

2020 COMMUNITY INVOLVEMENT REPORT



Table of Contents

Overview	3
About John Knox Village	4
Civic Engagement	5-6
Chamber of Commerce/Economic Development	
Civic/Community Organizations	
Political Participation	
Activism and Advocacy	
Public Safety Emergency Management	
<i>Snapshot: Walking the Walk, Talking the Talk</i>	
Corporate and Community Philanthropy	7
<i>Snapshot: Gifts of Warmth</i>	
Cultural Offerings/Special Events	7
<i>Snapshot: Entertainment for All</i>	
Donation of Village Facilities and Equipment	8
Classrooms/Meeting Spaces/Tours	
The Pavilion at John Knox Village	
Surplus Equipment	
Education	8-9
Pathways	
Emergency Training Institute	
Lee's Summit R-7 School District Involvement	
Mentoring Program	
Student Internships/Classroom Partners	
Educational Instruction	
<i>Snapshot: Transitions</i>	
Environmental/Sustainability Efforts	10
<i>Snapshot: JKV Can Compost . . . and More</i>	
Industry/Professional Involvement	11
Industry Involvement	
Professional Involvement	
<i>Snapshot: Professional Development</i>	
John Knox Village Auxiliary	12
John Knox Village Board of Directors	12
John Knox Village Foundation	12
Volunteer Opportunities	13
Village Volunteer Program	
Village Hospice Volunteer Program	
<i>Snapshot: Support in a Time of Need</i>	
Conclusion	13

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 as well as its diverse services, amenities and offerings, enables it to allocate multiple resources toward its community involvement commitments. It shares facilities; facilitates the giving of 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 surrounding communities;
- 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 just a showcase of the Village’s generosity. It’s the story of the Village’s commitment to make a difference in the communities it serves. The Village’s community involvement efforts enrich the lives of thousands of individuals – all of whom are potential supporters, customers, residents or associates – and the organization is proud of all that it has accomplished and is 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 who live in western Missouri and eastern Kansas each year.
- 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 residing 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 space; guest rooms; two indoor swimming pools and an outdoor pool; whirlpool; movie theater; media centers; and more.

Village Helpers In-Home Care: 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 for those who live on and within 10 miles of the Village campus.

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, including skilled nursing, physical therapy, occupational therapy, speech therapy and medical social work. 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, a memory care 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 and serves patients in eight Missouri counties as well as John Knox Village residents and patients at Village House.

Village Palliative Care: A health care service that debuted in fall 2019, Village Palliative Care is designed for patients at any stage of a serious illness, injury or health condition, whether it is chronic, curable or life-limiting. The service focuses 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 services and amenities, please visit 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 and their neighbors.

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.

Village leaders have consistently served on a variety of chamber committees, oftentimes in officer positions. Also, 33 JKV associates have participated in Leadership Lee's Summit, a nine-month program designed to educate and build community leaders.

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

In addition, the Village, including Village Hospice and other services, have associations with other area chambers, such as the Kansas City Chamber of Commerce and the Raytown Chamber of Commerce.

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, Family-to-Family, 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, Kansas City Micah Ministries, KCUR Public Radio, 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, Raytown Chamber of Commerce 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.

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 lawmakers 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 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 surrounding communities. 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 a regional Homeland Security emergency preparedness workshop. Finally, Public Safety also oversees EMT-B training at Herndon Career Center in Raytown, Missouri.
- **Transport:** EMS provides emergency and non-emergency patient transportation from hospitals to 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, 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.

The Village also hosts Prescription Take Back events for residents, associates and members of surrounding communities. Since the inception of the partnership, the Village has collected more than 1,500 pounds of expired or no-longer-needed prescriptions and over-the-counter medications. Each event is overseen by the Lee's Summit Police Department, Lee's Summit Cares and the National Drug Enforcement Agency. What's more, the Village also collects no-longer-needed medications in a lockbox purchased by Lee's Summit CARES that is 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.

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 of goods and services, 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 2019 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; and Lee's Summit Symphony.

Community giving helps make Lee's Summit and surrounding communities stronger. The Village contributes to a variety of organizations such as the City Union Mission, 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 areas, 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 Warmth



The John Knox Village Sales, Marketing and Communications staff collected socks of all styles, sizes, colors and materials for the City Union Mission in late 2019.

The entire staff collectively made the decision to participate in the collection. Back in 2018, staff collected coats that were donated to the same organization. When the coats were being delivered, a person who uses the mission's services asked if there were any socks in the package. (Warm socks are in great need during the winter months, according to a representative from City Union Mission.) The question planted the seed of an idea that took root in 2019.

In all, 22 pounds of brand new socks were collected and gladly accepted by the City Union Mission staff.

Cultural Offerings/Special Events

John Knox Village hosts and sponsors multiple 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; 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 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 professional musicians to hobbyists to individuals who simply love to perform. The Village hosts a wide array of groups, including two recorder groups and a handbell choir; 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 spaces of varying capacities, several organizations offer classes/seminars/meetings on the Village campus. In 2019, JKV donated space 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 other groups** at the value of 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 breakdown 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 because the appropriate space wasn't available. In other cases, community meetings and programs are enhanced because of The Pavilion's amenities and services. During 2019 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.

- City of Lee's Summit Annual Meeting
- 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
- Mid-Continent Library events
- Concern Cares of Lee's Summit
- Homeland Security Emergency Preparedness workshops

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, 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 surrounding communities.

Pathways

The Village, in partnership with Metropolitan Community Colleges and the Full Employment Council, offered free tuition to qualified associates so they can earn CNA and/or CMT certifications while they work for JKV 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 or Village Assisted Living. In addition, the Village's transitional temporary position, Health Services Assistant (HSA), allows an associate interested in pursuing a CNA certification to work full time for up to 90 days in a long-term care or assisted living setting before entering the CNA class. This transitional model has been successful in retaining students in the course and post-certification as associates.

Emergency Training Institute

The John Knox Village Emergency Training Institute is offered through the JKV emergency medical services department. It has been providing continuing education units of credit (CEUs) for paramedics and emergency medical technicians since June 2006. The JKV EMS Training Institute also provides much needed initial Emergency Medical Technician training for residents of surrounding communities.

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 nearly 25 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.

Intergenerational: Village residents help students throughout the year with their course work and extracurricular activities.

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, the partnership helps future doctors to understand the normal processes of aging more fully, which helps them to see past 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 more effective communicators and better listeners.

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 the ability 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 that would benefit a local not-for-profit organization. Working together, the group 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, provide lab facilities for distance learners and provide support for other culinary programs.

Finally, John Knox Village has teamed up with local schools to offer career guidance and opportunity insights to students. Throughout the year, the Village hosted students and faculty from the Lee's Summit R-7 School District, University of Missouri College of Education Pre-Employment Transition Services, Lone Jack High School, Summit Christian Academy and Summit Tech Academy.

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: Transitions



A group of students from the Lee's Summit R-7 School District is looking to John Knox Village for direction that will help them more easily transition from being full-time students to employees.

Through the Work Exploration Program, students with special needs shadow staff in public safety, housekeeping, laundry, nutrition services, Fireside Dining and the Auxiliary Thrift Shop.

"The program administrator reached out to us because we have so many different types of services and departments as well as a wide variety of positions within each department," said Trisha Pepper, manager of recruitment and employment. "Our goal is to provide the students with positive, eye-opening experiences that will give them a better understanding of life after high school."

The students assist with a variety of duties, such as folding laundry, rolling silverware and other tasks.

Environment/Sustainability Efforts

John Knox Village strives to be a sustainable, earth-friendly organization.

Notable “green” efforts include:

- Providing on-campus recycling opportunities that include cardboard, paper, glass, plastics, batteries and ink cartridges;
- Using technology to cut down on printing and paper usage;
- Hosting annual shredding events to enable residents and associates to shred confidential and/or sensitive personal documents for free;
- Reducing energy usage by investing in new equipment and lighting. For example, Village dining venues use induction cooking to reduce energy usage and increase utility savings. Also, the Village uses LED bulbs throughout campus and no longer uses incandescent or fluorescent replacement 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 area animal shelters. In addition, its recycle program has helped reduce the amount of trash generated by its shops;
- 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;
- 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 electric cars into the Public Safety security fleet – when fully charged, the cars operate for up to 110 miles and use zero gas;
- Joining KCP&L’s Clean Charge Network. JKV installed 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 offices;
- Using recycled asphalt mix that meets project parameters for paving projects throughout the JKV campus;
- 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 landfill; and
- Introducing a beehive at the John Knox Village Gardens.

SNAPSHOT: JKV Can Compost . . . And More



After urging from residents, the Village introduced a variety of new “green” programs.

Residents now have a more comprehensive recycling program. Participants sort their refuse, filling blue bags with recyclable paper products and orange bags with glass, and place them outside for pick up. The Village also provided a variety of educational events to help residents learn more about sustainability and the “right” way to recycle. The revived recycling program has taken off. In less than a year, the collection increased from 30 blue bags to about 250 blue bags per week. Glass recycling also has increased.

Dining services also is going greener. One of the most notable changes is the shift from Styrofoam containers to reusable plastic containers or coated paper boxes for carry-out orders. The dining venues have decreased the use of plastic straws, use low-energy equipment and recycle fryer oil. The restaurant group also partnered with KC Can Compost, a company that collects restaurant food waste for composting. Thanks to the composting program, the Village saved 19,033 pounds of CO₂, the equivalent of taking 8.2 average American cars off the road for an entire year. What’s more, the uptick in recycling means less trash is sent to the landfill every two weeks.

Industry/Professional Involvement

Membership and involvement in industry and professional organizations aids 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 2019, 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, SorryWorks 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 Alliance on Mental Illness, 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, UMKC Bloch Board and dozens more.**

SNAPSHOT: Professional Development



Each year, the Village holds a day of service and encourages members of the leadership team to take time away from their work areas to assist with the assigned duties. In 2019, the group was asked to assist the grounds team with their campus beautification efforts. Attendees split into groups that were then assigned to help spruce up different areas of the campus. In addition to replacing summer plantings with fall mums, associates helped de-moss the fishing lake, weed the golf course, plant new landscaping for residents and other tasks. The day's activities helped build relationships across the continuum and created a beautiful landscape that ever member of the community can enjoy.

John Knox Village Auxiliary

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

About 45 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 and snacks for purchase by residents, associates and guests.

- About 75 percent of an average of 150 daily Thrift Shop customers live outside the Village campus.
- During 2019, 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; donating about \$1,200 worth of household items to local families in need of assistance; and donating about 300 bags of clothing to a local church and clothing recycle programs for people who are homeless or in need.
- The Auxiliary worked with a Lee's Summit R-7 school, donating about \$500 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 as well as other Village needs.

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.

Member of the John Knox Village board of directors are volunteers who offer business insights and help make with decisions involving strategy, direction and mission. The board is made up of three residents and six members who live in surrounding communities.

Most board members are involved in a variety of professional and civic organizations and are (or were – prior to retirement) prominent in their professions. Examples of board members community involvement have included the following.

Artists Helping the Homeless, Community Services League, Cornerstones of Care, Eastern Jackson County Workforce Investment Boards, Emeritus Member of the American College of Physician Executives, Fellow in the American College of Physicians, Gillis, International Municipal Attorneys Association, Johnson County Mental Health Association, Junior Service League of Independence, Kansas City Municipal Assistance Corporation, Marlborough Neighborhood Coalition, Missouri Society of CPAs, Midwest Innocence Project, Missouri Municipal Attorneys Association, National Academy of Elder Law Attorneys, Neighborhood Housing Services, United Way, Vizient-Mid America 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 assisted with other projects that affect JKV and surrounding communities. 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 community members plan and host annual galas. Members spent hundreds of hours planning, 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 secures grants from a variety of local foundations to fund purchases and programs that enrich lives and build community. For example, the Foundation helped purchase equipment for the rehabilitation department at the Village Care Center with a grant from the Greater Lee's Summit Health Care Foundation. The Foundation also worked with the George H. Nettleton Foundation to fund the construction of a new outdoor area, which was named for a nationally known expert on aging, in the courtyard of the VCC Memory Care unit.

Volunteer Opportunities

Members of the John Knox Village community are always ready to lend a helping hand, 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 surrounding communities in a variety of ways. During 2019, more than 350 volunteers, including residents, members of the surrounding community and high school students, recorded about 33,000 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 the families of hospice patients as well as fulfill the 11th 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.

SNAPSHOT: Beautiful Support



Village Hospice, with the help of its many volunteers, hosts a variety of events that are open to Village residents, associates and members of surrounding communities to help process grief. At its annual memorial and butterfly release in June, families, friends and associates who have lost a loved one are able to participate. In addition, Village Hospice hosts other events and memorial opportunities throughout the year to help families and loved ones through the grieving process, such as grief seminars and memorial trees during the holidays.

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 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.