

# 2019 COMMUNITY INVOLVEMENT REPORT



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## *Overview*

Because successful businesses thrive in healthy communities, John Knox Village challenges itself to make the most of its community involvement efforts. Although monetary donations are significant, it's the power of the people – their expertise, skills, time and talents – that make the most impact in the communities in which the Village operates.

As a leading provider of care and services for older adults, the Village is committed to achieving its mission of **“enriching lives, building community”** in Lee’s Summit and beyond. For members of the Village community, it means working together with P.R.I.D.E. – taking personal responsibility in delivering excellence – to create and/or maintain vibrant relationships with people of all walks of life regardless of where they live.

The Village’s size, diverse services, amenities and offerings enable it to allocate multiple resources toward its community involvement commitments. It shares facilities; facilitates the giving time and talents; offers leadership and/or modest financial support to other not-for-profit organizations; shares entertainment; and promotes education and intergenerational activities. In turn, the Village benefits greatly by:

- achieving its mission, vision and values by enriching the lives of residents, associates and members of the surrounding community;
- strengthening its position as a valuable community resource and leader;
- heightening awareness of and understanding about the organization;
- enhancing its image;
- breaking down stereotypes about aging and older adults;
- generating interest in residency at or use of its services;
- promoting itself as a good place to live, work and conduct business with; and, finally,
- reinforcing the appropriateness of our not-for-profit status.

The Village’s community involvement extends beyond volunteering and/or donations. It also continually works to become an even more sustainable, earth-friendly organization. What better way to make a positive impression within the communities it touches than by minimizing its carbon footprint for future generations?

This report is more than a just a showcase of the Village’s generosity and its long-standing commitment to surrounding communities. It’s the story of the Village’s efforts to make an even greater difference in the communities it serves. The Village’s community involvement efforts enrich the lives of thousands of individuals – all of who are potential supporters, customers, residents or associates. The Village is proud of all that it has accomplished to date and excited about future prospects.



### ***About John Knox Village***

- Founded in 1970, one of the first Life Plan Communities in the nation
- Not-for-profit organization 501(c)(3), run by a nine-member volunteer board of directors
- Mission: To enrich the lives of older adults through community living
- Located in Lee's Summit, Missouri, with home health offices in Prairie Village, Kansas
- Serves about 1,200 residents on its campus and about 5,000 community members annually who live in western Missouri and eastern Kansas.
- With about 1,000 associates on staff, one of the largest employers in Lee's Summit and the Greater Kansas City Area

**Independent Living:** Residents enjoy maintenance-free living while living in freestanding homes, villas or apartment homes. On-campus amenities include: art studio; library; beauty salons; meeting and banquet rooms; bowling alley; chapel and prayer room; 9-hole executive golf course; two fitness centers; convenience stores; six restaurants and a coffee shop; 1,500-seat special event Pavilion; guest rooms; two indoor swimming pools and an outdoor pool; whirlpool; movie theater; media centers; and more.

**Village Helpers:** Licensed by the state of Missouri, Village Helpers offers in-home, private-duty care, including household assistance, personal care, companion visits, respite care, transportation and more.

**Village Home Health:** With offices in both Lee's Summit, Missouri, and Prairie Village, Kansas, the Medicare-certified home health agency provides intermittent skilled care as ordered by a physician. Licensed health care professionals provide services to patients who live in 12 counties throughout the Greater Kansas City Area.

**Village Assisted Living:** Licensed by the state of Missouri, it offers 24-hour nursing care, regular housekeeping, three meals a day, planned activities, assistance with activities of daily living and more.

**Village Assisted Living Memory Care 1, 2 and 3:** Each facility is licensed by the state of Missouri and provides a full range of services and a supportive and secure environment for residents with memory-related conditions. The facilities offer 24-hour nursing care and support staff; private and semi-private rooms; secured entrances and monitoring systems in resident rooms; and more.

**Village Care Center:** The Village Care Center is a 430-bed, freestanding skilled-nursing facility. It provides 24-hour licensed nursing services in two long-term care units, an Alzheimer's unit, a Medicare-certified rehabilitation unit and Village House, which provides short-term, in-patient hospice care.

**Village Hospice of John Knox Village:** Village Hospice provides comfort-oriented services to individuals with life-limiting illnesses, especially those in the final stages of their lives. The agency is licensed and certified by the state of Missouri.

**Village Palliative Care:** A new John Knox Village health care service will debut in fall 2019 for patients at any stage of a serious illness, injury or health condition, whether it is chronic, curable or life-limiting. The service will focus on improving quality of life by controlling uncontrolled symptoms such as pain, stress, incontinence or constipation, difficulty breathing or sleeping, fatigue, nausea, anxiety, depression or loss of appetite.

***For additional information about John Knox Village and the variety of services and amenities it offers, please visit [www.jkv.org](http://www.jkv.org).***

## ***Civic Engagement***

*Civic engagement is an umbrella term used to describe how participation in community organizations, political involvement, activism and advocacy can enhance the lives of individuals who give their time to their communities.*

### **Chamber of Commerce/Economic Development**

John Knox Village's ongoing involvement in the Lee's Summit Chamber of Commerce and the Lee's Summit Economic Development Council has included both leadership and financial support, which creates an optimum environment for economic growth and development for the community.

John Knox Village leaders have consistently served on various chamber committees, oftentimes in officer positions. Also, 32 JKV associates have participated in Leadership Lee's Summit, a nine-month program designed to educate and build community leaders.

Finally, members of the Village staff have volunteered at Chamber-sponsored events. For example, between 20 and 30 Village associates volunteer during the annual Oktoberfest in Downtown Lee's Summit. Volunteers also participate in the Lee's Summit Chamber Challenge, an event featuring an afternoon of fun activities, friendly competition, networking and team building.

### **Civic/Community Organizations**

Many John Knox Village community members volunteer for not-for-profit organizations. Although not sponsored or facilitated by John Knox Village, such involvement indirectly – yet positively – reflects on the Village. In addition, these organizations also benefit from the leadership, intellectual capital and other contributions provided by Village associates, residents and board members. The following list includes examples of the diversity of organizations in which JKV community members have been involved: **Boy Scouts of America, Citizen's Advisory Committee, Girl Scouts of the USA, Heartland Men's Chorus, Humane Society, Indian Association of Kansas City, Junior Achievement of Middle America Inc., Chandana Kannada Sangha of Kansas City, Kansas City Chamber of Commerce, Lee's Summit Optimists, Lee's Summit Character Council, Lee's Summit Economic Development Council, Lee's Summit Education Foundation, Lee's Summit Sustainability Committee, Lee's Summit Rotary Club, Lee's Summit Symphony, the Mayor's Health Education Advisory Board, and many others.**

### **Political Participation**

In addition to contributing to a strong voter turnout, John Knox Village residents are active in a variety of political endeavors and campaigns. They frequently invite and/or host elected officials and candidates to speak at resident gatherings, such as Shellie Montemurro, the Jackson County Democratic committeewoman and campaign manager for Rep. Keri Ingle, Missouri House District 35, and Sen. Hillary Shields, Missouri (District 8). The Village provides support to aid in these efforts from time to time.

The Village leases space to the Jackson County Board of Election Commissioners for two voting precincts. Resident volunteers man those polling places as well as other voting sites located throughout the metropolitan area.

Members of the Village community also have been elected to serve in local government, including Craig Faith, director of public safety. Faith was elected to the Lee's Summit City Council in spring 2016. (Please note: Craig Faith resigned from his position of director of public safety in July 2019.)

### **Activism and Advocacy**

Members of the John Knox Village community routinely advocate for older adults and services for seniors – acting as industry advocates in both state and national arenas. For example, members of the Village community joined individuals from other Missouri-based skilled nursing facilities to urge law makers to increase Medicaid reimbursement rates related to care provided to older adults. Led by LeadingAge Missouri, Village leaders and residents helped educate lawmakers about how reimbursement rates affect Missouri's oldest citizens. In addition to making phone calls and sending correspondence via email and regular mail, a contingent of residents and associates traveled to Jefferson City, Missouri, to meet with legislators and advocate for additional funding.

Village residents formed the Seniors For Justice group. Formerly the Democratic Club, the group has evolved to include residents of all political affiliations who want to discuss current events and, when appropriate, take action.

### **Public Safety Emergency Management**

John Knox Village's Public Safety (which includes Dispatch, Transportation, Security, Emergency Medical Services and Emergency Management Services) provides service to Village residents, associates and guests to the campus, as well as to members of the surrounding community. The Village's ability and willingness to provide assistance

helps take financial and staffing tension off stressed city and state programs. During emergency situations that occur outside the Village campus, John Knox Village Public Safety can allocate resources and manpower to assist city and state response efforts without adversely affecting the safety or wellbeing of those on the Village campus.

A series of partnerships with local, state, regional and national public service organizations has enabled JKV Public Safety to provide security assistance, emergency service administration and more. Public Safety’s partnerships include: Lee’s Summit Emergency Services, local hospitals, local health care facilities, Jackson County Emergency Management, Jackson County Health Department, Missouri Department of Health and Senior Services, (Missouri) State Emergency Management Agency, Federal Emergency Management Agency and Homeland Security – to name a few.

JKV Public Safety provides many services in Lee’s Summit and surrounding communities. Examples include:

- **Safety:** Security patrols at community events such as Lee’s Summit Downtown Days.
- **Education:** Activities have included providing vacant buildings to the Lee’s Summit Police Department and other emergency services entities to train personnel and K-9 units. The Village also has provided space for educational events, such as The Pavilion to host a regional Homeland Security emergency preparedness workshop. Finally, Public Safety also teaches the EMT-B course to students at Herndon Career Center in Raytown, Missouri.
- **Transport:** EMS provides both emergency and non-emergency patient transportation between hospitals and other care facilities.
- **Mutual Aid:** Public Safety has mutual aid agreements with the cities of Lee’s Summit, Missouri, and Raytown, Missouri. Through the agreement, JKV Public Safety can respond if a need arises during an emergency. What’s more, the Village is a member of a Kansas City metropolitan-wide emergency preparedness group.
- **Emergency Preparedness Activities:** Activities include developing plans and analysis, and fostering relationships with city, state and national organizations, such as the fire department, the Jackson County Health Department, the American Red Cross and other agencies. It also provides opportunities for continuing education and training by conducting exercises, such as fire drills to test response time and planning. Being prepared enables the Village to better respond to and assist with emergencies both on campus and within the community. For example, the Village participated in a metropolitan-wide tabletop disaster drill that was organized by the Mid-America Regional Council (MARC).
- **Partnership:** The Village has a closed Points of Dispensing (POD) arrangement with the American Red Cross. During times of widespread illness, such as a pandemic flu event, the Village will provide a location that will enable a large number of people to be immunized. POD sites are critical in emergencies because they reduce the demand on public dispensing sites and contribute to an effective emergency response. “Push Dispensing” means that medications are pushed out to businesses, their employees and family members they routinely serve.

The Village also hosts Prescription Take Back events for residents and members of the surrounding community. In five or so years, the Village has collected more than 1,411 pounds of expired or no-longer-needed prescriptions and over-the-counter medication. Each event is overseen by the Lee’s Summit Police Department, Lee’s Summit Cares and the National Drug Enforcement Agency. In 2018, the Village was the top collection location. What’s more, in less than three years, the Village has collected more than 165 pounds of medication in a lockbox purchased by Lee’s Summit CARES and permanently housed in the Village’s resident health clinic.

- **Membership:** Public safety staff participate in a variety of industry associations, such as the Missouri Ambulance Association, Missouri Emergency Medical Services Association, Mid America Regional Council Emergency Response, American Ambulance Association and others. Finally, staff also is active in political groups.

### SNAPSHOT: Walking the Walk, Talking the Talk



John Knox Village President/CEO Dr. Daniel Rexroth strongly believes in giving back to the community and is involved with several boards and committees.

- **Saint Luke’s East Hospital** – Board of Directors and member of the Physician Credentialing Committee
- **MidAmerica Nazarene University** – Member of the Board of Directors (Trustee), Treasurer, and Chair of the Finance Committee
- **Olivet Nazarene University** – Foundation Board of Directors, Vice-Chair
- **Harvest Partners** – Board of Directors
- **Palestine Economic Development Corporation** – Board of Directors
- **Greater Lee’s Summit Healthcare Foundation** – Board of Directors
- **International Church of the Nazarene** – Audit Committee
- **Kansas City District Church of the Nazarene** – Advisory Committee
- **Lee’s Summit Economic Development Council** – Board of Directors

## ***Corporate and Community Philanthropy***

*In addition to providing volunteer hours and donations, John Knox Village offers modest financial support to organizations that host events or provide services that have measurable social impact within the community and/or encourage older adults.*

John Knox Village has three categories of giving.

**Corporate** giving helps build awareness of the Village and integrates the organization into the local community. Examples of corporate giving in FY2019 include financial support of the Lee's Summit Parks and Recreation baseball league; the Lee's Summit Chamber of Commerce golf tournament; Lee's Summit Chamber of Commerce Oktoberfest; Lee's Summit Symphony; Project Connect with the Health Care Collaborative of Lafayette County; Senior Celebration with the Raytown Chamber; and others.

**Community** giving helps make Lee's Summit and surrounding communities stronger. The Village contributes to a variety of organizations such as the Lee's Summit CARES and Lee's Summit Social Services.

**Workplace** giving enables generous people to give back. In addition to raising funds that make a difference in the greater Lee's Summit and Kansas City area, members of the JKV community have opportunities to contribute to national organizations, such as the Alzheimer's Association and Operation Christmas Child.

### **SNAPSHOT: Gifts of Time and Toys**



John Knox Village Hobby Hut volunteers were recognized at the Mayor's Character Breakfast with a "Reflections of Character 'Generosity' Award". The dedicated volunteers make one-of-a-kind, handcrafted wooden toys and games for children who live in Lee's Summit. This group of Village residents spend thousands of hours each year designing, cutting, gluing, sanding and painting, donating about 500 toys to Lee's Summit Social Services in 2018 alone. Hobby Hut volunteers also build and repair furniture and other tasks associated with woodworking.

## ***Cultural Offerings/Special Events***

*John Knox Village hosts and sponsors a number of special events that are open to all members of the community. These activities are a way to share resources and allow people to have a positive experience on the Village campus.*

- John Knox Village choral and instrumental groups have performed both on the campus and in other area venues.
- The Village has hosted free concerts, including performances by the American Legion Band, United States Air Force Jazz Band: Shades of Blue, the Heartland Recorder Orchestra Concert, Liberty Community Chorus and Men's Choral Spectacular and others.
- The Village has partnered with Mid-Continent Public Library to host multiple intergenerational activities, including a live performance by Gerald Dickens, great-great-grandson of Charles Dickens, the Community-wide Common Read and other educational presentations.
- The John Knox Village Community Theatre, which is a group of Village residents, produces free shows.

### **SNAPSHOT: Entertainment for All**



John Knox Village residents love to share their time – especially the musically talented individuals. The music groups are made up of individuals with different music inclinations – from those professional musicians to hobbyists to individuals who simply love to sing. The Village hosts a wide array of groups, including two recorder groups and a hand bells choirs; choral groups; a gospel group; and a tap dancing troupe.

## ***Donation of John Knox Village Facilities and Equipment***

### **Classrooms/Meeting Spaces/Tours**

Because of its central location and the availability of meeting room space, several organizations offer

classes/seminars/meetings on the Village campus. Classroom/meeting space was donated to the **Missouri League of Nursing; Essential Tremors Support Group; Lee's Summit Chamber of Commerce; National Association of Health Care Assistants; Toastmasters International; and others.** During FY19, the value of the donated classroom/meeting space was about \$16,000.

Residents often are involved in civic/church/retiree groups not affiliated with the Village and at times have invited these groups to hold meetings on the Village campus. The Village also regularly hosts tours of the campus for area schools, churches, Scout troops, business groups, etc. The aforementioned efforts help position John Knox Village as a good community resource and enable the organization to break down stereotypes about aging.

### **The Pavilion at John Knox Village**

John Knox Village donates its special event venue, The Pavilion at John Knox Village, multiple times a year. Many of these events offer entertainment that might not otherwise be possible in Lee's Summit if the appropriate space wasn't available. In other cases, important community meetings and programs are enhanced because of the amenities and services provided at the venue. During FY19 the Village donated the venue multiple times at a value of about \$50,000 (figure based on current rental rates). Examples of events that have been held at The Pavilion include the following.

- Lee's Summit R-7 School District's Partners In Education Banquet and Student Showcase
- Lee's Summit Mayor's Outreach Breakfast for Community of Character
- Lee's Summit Chamber of Commerce annual banquet
- Lee's Summit Martin Luther King Tribute
- Saint Luke's Boo Ball
- Jesus Film Project
- Downtown Lee's Summit Piccadilly Gala
- Hospice Volunteer Coordinator's Symposium
- CLAIM Medicare Enrollment event
- Partnerships with the Mid-Continent Library
- Concern Cares of Lee's Summit
- Homeland Security Emergency Preparedness Workshop

### **Surplus Equipment**

John Knox Village donates equipment, supplies or gently used items to other not-for-profit organizations, such as the Surplus Exchange, Habitat for Humanity and the Lee's Summit Hope House. Local schools, children's camps and child care facilities, nursing homes and churches also have received surplus supplies.

## ***Education***

*John Knox Village offers a variety of educational opportunities for people of all ages and skill levels that enhance the lives and careers of Village community members as well as members of the outside community.*

### **Pathways**

The Village, in partnership with Metropolitan Community Colleges and the Federal Employment Council, offered free tuition to qualified associates so they can earn CNA, CMT, LPN and RN certifications while they work for the Village full time. In addition to the traditional courses, each pathway includes classes focused on caring for older adults and service excellence. Since its launch, more than 90 associates have graduated from the CNA course and have transitioned to working full time at the Village Care Center and Village Assisted Living. In 2016, the Village introduced a transitional temporary position called the Health Services Assistant (HSA), which allows an associate interested in pursuing a CNA certification to work part time for 90 days in a long-term care setting before entering the CNA class. This transitional model has been successful in retaining associates during and after the certification period.

### **Emergency Training Institute**

The John Knox Village Emergency Training Institute is offered through the John Knox Village Emergency Medical Services Department. It has been providing continuing education units of credit (CEUs) for paramedics and emergency medical technicians since June 2006. John Knox EMS Training Institute also provides much needed initial Emergency Medical Technician training for the Kansas City Metro community and has hired multiple graduates of the program to staff the John Knox Village ambulances.

### **Lee's Summit R-7 School District Involvement**

John Knox Village supports the Lee's Summit R-7 School District in a variety of ways.



**Partners in Education:** John Knox Village has been involved with the Lee’s Summit School District’s Partners in Education (PIE) program for more than 23 years. Village associates have been involved in the program administration, and event space is often donated to the school district for larger events.

**Voting:** It is important to note that residents actively support the Lee’s Summit schools through their votes.

### **Mentoring Program**

Since 2001, John Knox Village has been in a partnership with the University of Missouri-Kansas City School of Medicine so that first-year medical students are able to interact with “well elderly.” Known as the Mentoring Program, future doctors more fully understand the normal processes of aging and are able to eliminate negative stereotypes. The mentoring program also teaches the students how to relate to people as a whole person, not just a patient. The program has helped to shape an entire generation of physicians by making them more sensitive to issues affecting older adults and helping them become listeners and more effective communicators.

### **Student Internships/Classroom Partners**

Student internship programs are a win-win for everyone involved. Students can start using the skills acquired at school while gaining valuable work experience (both practical and for résumé enhancement). The Village benefits from the students’ insights and enthusiasm and is able to gauge the talents of a new generation of workers first-hand. For example, with its well-established music therapy program for its patients, Village Hospice has developed a powerful and enriching internship program for music students.

Village Hospice also has benefitted from the intellectual capital of a group of business students from Central Missouri University in Warrensburg, Missouri. The students were tasked with starting their own business. Working together, the group had to apply concepts from other business courses and gaining real world experiences. They raised \$5,146 that was donated to Village Hospice.

Representatives of John Knox Village Dining Services also help students from area schools develop skills for the culinary and hospitality industries. In addition to working with the Herndon Center in Raytown, Missouri, staff are active on the Kansas State University Dietetics Advisory Board and provide lab facilities for distance learners.

Finally, John Knox Village teamed up with the University of Missouri College of Education Pre-Employment Transition Services to host a group of high school students seeking career guidance. Students and faculty from Lone Jack High School met with Village staff learn more about different career opportunities. After a brief orientation, students shadowed staff from dining services, maintenance, communications/marketing, operations and Village Hospice.

### **Educational Instruction**

Multiple members of the John Knox Village management team have either taught university classes or led industry-specific continuing education seminars. For example, a member of the Village Hospice staff has taught continuing education courses for members of the California Hospice and Palliative Care Association.

### **SNAPSHOT: Creating Future Caregivers at the Herndon Career Center**



John Knox Village assists with the education of students working to earn their EMT at the Herndon Career Center in Raytown, Missouri.

The Emergency Medical Technician program prepares the EMT student to provide pre-hospital assessment and care for patients of all ages with a variety of medical conditions and traumatic injuries. Areas of study include: an introduction to emergency medical services systems, roles and responsibilities of EMTs, anatomy and physiology, medical emergencies, trauma, special considerations for working in the prehospital setting and providing patient transportation. Herndon Career Center is operated by the Consolidated School District No. 2 (Raytown), in cooperation with five other area school districts.

## ***Environment/Sustainability Efforts***

*John Knox Village is working to become a more sustainable, earth-friendly organization.*

### **Notable “green” efforts include:**

- Providing on-campus recycling for cardboard, paper, glass, plastics, batteries and ink cartridges is available;
- Using technology to cut down on printing and paper usage;
- Hosting annual shredding events. The Village’s document shredding vendor collects and shreds confidential and/or sensitive personal documents for free;
- Investing in new equipment and lighting to reduce energy use. For example: induction cooking to reduce energy usage and increase utility savings. The Village no longer uses incandescent and fluorescent light replacement bulbs, relying instead on LED bulbs;
- Promoting the John Knox Village Auxiliary Thrift Shop as a way for members of the Lee’s Summit community to recycle, reuse and repurpose items they no longer need. The Thrift Shop also donates blankets and toys to Great Plains ASPCA as well as to the Wolf Pack Animal Shelters. In addition, its recycle program has helped reduce the amount of trash – the Auxiliary recycles close to 85 percent of its “trash” – only throwing away around four barrels of trash a week verses four to five barrels a day;
- Reducing the number of miles driven by the transportation vehicle fleet and business vehicles;
- Hosting five arrays of solar panels located on roofs throughout the Village, which generated 139,000 kWhr of energy in 2018;
- Repurposing cabinets, windows, tile, furniture, office equipment, etc. Items that can’t be used within the campus are donated to the Thrift Shop, Habitat for Humanity and other organizations;
- Incorporating three fully electric cars into the Public Safety security fleet. When fully charged, the cars operate for up to 110 miles and use zero gas to run;
- Joining KCP&L’s Clean Charge Network. John Knox Village joined a growing group of organizations across the metropolitan area, installing three electric vehicle charging stations consisting of nine stalls. The public-use stations are located in parking lots at The Pavilion and The Meadows. A third station is located near the public safety headquarters;
- Developing a leaf and yard waste composting program. In addition to the cost savings, it’s a great way to reduce the use of chemicals around campus and keeps waste out of landfills;
- And, looking for new and inventive ways to be even more environmentally friendly.

### **SNAPSHOT: Small Changes, Big Impact**



John Knox Village restaurants are making small changes that are positively impacting the environment.

One of the most notable changes is the shift from Styrofoam containers to reusable plastic containers or paper boxes for carry-out orders. The paper boxes are coated to prevent leaking. It is important to note that Fireside Dining still uses Styrofoam containers to keep costs down.

“Moving away from Styrofoam increased the expense lines, yet we decided to make the move because of feedback from residents about wanting the restaurants to be more environmentally friendly,” said Todd Hollander, director of dining services and events.

Decreasing the use of plastic straws is another area of focus for the restaurants. Servers are trained to no longer set a straw down but to ask if the guest would like one, a change that has cut straw usage down by about a third, Todd said. What’s more, associates are encouraging guests who ask about plastic straw usage to purchase a metal straw that they can bring to the restaurants. To date, a handful of residents have done this.

The restaurants also have several “back-of-the-house” programs in place to help with sustainability.

- Several restaurants use pieces of specialized equipment that are considered “green” and environmentally friendly since they need less electricity to run.
- In years past, food and plate scraps were saved and given to a farmer to feed hogs. Dining services leaders would like to revive this program and currently are seeking a farmer in need of food and plate scraps for their operation.
- Fryer oil is recycled and converted into an alternative fuel.

“Some of our actions do save the Village money, but in the grand scheme of things, we just want to make sure we are doing the right things for the right reasons – to be environmentally conscientious,” Todd said.

## ***Industry/Professional Involvement***

*Membership and involvement in industry and professional organizations aid in building the knowledge and skills of John Knox Village associates, introducing new ideas to the organization and enabling Village associates to share expertise.*

### **Industry Involvement**

John Knox Village is active in LeadingAge Missouri and LeadingAge, which enables Village leadership to remain informed of industry trends and innovations. Management attend the state and national conferences, make presentations at the conferences, serve on state and national committees, and hold positions of leadership.

The Village's general and professional liability insurance company, Caring Communities Insurance Company (CCIC), shoulders the advanced risk management and quality healthcare responsibilities for many other not-for-profit continuing care retirement communities around the nation. The Village was a pioneer in the establishment of this innovative risk-financing program. The Village has experienced significant savings because of the group, which enables it to better meet community involvement goals and commitments.

### **Professional Involvement**

- **Support Groups:** John Knox Village offers a variety of support groups that are open to the public. During FY19, the Village offered an Alzheimer's and Dementia Support Group, Low Vision Support Group, Hope for the Holidays Grief Workshop and more. The organization also offers spiritual support groups.
- **Boards of Directors and Advisory Board Participation:** In addition to participating in professional associations, several Village associates are members of the boards of directors, committees and/or advisory boards for various organizations, such as **Lee's Summit Medical Center, Saint Luke's East Hospital, Saint Luke's Preferred Provider Network, Lee's Summit Health Education Advisory Board, SorryWorks, Truman Heartland Foundation, the Dean's Advisory Board for the Helzberg School of Management at Rockhurst University, Lee's Summit Community For All Ages Committee and others.**
- **Professional Associations:** Most members of the JKV management team are involved in the local chapters of professional associations, and a number hold leadership roles at the local, state and/or national level. From time to time, association meetings are held on the Village campus or feature a John Knox Village associate as a speaker. Village associates are members or serve on the boards of a variety of industry associations, such as **American Chef Association, American Health Information Management Association, American Hospital Association, American Society for Healthcare Risk Management, American Society of Safety Engineers, Association for Healthcare Foodservice, Association for Healthcare Resource & Materials Management, Association of Fundraising Professionals, Board of Certified Safety Professionals, Dietary Managers Association, Full Employment Council/ Eastern Jackson County Workforce Board, Health Care Compliance Association, Healthcare Financial Management Association, International Society of Certified Employee Benefits Specialists, Jackson County Professionals in Aging, Kansas Assisted Living Association, Kansas City Compensation and Benefits Association, Kansas State Advisory Board for Hospitality Management, Missouri Alliance for Home Care, Missouri Association of Hospital Auxiliaries, Missouri Association of Medical Staff Services, Missouri Association Natural Gas Operators, Missouri Association of Nursing Home Administrators, Missouri Hospice and Palliative Care Association, Missouri League for Nursing Missouri Restaurant Association, National Association of Home Care & Hospice, National Hospice and Palliative Care Association, Professionals in Aging Network, Society for Human Resources Management of Greater Kansas City, University of Missouri Human Resource Advisory Board, and dozens more.**

### **SNAPSHOT: Getting' in the Game – Lee's Summit Chamber Challenge**

Two teams consisting of John Knox Village associates participated in the Lee's Summit Chamber Challenge, an event hosted to create an atmosphere of friendly competition, networking and team building in the fresh air.



## ***John Knox Village Auxiliary***

*The Auxiliary promotes volunteerism and contributes funds in support of residents of John Knox Village and the surrounding community.*

About 125 volunteers assist the John Knox Village Auxiliary in various capacities at three convenience stores and the Thrift Shop. Each shop is conveniently located on the Village campus and offers an assortment of merchandise from knick-knacks to clothing to food staples. The four shops operated by the Auxiliary, which has been named a Volunteer Program of the Year by LeadingAge Missouri, serve residents, associates and guests. About 75 percent of an average of 150 daily Thrift Shop customers live outside the Village.

***The Auxiliary promotes volunteerism and contributes funds in support of Village residents and beyond.***

- During FY19, the organization provided aid to groups and individuals on the Village campus and in the Lee's Summit community by:
  - donating more than \$1,000 in clothing to Village residents in need;
  - donating about \$1,200 to local families in need of assistance because of loss or other disasters; and
  - donating about 130 bags of clothing to a local church for the homeless and needy.
- The Auxiliary worked with a Lee's Summit R-7 school, donating about \$1,000 worth of school supplies and small office items to aid with the education of disabled children.
- The Auxiliary assisted residents and associates who faced challenges, using about \$1,500 to supplement items donated to the JKV Food Pantry.
- The organization also has held fundraisers for local animal shelters and social services agencies.

## ***John Knox Village Board of Directors***

Because good governance is vital in business, one of the most valuable assets the business community can offer is intellectual capital. Members of the John Knox Village Board of Directors are volunteers who offer insight and help make decisions about strategy, direction and mission. The board is made up of three residents and six members who live in the surrounding community.

Most board members are involved in a number of professional and civic organizations and are (or were – prior to retirement) prominent in their professions. The board members' involvement connections help spread the word about the Village. Examples of board members' community involvement have included the following.

**Artists Helping the Homeless, Community Services League, Emeritus Member of the American College of Physician Executives, Ethics Committee at Saint Luke's East Hospital, Fellow in the American College of Physicians, Freedom to Speak Toastmasters Club, International Municipal Attorneys Association, Johnson County Mental Health Association, Marlborough Neighborhood Coalition, Midwest Innocence Project, Missouri Municipal Attorneys Association, Neighborhood Housing Services, Rotary International, Sarah Lewis Boone Chapter of the National Society Daughters of the American Revolution, United Way, and many more.**

## ***John Knox Village Foundation***

*The John Knox Village Foundation was established in August 1983 to enable residents and friends of the Village to make tax-deductible contributions to projects they feel are beneficial to the elderly.*

- The Foundation has purchased state-of-the-art ambulances for the Village's transportation fleet, contributed funds to help beautify the Village campus and provided assistance for other projects that affect members of the John Knox Village community and the surrounding community. The Foundation also has purchased items to assist volunteers of the AARP Tax Aide office.
- The Foundation funds projects for John Knox Village departments and programs including the Hobby Hut, Chaplain's program, Performing Arts, Village Care Center, Village Hospice, Fitness Center, JKV Food Pantry, resident financial assistance and others.
- The Foundation established the Legacy Brick Program to raise funds for fitness initiatives throughout the continuum. The organization has a long history of funding health and wellness programs, including the Squire Anderson Fitness Center at the Villager Inn and the fitness center at The Meadows.
- The Foundation staff and a committee of residents, associates and members of the surrounding community work to plan and host annual galas. Committee members spent hundreds of hours planning the festivities, procuring donations, and selling tickets. Their efforts have paid off. Through the years, thousands of guests have helped to raise hundreds of thousands of dollars.

- Finally, the Foundation in conjunction with a grant from the Greater Lee's Summit Health Care Foundation purchased a LiteGait machine for the therapy department at the Village Care Center. The Foundation also worked with the George H. Nettleton Foundation to fund the construction of a new outdoor area for the Village Care Center Memory Care neighborhood.

## SNAPSHOT: Stayin' Alive



The Foundation hosted the “2018 John Knox Village Gala: Stayin’ Alive!” and thanks to corporate and individual sponsorships, ticket sales, donations, the live and silent auctions and other festivities, the Foundation raised \$218,000. The money helped to purchase a new ambulance and state-of-the-art cardiac/vital signs monitoring equipment.

Proceeds from past events were used to renovate The Pavilion, one of the most recognizable landmarks in eastern Jackson County. Enjoyed by residents, associates and those who live outside the Village, the renovation included new flooring, paint, restroom and backroom renovations, a new sound system and other improvements.

## *Volunteer Opportunities*

*Members of the John Knox Village community are always ready to lend a helping hand, and their willingness to help inspires a broader mission, and the Village supports their efforts wherever possible.*

### **Village Volunteer Program**

The John Knox Village volunteer program oversees services that benefit Village residents, the corporation and the outside community in a variety of ways. During FY19, more than 400 volunteers, including residents, members of the surrounding community and high school students, recorded 33,038.55 hours of service and support to the organization in more than 30 areas around the Village. (This number includes Village Hospice. Please see the following for additional information.)

### **Village Hospice Volunteer Program**

Village Hospice of John Knox Village also has a group of dedicated volunteers who play an important role in assuring quality of life for hospice patients. Along with a warm and caring attitude, each volunteer brings a unique set of life experiences and skills. They help in three distinctive areas: direct patient care, indirect patient care, and administrative support. Volunteers offer companionship, arrange flowers or help with office work. They are instrumental in providing respite to hospice families as well as fulfill the 11<sup>th</sup> hour role by sitting with patients in their final moments. There are pet volunteers; volunteers who help in the bereavement department, volunteers for the Music and Memory program, a volunteer who makes Memory Bears and volunteers who make lap robes. Volunteers who are veterans also are paired with clients who are veterans as part of the Veteran-to-Veteran program.

## *Conclusion*

**Enriching lives and building community** – both within and outside the John Knox Village community – is intrinsic to the success of John Knox Village. Community involvement activities offer rewarding experiences for Village residents and associates, touch the lives of people of all ages, enhance the Village’s image, further organizational business goals, and promote the Village as a great place to live and work. Moreover, a strong community is essential to a strong John Knox Village and helps define the Village as a leading provider of senior services.