maple Knoll and RoundTower created a Knowledge Bar and ServeUS lab open to residents on a regular basis. The ServeUS lab provides residents with assistance with new technology and how to navigate it. Maple Knoll is a leader in this industry, and the residents are learning how to use these tools. The residents are learning how to use these tools.

The Knolls of Oxford brought innovation into their hallways as they launched an on-campus television station that provides announcements, activities and dining information. Many residents enjoy this type of programming, but what sets The Knolls apart is their additional Alexa integration to the system.

What this means for residents is that they can now ask Alexa about any of those items found on the television station, even if the television is not on. For example, a resident may ask, "Alexa, ask my community what's going on at the Clubhouse today?" and Alexa will answer with all activities listed on the calendar. They may ask what is on the menu, what time the bus leaves for an outing, or any number of related questions. If the resident is away from their home, they can always use the Alexa app on their smartphone. This new integration also allows family members with Alexa to keep up with the community's activities even from hundreds of miles away, providing connection and involvement to families who may not see each other as often as they would like.

Another area of The Knolls community is benefiting from technology is the rehabilitation wing in skilled nursing. Currently, there are five "smart" rooms enabled with Alexa, a tablet, and smart light bulbs. These capabilities greatly reduce the risk of falling.

In the ever-changing, complex world of senior living we know that investments into technology are already benefitting our residents, staff, and the financial viability of our organization. The ultimate goal of this new technology is to help residents live healthier, happier lives in a setting they feel most comfortable with.
CREATING THE EXTRAORDINARY

Open different doors, you may find a you there that you never knew was yours. Anything can happen.

— MARY POPPINS

MIAMI UNIVERSITY

The Knolls of Oxford and Miami University

The formal affiliation between The Knolls of Oxford and Miami University remains highly valued on both campuses. Over 300 Miami students volunteered last year in a variety of educational and relational programming. One highlight in particular included the Beta boys recent Dog Walk event. Student groups also volunteer regularly to call bons to Assisted Living and Skilled Nursing, entertain, or just provide companionship. The MU student public relations group, PR Vision, provided assistance on the recent Affiliation publication, and created mock print and digital advertisement for The Knolls Marketing department, all while gaining valuable vocational exposure and experience.

Another affiliation project this year included visitors from the German Center for Neurodegenerative Diseases. The visit was arranged through our colleagues at the Miami Scripps Gerontology department, and the researchers came to learn more about the award-winning PELLIFAL cards and patient centered care. The Opening Minds through Art (OMA) program is still thriving as well. The Knolls hosted three facilitator training events last year and continues to host weekly classes during the academic year.

As always, the performing arts were another popular benefit of the Miami/Knolls affiliation. Residents were treated to entertainment from the Chinese Opera, the Men’s Glee Club and the ETHEL quartet featuring Grammy Award-winning Pueblo musician Robert Mirabal. The Knolls attended many events on the Miami campus including the Symphony Band, Wind Ensemble, Percussion Ensemble, Chorale, Chamber Singers and Jazz Ensemble. Some residents even enjoyed Miami Buckeye night at the Opera where they enjoyed the Opera on campus with a student buddy. It’s fair to say that the formal affiliation continues to be a fruitful and mutually beneficial partnership, and we look forward to another year of learning and growing together.

For me, being able to be involved in Oxford, Miami University, church, and KO center activities is a big advantage and fosters connection with the world beyond our own KO community.

— CONNIE WILLIAMS
The Knolls of Oxford Resident
The ability for our UC medical students, resident physicians, and geriatric medicine fellows to be a part of a vibrant and innovative community like MKV creates an incredibly rich educational environment. This interaction reverberates through multiple generations: learners and MKV residents are able to interact and work towards optimal health and understanding. It truly is a wonderful relationship.

— JEFFREY D. SCHAUDER, MD, MEd, FHM
Associate Professor of Family Medicine
Kathy Kumph Foundation Endowed Chair in Geriatric Medical Education
University of Cincinnati

Maple Knoll Village and The University of Cincinnati

Sinos 2015, the University of Cincinnati and Maple Knoll have worked together to ensure quality geriatric care and conduct cutting-edge research on technologies aimed at keeping seniors in their own homes or communities longer. In addition to intergenerational relationships, opportunities to age in place and telehealth services, this collaboration became the testing ground for innovative student projects aimed at detecting falls, preventing medication errors and making life easier for an aging population.

A few highlights from the year include staff members at Maple Knoll working with students, helping with research projects and discussing resident and staff needs with the students. Medical students often ask residents to “tell me your story” which helps to perfect the student’s interviewing and communication skills. Other projects have included the creation of a resident drama club, applying for wander management technology, with a joint funding project and the addition of the honors course which will be tested on MWV’s campus this fall.

The partnership continued to receive accolades from critics as the T-Chart remote presence telehealth robot program, under the direction of Dr. Deb Sampsel, DNP, PH and Dr. Tammy Bates, PhD, Co-PI, that was published in the Geriatric Nursing Journal and the Journal of Nursing Scholarship. The program, occurring in the independent living units at Maple Knoll Village and The Meadows Senior HUD Housing, allows a nurse practitioners from the university to meet with residents through a robotic device, asking about health concerns and identifying anything out of the ordinary and helping them stay independent longer, a primary goal of older adults. The Academic-Practice Partnership also won the American Association of Colleges of Nursing’s 2015 Exemplary Academic-Practice Partnership Award.

We recognize that a quickly aging population will bring significant changes and amazing needs to the health care system and practice environment, profoundly impacting future careers in the nursing profession. With this in mind, the UC College of Nursing and Maple Knoll are expanding their partnership to reach and inform a wide audience through monthly radio shows on WAKY/WRHS Radio with the participation of the college’s Dean Greg Glazer, PhD and faculty members. These trusted, knowledgeable health professionals will answer questions and share self-care strategies to prevent further illness, while maintaining independence, functionality and mental and physical health. Hosted by Robyn Carey Allgrove, the hour-long Ask A UC Nurse show airs every second Monday of the month and covers a wide variety of topics with a focus on aging well, including: fitness, managing high blood pressure, smoking cessation, back pain, preventing falls, overdose of medication and more.

AFFILIATION VISION STATEMENT
We will shape the future of healthcare and promote the best lifestyle possible for older adults.

AFFILIATION MISSION STATEMENT
Create a nationally recognized interdisciplinary learning partnership for students, faculty, practitioners, employees and researchers that strives to enhance the quality of care and services for older adults. We will further the mission of the University of Cincinnati and Maple Knoll Community by fostering a sustainable program of innovation, research and practice.
Honoring Every Moment

Village Home Health and Hospice Services

Village Home Health and Hospice was created three years ago as a joint venture between Maple Knoll Home Health and Jewish Home Cincinnati. Village Home Health and Hospice (VHH) remains a leading provider of healthcare in the home with a vision of becoming the premiere solution for patients in the Greater Cincinnati region to age in place. From home health to hospice to personal care, the VHH team members provide quality, clinically distinctive care to more than 700 patients every year.

The Home Health Care division provided 14,120 visits to a total of 446 patients. A total of 306 Hospice Care patients received 11,899 visits from health care providers, social workers, Chaplains, volunteers and music therapists. Our hospital readmission rates remain below the state average of 16% at 15.1%. In February, Village Home Health and Hospice was awarded four out of five stars for Patient Satisfaction from The Centers for Medicare and Medicaid Services.

Every life is precious and tells an incredible story, and VHH celebrates that each day by honoring our patients with genuine, personal attention. This year that began with Adventures with Village. This was established to highlight some of the seniors of our Hospice Patients, offering programs and granting wishes. Each month a different patient, and their hidden talent is celebrated.

In addition, Village Home Health and Hospice became a national partner of We Honor Veterans, a pioneering campaign developed by National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs. As a We Honor Veterans Partner, Village Home Health and Hospice will implement ongoing, Veteran-centered education for staff and volunteers.

“Every person from Village Home Health and Hospice who has been in my home has been exceptional. Everyone has been so kind, competent and professional. Thank you for the excellent care.”

— Former Patient

Amplifying the Airwaves

The WMKV adventure started 26 years ago in 1996 when several wizards created “Farewell Magic” (FM) and placed the station at 89.3. Since that time, WMKV has grown to be a companion for listeners and families around Greater Cincinnati and far and wide via the internet. WMKV has been called “The Little Station That Could” by Nick Clooney, and continues to make new radio history, with over 30,000 listeners every week that share in our epic daily look back efforts to keep radio history and nostalgia alive.

Highlights this year include the June 6th broadcast of the Peabody Award-winning D-Day Plus 75 years, 12-hour marathon that featured the original broadcasts heard across America on June 6, 1944, with listeners all over the U.S. and Europe. WMKV/WLHS celebrated the 70th year of the Ohio Consumer Forum with Pro Seniors, featuring a live audience interaction with a stage full of government experts from around the state.

WMKV/WLHS supplies a tasty porridge of news simulcasts from the top rated TV station in Cincinnati (Local 12), plus entrancing classic radio comedies and dramas, titles from the Great American Songbook, big bands and oldies, plus community-responsive and civil discussion. Every moment of every day, WMKV and WLHS shine a bright light on Maple Knoll Communities with listeners that love us “Right up to the moon and back!”
A LIFETIME OF LEARNING

The Maple Knoll Child Center continues to excel in providing outstanding Montessori education as they celebrated their 41st year on the campus of Maple Knoll Village. The Maple Knoll Montessori Child Center is a Montessori preschool program for children three through six years of age with the options of half day or full day, kindergarten and extended day programs. The curriculum takes a structured approach to education, tailoring lessons to each child’s unique interests, strengths and talents in a multi-age classroom. Children are encouraged to learn through hands-on experiences and by making discoveries with materials, cultivating concentration, motivation and self-discipline. In this environment, our students have the opportunity to interact with residents in programs structured to promote inclusiveness and collaboration across generations.

The Child Center has previously been named in the Top 10 Most Loved Preschools in Cincinnati by Hurling and continue to receive outstanding ratings from The Ohio Department of Job and Family Services. This past year, enrollment saw a 25% increase with new students coming as children of alumni, employees and great-grandchildren of residents. The children at the Maple Knoll Montessori Child Center have over 80 planned activities with residents in independent living, assisted living and skilled nursing each year. Four dedicated residents, Muriel Thiel, John Anderson, Jerry Bennett and Judy Wolf, continue to read to the children each week. In addition, volunteer efforts have expanded as Diane Hargrave began working with the children on how to use a weaving loom.

OUT OF THIS WORLD CARE

Maple Knoll Outreach Services for Seniors

The work at Maple Knoll Outreach Services for Seniors (MKOSS) goes beyond filling basic nutritional and transportation needs. MKOSS also plays an important role in helping our seniors live active, meaningful lives through a diverse range of health, wellness, educational and outreach services. The availability of services and programs to meet the needs of a rapidly growing older adult population has evolved over time.

Maple Knoll Outreach Services for Seniors’ staff and volunteers reach over 900 older adults throughout 13 communities in Greater Cincinnati. These individuals and their families are able to access the most appropriate and affordable combination of services that help them stay in this community for as long as possible with our assistance.

Maples On Wheels offered through Maple Knoll Outreach Services for Seniors spent the year providing warm and nutritious meals delivered to clients’ homes. The program strives to supplement family support by providing older adults with a healthy, meal and social contact. The meals are delivered to the client’s door with the help of staff and 85 trained volunteers, who are often the only people our clients see on a daily basis.

Volunteers meet the essential needs of these seniors while engaging in meaningful service that enriches their own lives. Together, they delivered 69,500 meals to over 460 older adults, a seven percent increase from last year. In addition, the program has allowed for over 3,000 pounds of dog food, as well as various cleaning supplies, to be delivered to help care for clients’ furry friends, an increase of eight percent from last year.

Transportation remains crucial to those living at home to ensure access to essential services, such as medical care and grocery shopping. The availability of adequate transportation enables older persons to live independently in their communities. Helps prevent isolation and the possible need for long-term care placement. Maple Knoll Outreach Services for Seniors increased transportation efforts this past fiscal year and was able to assist 510 older adults by driving over 46,300 miles to provide 9,000 trips, a 56% increase over last year. This number of those impacted more than doubled from the previous years as our drivers continued to have a presence throughout the day. These services and programs have been made available to the aged population of this community to provide them independence while living in the comfort of their own homes.

I can tell you I’ve enjoyed all your volunteers. They are very nice people. I know what time they arrive (they are usually pretty prompt) and I always look forward to them. I live alone and I enjoy their company. They bring the meals in, are very courteous and spend some time with me. When you live alone, you look forward to them coming. I really enjoy the company and the meals.

— Virginia Buhr, MKOSS client
The Wellness Center

More than ever, seniors are pursuing an active lifestyle. Conversations around health and wellness continue as residents shift to a proactive routine. At The Hamsworth Wellness Center, programs facilitate staying active, and managing better health, maintaining independent living, functional fitness at all levels, social stimulation and support, and enhancing the quality of life.

The Center currently has 454 members, both residents and outside community members, who came in for 23,550 workout visits over the course of the year. Members are encouraged to use the provided equipment or participate in one of the many classes including Silver Sneakers Classic, Energize, Silver Sneakers Yoga, Yin and Yang Yoga, Gentle Yoga, Meditation, Tai Chi, Qi Gong, Water, Aquatic Aerobics, Aqua for Arthritis, Aqua Cycle, Silver Splash and the recently added Gentle Yoga and Meditation. Ping Pong and Water Volleyball remain a popular way to exercise the mind and body.

Generously continues to be a running theme with members as The Center received donations of a Precor Air Trainer and a Precor Treadmill. In addition, the pool heater/boiler was replaced through substantial contributions from Bill Catrander and the Maple Leaf Auxiliary.

An exciting new endeavor took place as The British Swim School began providing swim lessons for a range of students in the evenings and weekends, when the facility is not normally open. Being a “pool partner” with the British Swim School allows the pool to supply yet another need in the community, water safety and instruction for (primarily) young children. This arrangement has a natural synergy with the Montessori School on campus.

In addition to the normal classes and activities in the Wellness Center, staff members have been an integral partner with the Maple Knoll Safety Committee and their initiative to create awareness and strategies to address balance concerns. Through monthly Balance and Fall Prevention talks and programs, we are providing valuable, campus-wide information to help people with their concerns about balance.

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The purpose of life, after all, is to live it, to taste experience to the utmost, to reach out eagerly and without fear for newer and richer experience.

— ELEANOR ROOSEVELT

MINDFULLY INVESTING RESOURCES

HUD Operations

Without having a better place to live, working towards a better future is extremely difficult. With assistance from the US Department of Housing and Urban Development, Maple Knoll HUD operations are working to ensure that seniors can take advantage of the additional financial support they need to find safe, comfortable and affordable senior housing so they can plan for a better tomorrow. Our facilities, Corby Trace and Mt. View Terrace, remain at 90-100% occupancy with little turnover rate. Both facilities boast waiting lists which shows that residents select these facilities to live in because of the numerous social, recreational and educational activities offered.

In addition, residents have transportation access for scheduled grocery outings and dining opportunities. Through collaboration with Maple Knoll Outreach Services for Seniors, Corby Trace residents now have a twice-a-week grocery shuttle and more convenient access for rides to medical appointments. Residents participate in social programming that included monthly coffee, birthday parties, trips to local entertainment such as Hamilton County Parks and more. Staff organized walking groups, chair exercise classes, low vision groups and reading groups that provide additional opportunities for residents to flourish.

ERS has been honored to be a development partner with Maple Knoll and The Model Group on this project. Our vision, mission and ministry are in close alignment. We were able to provide the development expertise and vital services including health and wellness support to provide safety and dignity for residents.

“

— KATH LISH-LIND

End 14th Ave Memorial Villa and In-Home Services

Residents requiring additional support are assisted in coordinating various services as we continue to see a demand for higher levels of health care.

In September of 2019, Maple Knoll Village and Episcopal Retirement Services celebrated a successful partnership with a ribbon cutting and open house showcasing the $10 million makeover of The Meadows. The event was an exceptional line-up of elected officials and local leaders to celebrate.

The renovation was made possible by tax credits that were awarded by the Ohio Housing Finance Agency (OHFA) and financing provided by Ohio Capital Corporation for Housing and Lancaster Pollard. In addition, the project was awarded $500,000 in Hamilton County HOME funds and a $1.5 million OHFA equity bridge loan. The Meadows renovation:

- Upgraded two full buildings of apartments, totaling 149 senior apartments
- Updated security and handicapped accessibility throughout the buildings, interior and exterior
- Expanded bathrooms and kitchens to provide additional convenience for residents
- Improved infrastructure with new elevator and mechanical equipment
- New fitness room, entertainment space and outdoor patio
EMPOWERED EXPERIENCES

Maple Knoll Communities is committed to providing spiritual care for its residents, families, and Maple Knoll team members. A staff of trained chaplains provides a variety of services and programs, including individual counseling, support groups, and spiritual companionship, and support during times of personal transition. On-site worship experiences for the variety of religious traditions represented in the community, and spiritual education and discussion groups reflecting the interests and needs of the community are offered in an open, inclusive environment where confidentiality is always respected and honored.

Sharing the love of God and reminding others they are not alone is what they do on a daily basis. They are able to help people inside the home and those who are unable to leave to find peace, healing, and comfort. In June, the Spiritual Care Department hosted an Instrument Creating & Music Making workshop. Ariane da Silva with Global Music & Wellness, UC College Conservatory of Music and Chaplain Nancy Vilalba, a HealthRHYTHM facilitator, presented a music making program for several area senior adult communities. Those included were, Maple Knoll Communities, Hamilton County Developmental Disability Service, Oder Refugee Program, HealthRHYTHM Coalition, Members and Veterans.

The privilege of being a Chaplain is encouraging our residents to give voice to their story through life review and reminiscence. Often times after hearing a story, a resident is able to retell the story with new insights and healing peace. This past year our chaplains have accompanied residents, families and staff through their bereavement stories. For some, they have helped write the last chapter of their story with peace, dignity and quality of life. Many of this past year have written a good script for their life with a chaplain’s care. Our chaplains have discovered how to find their passion, live out their purpose and make sense of a broken world. New chaplains can start any day.

"The most beautiful things in the world cannot be seen or even touched. They must be felt with the heart."
— Helen Keller

BREAKTHROUGH GENEROSITY

Volunteers and The Maple Leaf Auxiliary

While residents and staff members at Maple Knoll Communities work together to build a strong network of care and support, Maple Knoll must rely on dedicated volunteers to help maintain the positive and supportive atmosphere we have created. These volunteers are instrumental in helping to fulfill the mission of providing quality care for seniors.

At Maple Knoll Village, volunteers continue to provide meaningful experiences that benefit residents. Over 260 volunteers provided over 3,898 hours to enhance the lives of our residents through Friendly Visitors, Wheelchair Pilots, Activity Assistants, Pet Therapy Visitors, Activity Leaders, Floral arranging, Weaving, Library Aides, Club Leaders, Montessori Child Center helpers, Painting Nails, Musicians, Silent Auction Aides, ReRun Clarks and Sorters and assistance with special events.

The Auxiliary promotes volunteerism and contributes funds in support of residents of Maple Knoll Village. The Maple Leaf Auxiliary, which is the Volunteer Club, has 59 members and gave $13,880.00 in gifts to Maple Knoll Village. These include a Safety Saw Station for the Resident Wood Shop and funding towards a new pool heater for the Hawthorne Wellness Center with water pool and memorials to the Future Care Fund. Funds continue to be raised through the ReRun Shop, Silent Auctions and popular events such as the Holiday Bazaar and the Booze and More Sale.

I hope to move to Maple Knoll Village and enjoy meeting the residents and sharing my love of books by volunteering in the Dorothy Pucini Library at Maple Knoll Village.

— Janet

Our Ambassador program continues to grow as residents assist marketing, public relations and development departments in various activities and events. The residents give their time and testimonies to help future residents feel confident in their decision to move to Maple Knoll. This year, we had 46 residents log a total of 1,574 volunteer hours.

Maple Knoll Outreach Services for Seniors had 77 volunteers give an astonishing 8,500 hours of service, delivering meals on wheels, making social and well-check calls, as well as assisting with office data entry.

Community groups provided valuable outreach to The Knolls of Oxford residents with over 330 volunteers this past year. This included many local churches filling the worship service schedule and the Oxford Coalition bringing a Meditation Interaction and Take-back day to campus.

International outreach is important to residents, like understanding the latest cancer trends and treatments with presentations from community health providers such as McCullough Hyde Memorial Hospital, as well as important public candidate and voting updates brought to us by the League of Women Voters. Interregional outreach is also a favorite at TKO with young volunteers from the Lake Public Library or Ms. Mary’s preschool who come to sing, play and bring a smile.

"I retired from Maple Knoll and my Master's thesis was in Pet Therapy which led me to Volunteer at Maple Knoll with Bandit, who went through therapy training. Both Bandit and I enjoy the residents, especially the smiles when they see us."

— HAMCO Volunteer
Employees

Maple Knoll Communities employs a total of 647 team members who are national experts in the field of senior living. Our employees have a passion for serving others. That passion is evident in the smiles, attention to detail and the compassionate care they provide on a daily basis. We recognize that great resident experience is a result of great employee experience. We have spent the year identifying ways to enhance employee experience through continuing education opportunities, creating a competitive wage scale and allowing for relationship building opportunities, not only with fellow staff members but with our residents.

We once again held our Annual Grandparents Day Celebration with approximately 400 residents, employees and families in attendance. The day included horse rides, carnival-themed games, caricature artists and more. We celebrated National Nurses Home Week by having our first Mix and Mingle Luncheon in which both residents and employees, directed together. The Employee Appreciation Team continued to bring camaraderie and laughter to our hallways with National Pi Day, March Grass Day, Margarita Day, Dress Down Days and National High Five Day. In December, we introduced the Gift Giving Tree.

Maple Knoll Communities was proud to accept a Top Workplaces 2016 honor by The Cincinnati Enquirer. The list is based solely on employee feedback gathered through a third-party survey administered by research partner Energage, LLC, a leading provider of technology-based employee engagement tools. The anonymous survey measures several aspects of employee culture, including alignment, execution and connection, just to name a few.

Employee Hall of Honor

This year, five employees were inducted into the Employee Hall of Honor for their dedication and service to Maple Knoll Communities for fifteen years.

Top Workplaces is more than just recognition. Our research shows organizations that earn the award attract better talent, experience lower turnover and are better equipped to deliver bottom-line results. Their leaders prioritize and carefully craft a healthy workplace culture that supports employee engagement.

— DOUG CLAEFFY
CEO of Energage
Moving Maple Knoll Communities into the future is an ongoing process which requires the hard work and dedication of our Board of Directors and Leadership team. The Board of Directors has 17 volunteer members who each may serve up to three consecutive three-year terms. The Board is responsible for the oversight of the organization, clarity of mission, financial health and future vision, and planning.

We are fortunate to have a group of people with diverse experience, education and professional careers. They provide direction and clarity to everything we do, helping us reach new levels of insight, knowledge and quality. Our success, and that of those we serve, is a direct reflection of the determination and guidance of the talented group. This past year, we have continued to focus on executing the right strategies and action plans to assure Maple Knoll Communities remains well positioned to serve current and future programs, services and amenities that promote joy, peace of mind and a life of continued purpose.

I am proud and honored to be associated with such a great organization like Maple Knoll Communities. From its caring and dedicated staff to its high quality physical facilities, Maple Knoll provides an environment that is rewarding, engaging and supportive for our residents. Cincinnati is very fortunate to have such a wonderful community for our older adults.

— Dave Wallace
Board Member
You can design and create, and build the most wonderful place in the world. But it takes people to make the dream a reality.

— WALT DISNEY

DEVOTED TO PRIORITIES

Maple Knoll Communities Leadership

Continued

Administration

JAMES FERIAL
President and Chief Executive Officer

TIMOTHY McGUIVER
Executive Vice President of Operations

JAMES STAHL
Vice President of Finance/Chief Financial Officer

BETH BOWERS
Vice President of Human Resources

ANDREW CRAIG
Vice President of Technical Operations

MEGAN ULRICH
Vice President of Communications, Marketing & Development

SHILO MILLER
Executive Assistant

Maple Knoll Village Staff

SHELLEY ADJS
Director, Nursing

JOHN ANZIARAN
Director, Marketing

JESUS VALLE
Director, Environmental Services

MERI FOX
Director, Clic Center

MARY RAMER
Director, Volunteer Resources

LORI WESTERMeyer
Director, Assisted Living/Clinic Services

DEBORAH HERRERA
Resident Wellness Center Manager

JEFFREY JONES
Director, Food Service

GEORGE ZABIN
Director, WJMV 88.3 & 96.9 FM

NANCY TAVER
Director, Residential Services

REHENA MAIREN
Administrative Assistant

MARY SEABADLE
Asst, Director, Nursing

The Knolls of Oxford Staff

TERI ABERNATHY
Director, Environmental Services

PAUL HAJRONE
Director, Nursing

SUZANNE ROSS
Director, ADL & DNF Activities

SCARLETT HUGO
Director, Program Services

LAURA LACY
Director, Marketing & Development

KELLY NEVIN
Director, Food Service

TARYN PITTS
Director, Social Services

MICHAEL WILLIAMS
Director, Food Service

Community Services Staff

JULIE COW
Controller, JDA/Accounting Manager

JOSHUA HOWARD
Director, Maple Knoll Outpursuit Senior Services and HOM Operations

SHERYL ANSABE
Administrative Assistant, Home Care, Village Home Health and Hospice

CINDY ROBBINS
Administrative Assistant, Home Health, Village Home Health and Hospice
We are fortunate to receive charitable support in many ways and from many sources. The efforts from staff, volunteers, and supporters throughout the year show how much we accomplish when we come together and embrace opportunities to better the lives of others. Under the leadership of Annual Fund Chairman, Fred Robbins, a goal was set at $1.5 million with a campaign theme of “A Voice for Others.” Maple Knoll was able to end the year with $2,067,204 which was made possible with $3,411 gifts from 2,933 donors.

Generosity and philanthropy remain a key theme throughout the year. We had 35 new inductees to our Legacy Society, the highest in our history, and 21 new inductees to our Donor Society. The new inductees include: Michelle Eckert, Joanne and Jim Formal, Larry Gullans, Mary Kane, Kathleen and Stephen Waskin, and An Anonymous donor from WAHN, Lee and Robinoy Feinick, Berting and Chris Williams, Mary Ann Williams, American Financial Group, Inc., Bahlmann Foundation, Fred and Lilian Deeks, Graydon Head, Herbert J. Smith & Company, One Nation Foundation, Kautz Family Foundation, Josephine Schultz Russell, Robert and Christine Steinman Family Foundation, Roundtower, and Trations Building. All inductees were honored at our First Annual Living Legacy Celebration in July.

Maple Knoll resident John Anderson was recognized with The Greater Cincinnati Planned Giving Council’s Voices of Giving Award for his ongoing support of Maple Knoll Communities. Resident family members showed support financially contributing to employee training programs. The family of resident Mary Jane Hovel generously provided a gift for additional education, for the nursing staff in Bodmann, while the family of resident Sarah Parks provided specific financial assistance to any STNA on the staff that would like additional training, to promote a better understanding of caring for the residents with Alzheimer Disease.

Money Matters, a resident financial education program, continued at Maple Knoll Village and also began teaching at The Knolls of Oxford. Maple Knoll Communities employees continue to create a culture of giving, as Giving Glide Leaders Jim Hoth and Jeffrey Jones helped to raise a record-breaking $1,000,000 from 1,110 gifts.

**2019 UNCOMPENSATED EXPENSES**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benevolent care</td>
<td>$538,000</td>
</tr>
<tr>
<td>Cost of healthcare in excess of reimbursements</td>
<td>$4,285,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$4,823,000</strong></td>
</tr>
</tbody>
</table>

**AUDITORIUM CAPITAL CAMPAIGN FUND**

**Circle of Life** | ($2,000,000 +)
- Anonymous
- Mr. and Mrs. John A. Anderson
- Camille J. Arent
- Mr. and Mrs. John H. Bloomstrom, Jr.
- Mr. and Mrs. Gene Bucky
- Mrs. Barbara Delanoy
- Mrs. Michelle Eckert
- Greater Cincinnati Foundation (The)
- Mr. John B. Hughes
- Mr. and Mrs. Kevin
- Mr. and Mrs. Levee Mizzelle
- Mr. William Ostromer
- Robert and Christine Steinman Family Foundation (The)
- Ms. Lisa E. Schorer
- Thomas J. Emery Memorial
- Dr. Barbara Vooriel
- Mr. and Mrs. Robert J. Warkins
- Mr. and Mrs. Stephen Waskin
- Dr. and Mrs. Edward F. Willey
- Mr. and Mrs. Dennis B. Worther

**Circle of Silver** | ($100,000 +)
- Anonymous
- Mrs. Hildt Alldi
- Frank J. Asbell
- Mr. and Mrs. Jan B. Booze
- Mr. and Mrs. Nicholas Constand
- Mrs. Julie Daugherty
- Dr. Andrew Craig
- Mr. and Mrs. Donald Funk
- Nancy Gradko
- Ms. and Mrs. Thomas H. Hambright
- Mrs. C. Hargrove
- Dr. and Mrs. Joseph P. Hauen
- James W. Houchin, Jr.
- Roger W. Honebrek
- Dr. Susan Lang
- Mrs. Arthur M. Lindsay
- Ms. Jan Madison
- Mr. and Mrs. Kurt Marly
- Mr. Timothy McGowan
- Mr. and Mrs. Braden Mecheley
- Mrs. Beth Vazale

**CAPITAL FUND**

**Circle of Life** | ($2,000,000 +)
- Maple Leaf Auxiliary
- William Oslund
- Round Tower

**CHAPEL/MEMORIAL FUND**

**Circle of Life** | ($2,000,000 +)
- Chaplain Nancy Vayos-Altman

**Circle of Gold** | ($100,000 +)
- Crista and Charles

**Circle of Silver** | ($100,000 +)
- Ms. Paul Court
- Ms. Cecilia Conlon
- Ms. Carolyn Fischer and Ms. LaVonne Fischer
CHILD CENTER FUND
Circle of Silver | ($100.00 +)
Mr. & Mrs. John A. Anderson
Mrs. Mel Fox
Katie and Alex Inner
Ms. Monica Yoon

Mr. & Mrs. Wayne Brown
Mr. & Mrs. Steven E. Coleman
Mr. & Mrs. V. F. Foye
Mrs. Pauline Goddard
Mrs. Nancy Hoopes
Mr. & Mrs. Terry G. Varty
Mrs. Jane Threlkeld
Mr. & Mrs. Tom Wagner

CLINIC CAPITAL CAMPAIGN FUND
Circle of Life | ($2,000.00 +)
Traditions Building & Development Group, Inc.

A VOICE FOR OTHERS CORPORATE FUND
Circle of Life | ($2,000.00 +)

ARCHITECTS Plus
Bahmann Foundation
Cincinnati Bail Warrant
Gutman Design-Beniefs, Inc.
Deeks Trust
Lewis G. Galich
GE Foundation
Greater Cincinnati Foundation (The)
Home Instead
HomeWell Senior Care, LLC
Huntington Bank - Commercial Banking
Interra For Health
Miami University
OxeSource Employee Management
Coxford Community Foundation
Pozzer & Gamble

ROBERT AND CHRISTINE STEINMANN FAMILY FOUNDATION
(Round Town)
Spring Grove Family
Thomas J. Emery Memorial
Traditions Building & Development Group, Inc.

Circle of Gold | ($10,000.00 +)
AAA Cincinnati
Anderson Automatic Heating and Cooling Company
Cedar Village Foundation
Custons Plumbing
Geneva Mechanical Services
Grayfield Head
Holmes Blacktop & Concrete, Inc.
Market Place Printing
Millennium Business Systems
Morris Electric Contracting & Services, Inc.
Movvy, Martly & Bair Consulting, LLC
PermaTec, LLC
Reddick Kelly Patterson & Tucker
Skilled Care Pharmacy, Inc.
York & Ryan Funeral Home

Circle of Silver | ($100.00 +)
ALL-PUBLISHER, LLC
Anderson Heating & Cooling
Benevent, Community Impact Fund (The)
Duke Energy Foundation
Economy Glass & Window LLC
Fox 19
Herbert J. Sims & Company
HOME TO HOME TRANSITIONS LLC
Keller Williams Foundation
Relocation Planners LLC
Skipp's
Society of the Transfiguration
Stapes Research Group
Visual Systems

MARY JANE HOWES EDUCATIONAL FUND
Circle of Life | ($2,000.00 +)
Ms. Karen W. Schmidt

Circle of Gold | ($1,000.00 +)
Mr. & Mrs. Ryan Josse

Circle of Silver | ($250.00 +)
Ms. Erika Schmitt

Mr. Dwight D. Hill
Mrs. Sallie A. Killam
Mr. Jim Liptak
Mr. Timothy McGowan
Movvy, Marty & Bair Consulting, LLC
Mr. and Mrs. Math
Mr. and Mrs. Barry S. Porter
Mr. and Mrs. William Richardson
Mrs. Ina L. Scherer
Ms. Jolene Sobotta and Dr. Jeff Neidt
Mrs. Marilyn Speer
Mr. and Mrs. Charles M. Stanforth
Traditions Building & Development Group, Inc.
Mr. and Mrs. Robert J. Watkins
Mr. and Mrs. Steven A. Wilson
Mr. Nortin Wray
Mr. and Mrs. David A. Zuidema

Circle of Silver | ($100.00 +)
Anonymous (5)
Mr. and Mrs. Raymond Abrams
Ms. Shelly B. Adams
ALL-PUBLISHER Publishing, LLC
Mrs. Joan Allen
Mr. and Mrs. Don Alvison
Mrs. Laurie Ames
Mr. and Mrs. John Ammeter
Mr. and Mrs. Daniel Arsel
Mrs. Barbara Austin
Dr. Opie Austin
Mr. and Mrs. Mary S. Axler
Mr. and Mrs. George Babke
Mr. Michael Bait
Mr. and Mrs. James Bales
Mr. and Mrs. Harold Bauer
Mrs. Diane Becker
Benedict Community Impact Fund (The)
Ms. Brasse Beatty
Mrs. Janet Berger
B.B.'s Restaurants, Inc.
Mr. Bob Bloomer
Mr. and Mrs. Dale Bonnberger
Mr. and Mrs. John Bower
Mr. and Mrs. Owen Brewer
Mrs. Norma Briner
Mr. Floyd Brown
Mr. George D. Brown
Ms. Nancy Brown
Mr. and Mrs. William B. Brown
Mr. and Mrs. Jeff Bruggeman
Mr. Lott Burgess
Mr. and Mrs. David Burton

Mr. Joseph Castelli
Mr. and Mrs. Steve Chapel
Mr. Richard Chapman
Mr. and Mrs. Robert Cody
Mrs. Amelia Cole
Ms. Nancy Colette
Ms. Catherine Connolly
Dr. and Mrs. John Connelly
Mr. Jim Conyers
Mr. and Mrs. Geroge Cooke
Rev. Steven Copeland
Mrs. Helen Corn
Mrs. Julie Cox
Mr. Andy Craig
Mrs. Ruth Cramer
Mr. and Mrs. Charles C. Davidon
Mrs. Marilyn Demitler
Dr. and Mrs. David Denman
Mr. and Mrs. Thomas E. Dewey
Mrs. Carol Dickey
Duke Energy Foundation
Ms. Laurie A. Duncan
Mrs. Chris Ewasow
Mrs. Judy Ebersol
Economy Glass & Window LLC
Mrs. Mary Jane Estill
Mr. and Mrs. Paul Elgin
Mr. and Mrs. Robert R. Eling
Mr. Steve Elliot and Ms. Jan Werner
Ms. Genevieve Eneman
Ms. Fern Engelhardt
Richard B. Fingerman
Mrs. Becky Flatschach
Mr. and Mrs. David R. Evans
Mr. and Mrs. Paul Elgin
Mr. and Mrs. John Pay
Ms. Karen R. Fetlock
Ms. Carolyn Frecheau and Ms. Lizzie Fischer
Mrs. Deborah Fisher
Mr. Sheldon Flowers
Mr. James E. Foster
Ms. Cassandra Fuhr
Mrs. Dorothy Galvin
GE Foundation
Klattesm Fortin
Mrs. Marcia Gerd
Mr. and Mrs. Frank Grupp-Wedig
Ms. Nancy Gulick
Mr. and Mrs. Richard A. Haley
Mr. and Mrs. Bob Hallow
FUNDRAISING EFFORTS FOCUS ON THE SUSTAINABILITY OF THE FUTURE

Below, some of our residents have shared why they have chosen to be a voice for others...

I care about my neighbor – my neighbors care about me – all the Maple Knoll staff care about all of us.

It is my moral duty. I care about the less fortunate. I am surely Blessed to be able to live here.

That those who have needs and support will be heard and taken care of.

It is a privilege to listen to others’ concerns and speak up for them!

The world is what we make of it and our good deeds and kindness spread like ripples in a pool to those around us.

I LOVE the Maple Knoll family. Our residents and employees make this the BEST place ever.

It has been my life’s calling. Because it is right to speak up and help others. Because one person CAN make a difference.

It has been, and is now, the right place at the right time.

Carol Mundy
Mr. Lawrence Murphy
Fred Murell
Ms. Margaret Murtough
Mr. Chris Musolino
Mr. Bill Myers
Mr. Jim Nare
Joann Nasturt
John Neal
Ms. Priscilla Neel
Ms. Betty Nelson
Ms. Linda Neesen
Mary Anne and Pat Napolitano
Mr. and Mrs. Donald Nordheimer
Mr. and Mrs. Richard M. Norman
Mr. William Norris
Marion Knouse
Phil Nurolli
Cheryl Ober
Ms. Nancy Ober
Mr. Daniel O'Brien
Marlene O'Brien
Ms. Maria Ogge
Mr. and Mrs. Hal O'gay
Mr. Paul O'Neil
James O'Neil
Mr. Thomas Orr
Mr. Bill Osbourne
Mr. Ross O'T.(1)
Ms. Meredith Owenby
Ms. Tina Pack
Mr. and Mrs. Paul Paglia
Ms. Linnda Parker
Maggie and Tom Peter
Mr. Jimmy Patterson
Mrs. Judy Patterson
Beverly Paul
Mr. Richard Payne
Mr. Bob Pears
Stephen Postman
Mr. Theo Parker
Mr. and Mrs. John Pepper
David Perry
Ms. Stelaniay Peto
Berlind Maarten Plieninger
Mr. Donald Plott
Mr. David Plunke
Ms. Jeannie Pires
Mr. Tony J. Phillips
Ms. Deborah Pierce
Ms. Anne Pleatman
Ms. Penny A. Riffe
Mr. and Mrs. Richard Flood
Mr. Troy Rose
Ms. William Rose
Ms. Monika Rosen
Cynthia Rodger
Ms. Susan Rose
Ms. Linda Rossman
Paul Roth
Marianne T. Roy
RTF Fire Protection
Mr. Doug Ryan
Ms. Anna Sage
Joseph Sandman
Mr. David Sandval
Conna N. Santor
Ms. Beth Savick
Mr. Paul Sheehy
Mr. and Mrs. Robert J. Schell
Ms. Kristin Schepker
Mr. and Mrs. Charles Schmier
Ms. John Schipilo
Ms. Carl Shepper
Mr. Charles Schwager
Ms. Mary Schmitt
Mr. David Schneider
Jeffrey Schneider
Michael Schneider
Mr. Martha Shoyer
David E. and Kay E. Schram
Ms. Diana Schreiber
Lynne Schutte
Ms. Judith Schwartz
Jacqueline A. Schwarber
Matthew Schwartz
Mr. Ron Schwartz
Tommy Schwartz
Mr. Joseph Scheffel
Ms. Theresa Scott
Ms. Carol Shedd
Rernesh Shanthraj
Mr. Dan Shaprio
Mark Shaprio
Mr. Thomas Sherman
Mr. Mike Sherry
Mr. Loren Sheffled
Jack A. Shephard
Karen Shephard
Mr. and Mrs. John Shepley
Stanley Shepley
Ms. Laura Shorter
Charles K. Shrum
Mr. and Mrs. Less Shuller
Ms. Waltra Seigel
Ms. Jennifer Siemers
Ms. Barbara Simson
Ms. Elizabeth Simpkins
Mr. Jack Simpson
Mr. Don Sivitz
Mr. Tim Siemore
Mr. Jim Skatch
Ms. Hayley Smith
Jannifer Smith
Ms. Linda Smith
Ms. Paula Smith
Mr. Stanley Smith
Mr. Thomas Smith
Mr. and Mrs. Jack Splin
Ms. Sharon Stock
Mr. Dave Snyder
Ms. Linda Sodaro
Mr. and Mrs. William Sollmann
Mr. Darrell Sparks
Ms. Linda Sparks
Ms. and Heather Spiegel
Mr. John Spencer
Ms. Mary St. John
Mr. James Stedley
Ms. Barbara Stacy
Ms. Charlene Stacy
Mr. Asem Stafford
Carol Starchoff
Rudy Ram
Mr. Edward Stauffer
Mr. Andrew Steinberg
Susan M. Stenger
Ms. Lisa Stephens
Mr. Barney Stevens
Tony Stewart
Mr. Eric Stier
Ms. Delinda Stinnett
Mr. John Stolk
Ms. Margaret Story
Mr. and Mrs. Bruce W. Stowe
Ms. Christine Strock
Ms. Barbara Strohm
Edmund Strom
Christina Studler
Mr. Sharon Stultz
Ms. Nancy Svebers
Mr. Steve Sweeney
Mr. Steve Sweeney
Robson and Lynda Sweeney
The future is defined by what you do today, not tomorrow.

— ANONYMOUS