



mapleknoll
COMMUNITIES

OUT OF THIS WORLD

The future is **now.**

Annual Report 2019





mapleknoll
COMMUNITIES

AHEAD OF THE CURVE

“The future is not something we enter, it is something we create.”

— LEONARD SWEET

› **Maple Knoll Communities**
Where lifestyle sparks new beginnings!

For 171 years, Maple Knoll Communities has provided the setting for older adults to live longer, healthier and happier lives. Programs and services that impact 33,650 individuals, ranging in ages from 57 to 106, are provided through our retirement communities Maple Knoll Village and The Knolls of Oxford, Maple Knoll Outreach Services for Seniors, three affordable HUD Senior Living Residences, Village Home Health & Hospice, WMKV 89.3 & 89.9 FM Radio Station, a Montessori Child Center, and the Hemsworth Wellness Center.



MISSION STATEMENT

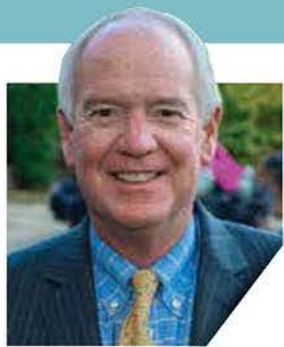
Maple Knoll Communities, Inc. is recognized as a growing provider of outstanding senior communities and services that allow those we serve to thrive in a stimulating and dignified environment. This will be accomplished through creativity and responsible fiscal stewardship.



VISION STATEMENT

Maple Knoll strives to deliver the best lifestyle possible through its comprehensive options, amenities, and services. Maple Knoll strives to create the best time in life for its residents, clients and members.

DEAR FRIENDS & SUPPORTERS,



JAMES FORMAL
President and CEO



JOHN BLOOMSTROM
Chairman of the
Board of Directors

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. Very few organizations can boast 171 years of caring for older adults. Fewer still have the entrepreneurial spirit that Maple Knoll Communities continues to display in 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, outcome 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, Holleran 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 500, Corporate Tech and Innovation Award, 2019 ComSpark Tech Power Player and the Springdale 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 to care of our employees, Maple Knoll was awarded The Choice Community Award by Holleran 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



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

— BRADEN MECHLEY
Maple Knoll Village Resident

FORWARD FOCUSED LIVING



> Maple Knoll Village

“Alexa, what is the day like at MKV?”

At Maple Knoll Village, all of the events, activities and programs are woven together toward the common goal of enhancing the lives of residents. Maple Knoll Village provides the resources needed to embrace the journey at hand, while also providing opportunities to embark on new expeditions we have never considered.

Maple Knoll Village Independent Activities Program offered over 17 clubs and regularly scheduled monthly programs, which ranged from Dulcimer, Weaving and Writing to Card Games, Book Talk and Clavinova. In addition to the regular clubs, 112 special in-house events were offered which provided educational, social, and entertainment opportunities. A sampling of the highlights were the Piatigorsky Concert from New York City, country music singer Trey Taylor from Nashville, Dancers from the Cultural Center of India and the Ohio Judges Miniature Flower Show. Residents also had the choice of 154 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 300 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 feline companionship to residents as HART, an animal rescue based in Cincinnati, agreed to sponsor a foster cat 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 Beecher Enhanced Living program. In this program, Home Care Assistance provides 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 June, began making home visits within Breese Manor Assisted Living. Home visits provide the opportunity for better and more convenient care and often improve clinical outcomes through better patient and family centered care. Response from the initial residents enrolled remains positive and planning is underway for further expansion.

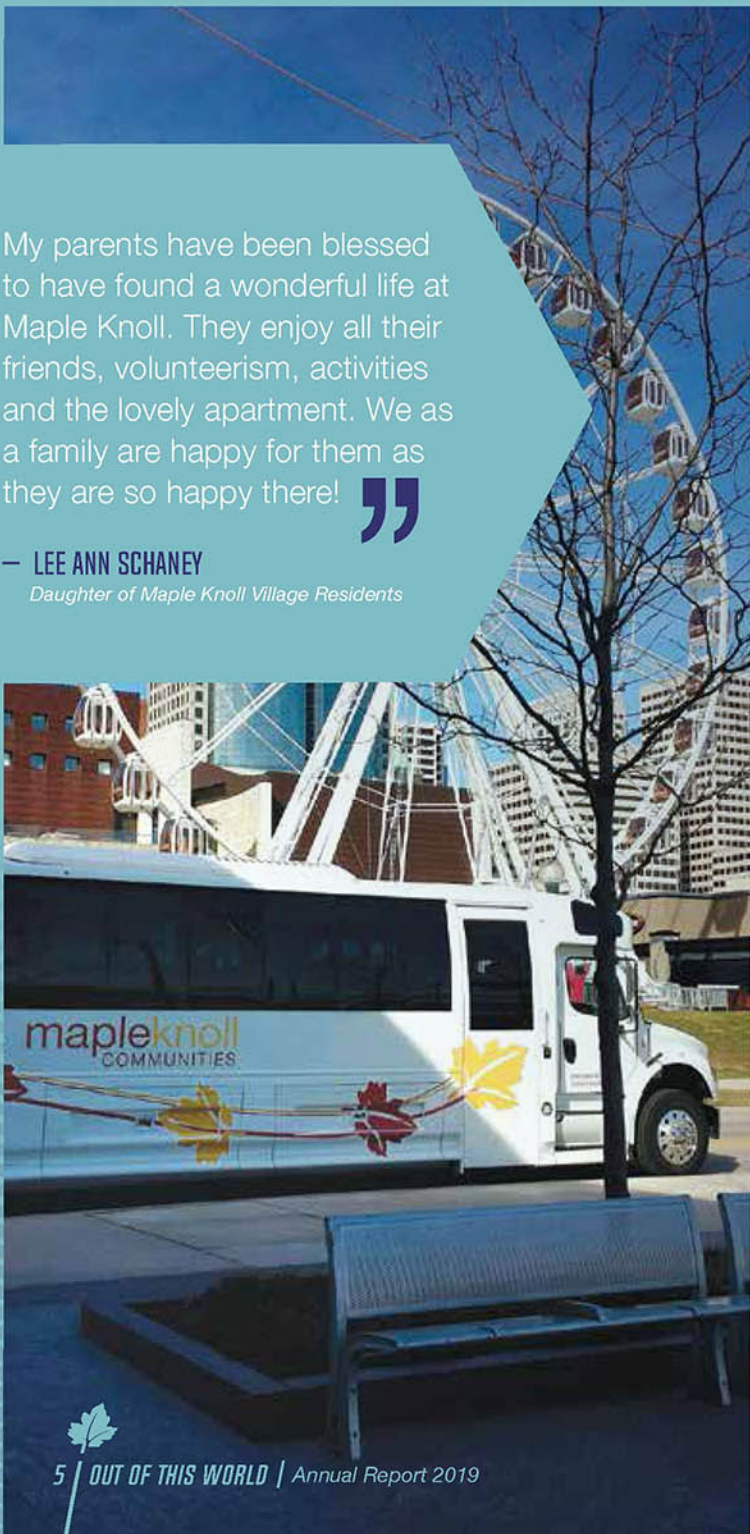


Resident and team member communication and feedback are critical during our development projects and campus transformations. In October of 2018, Maple Knoll started a pre-sale of the new Coventry Court expansion. The project will allow for 11 new Independent Living villas consisting of over 1,700 square feet of living space with two bedrooms, two and a half bathrooms, a den, attached garage, patio and open floor plan concept. Maple Knoll Communities partnered with Luminaut, HGC Construction and Sol Design & Consulting to design and construct these villas to meet LEED certification requirements. We are excited to announce that we will achieve LEED Platinum status, which is the highest level of LEED building certification through the U.S. Green Building Council. This certification was accomplished by designing our new buildings to include features such as: low-maintenance landscape design, storm water capture & water efficient irrigation systems, energy star roof shingles, energy star appliances, high efficiency gas furnaces, tankless gas water heaters, high performance low E windows, high performance doors, LED lighting fixtures, use of recycled and locally sourced building materials, construction waste management & recycling and lastly, roughed-in electric in each garage for optional car charger stations. All units are spoken for and are planned to be completed in August of 2020. The popularity of Maple Knoll Village continues to grow as we experienced 100% occupancy in both Independent and Assisted Living with the external wait list currently at 97 separate active applications.



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

— LEE ANN SCHANEY
Daughter of Maple Knoll Village Residents





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 pleasurable. 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 LOWTHER
Maple Knoll Rehab Patient

The next move was to partner with a professor from Xavier University, Kathy Farsing, 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 ensure high 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 this process.

GROWING BEYOND TOMORROW

“ 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

› 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 (OMA).

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.

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 2019 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 Parade which launched our Virtual 5k fundraiser. 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



GROUND BREAKING INNOVATION



Maple Knoll Explores Virtual Reality

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 to tangible benefits for our patients, clients and staff. Andy Craig, our Vice President of Technical Operations, received the 2019 ComSpark 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 it’s the type of innovative continuum of care service that’s become synonymous with Maple Knoll.



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

— WES VANDEGRIFF
Grandson of Two Maple Knoll Village Residents

Together, Maple Knoll and RoundTower created a Knowledge Bar and ServUS lab open to residents on a regular basis. The ServUS lab and resource center are designed to introduce residents to new technology and help them find new ways to integrate devices into their daily lives. Residents can also arrange to have new devices and technological services set up in their homes. Since its grand opening in October, the space has brought together residents, staff, local university students and technology providers in an incubator that not only brings new technology-driven solutions to Maple Knoll residents, but also has the potential to create new standards in the industry and bring new products and services to the market.

Over the past year, updated websites were launched for our facilities. These mobile-friendly sites are easy to navigate and reflect the current best practices in web design.

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 retirement communities enjoy this type of programming, but what sets The Knolls apart is their additional Alexa integration to the channel.

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 on 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 that is benefitting 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 benefiting 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



FORMAL University Affiliations

Formal collaborations with The University of Cincinnati and Miami University have provided a blank canvas to create our own terms for aging. Residents, faculty, staff and students have had the opportunity to satisfy connections to both world renowned universities and retirement communities, receive access to programs that focus on aging or age-related issues and a ready source of potential research subjects, preferential access to part-time jobs and internships for students, availability at a location for classes taught in the community and a source of volunteer labor for projects, programs and events.



> 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 bingo in Assisted Living and Skilled Nursing, entertain, or just provide companionship. The MU student public relations group, PR Visions, 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 PELI/PAL 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, Choraliers, Chamber Singers and Jazz Ensemble. Some residents even enjoyed Miami Buddy 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 rec center activities is a big advantage and fosters connection with the world beyond our own TKO community.”

— CONNIE WILKINS
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. SCHLAUDECKER, MD, MED, FHM,
Associate Professor of Family Medicine,
Kautz Family Foundation Endowed Chair of Geriatric Medical Education,
University of Cincinnati



The groundbreaking partnership continues to receive accolades as demonstrated through the recent Exemplary Academic-Practice Partnership Award bestowed by the American Association of Colleges of Nursing.

› Maple Knoll Village and The University of Cincinnati

Since 2012, the University of Cincinnati and Maple Knoll have worked together to ensure quality geriatric care and conduct cutting-edge research of 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 included 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 featured on MKV’s campus this fall.

The partnership continued to receive accolades from critics as the T-Chat remote presence telehealth robot program, under the direction of Dr. Debi Sampsel, DNP, PI and Dr. Tamilyn Bakas, 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 practitioner 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 2019 Exemplary Academic-Practice Partnership Award.

We recognize that a quickly aging population will bring significant changes and emerging 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 worldwide audience through monthly radio shows on WMKV/WLHS Radio with the participation of the college’s Dean Greer 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, functioning and mental and physical health. Hosted by Robyn Carey Allgeyer, 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, overuse 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 missions of the University of Cincinnati and Maple Knoll Communities 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 (VHHH) 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 VHHH 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 449 patients. A total of 256 Hospice Care patients received 16,960 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.

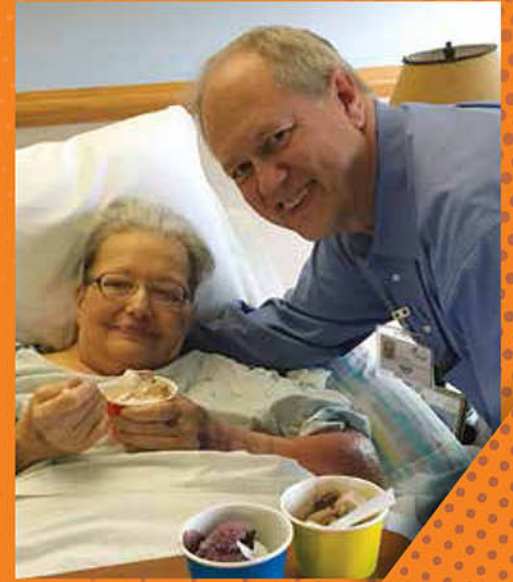
Every life is precious and tells an incredible story, and VHHH celebrates that each day by honoring our patients with genuine, personal attention. This year that began with Adventures with Village. This was established to highlight some of the talents of our Hospice Patients, offering programs and granting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

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.

Everything we do is centered on the best care possible for those who have entrusted us with their well-being and comfort. We work closely with doctors and other healthcare providers to coordinate services, and every patient has an individual plan of care that meets their specific needs.

“ 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



“ Pure music and entertainment. The last place it can be found. ”

— HARLEY
Listener from Lebanon, Ohio

AMPLIFYING THE AIRWAVES



The WMKV adventure started 25 years ago in 1995 when several wizards created “Fabulous 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 storybook 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 10th 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, ditties 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

The Maple Knoll Child Center continued 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 preprimary program for children three through six years of age with the options of a 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 Hulafrog and continues 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, Marlene Thiele, John Anderson, Jerry Bennett and Judy Wolf, continue to read to the children each week. In addition, volunteer efforts have expanded as Diana Hargrave began working with the children on how to use a weaving loom.

“Wherever you fly, you'll be best of the best.
Wherever you go, you will top all the rest.”

— DR. SEUSS

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 35 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 the community for as long as possible with our assistance.

Meals On Wheels offered through Maple Knoll Outreach Services for Seniors spent the year providing warm and nutritious meals delivered to client's 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 450 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 to 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 519 older adults by driving over 60,000 miles to provide 9,000 trips, a 50% increase over last year. The number of those impacted more than doubled from the previous years as our drivers continued to have a presence throughout the city. 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
MOW client

FIT FOR THE FUTURE



> The Wellness Center

More now than ever, seniors are pursuing an active lifestyle. Conversations around health and wellness continue as residents shift to a proactive routine. At The Hemsworth 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 484 members, both residents and outside community members, who came in for 23,050 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, Ai Chi in Water, Aqua 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.

Generosity continues to be a running theme with members as The Center received donations of a Precor Arc Trainer and a Precor Treadmill. In addition, the pool heater/boiler was replaced through substantial contributions from Bill Ostrander 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.

“ 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 an affordable place to live, working toward 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, Corbly Trace, and Mt. View Terrace, remain at 99-100% 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, Corbly Trace residents now have a twice-a-week grocery shuttle and more convenient access for rides to medical appointments. Residents partook in social programming that included monthly coffees, 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.

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 2018, 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 featured an exceptional lineup 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 \$350,000 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

“ 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. ”

— HATHY ISON-LIND

ERS VP of Affordable Living and In-Home Services

EMPOWERED EXPERIENCES > Spiritual Care

Maple Knoll Communities is committed to providing spiritual care for residents, their 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 in an open, inclusive environment where confidentiality is always respected and honored.

Sharing the love of God and reminding others they are to continue writing the good script of their lives as they age with us has been the department's theme for the year. They have shared their story through worship and music with activities such as garden worship services, Clavinova, Spirit Drumming and more.

In June, the Spiritual Care Department hosted an Instrument Creating & Music Making workshop. Arlene de Silva with Global Music & Wellness, UC College Conservatory of Music and Chaplain Nancy Vilaboy, a HealthRHYTHMS facilitator, presented a music making program for several area older adult communities. Those included were, Maple Knoll Communities, Hamilton County Developmental Disability Service, Older Refugee Program, HealthRHYTHMS Coalition Members and Veterans.

Part of the privilege of being a Chaplain is encouraging our residents to give voice to their story through life review and reminiscence. Often times after sharing, one is able to reframe 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 this past year have written a good script for their life with a chaplain's care. Our residents have discovered how to find their passion, live out their purpose and make sense of a broken world. New chapters 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 each Maple Knoll Communities' location work together to build a strong network of care and support, Maple Knoll must rely on our 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 269 volunteers have provided over 3,869 hours to enhance the lives of our residents through Friendly Visitors, Wheelchair Pilots, Activity Assistants, Pet Therapy Visits, Activity Leaders, Floral arranging, Weaving instruction, Library Aides, Club Leaders, Montessori Child Center helpers, Painting Nails, Musicians, Silent Auction Aides, ReRun Clerks 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 99 members and gave \$13,680.00 in gifts to Maple Knoll Village. These include a Safety Saw Stop for the Resident Wood Shop and funding towards a new pool heater for the Hemsworth Wellness Center warm water pool and memorials to the Future Care Fund. Funds continue to be raised through the ReRun Shop, Silent Furniture Auctions and popular events such as the Holiday Bazaar and the Books 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
MKV Volunteer



Our Ambassador program continues to excel 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 72 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 300 volunteers this past year. This included many local churches filling the worship service schedule and the Oxford Coalition bringing a Medication Interaction and Take-back day to campus. Informational 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 political candidate and voting updates brought to us by the League of Women Voters. Intergenerational outreach is also a favorite at TKO with young volunteers from the Lane Public Library or Ms. Mary's playschool who come to sing, play and bring a smile.



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

— HAROLD
MKV Volunteer

GUIDING FORCE

“ For me, I know that God had this planned for me. I love working here with the residents. Maple Knoll is my family. We know how we want our parents to be treated, and we should treat our residents like that. ”

— CORA BRADLEY
Maple Knoll Village Employee of 44 Years
LeadingAge Ohio Longevity Award Recipient



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 Nursing Home Week by having our first Mix and Mingle Luncheon in which both residents and employees dined together. The Employee Appreciation Team continued to bring camaraderie and laughter to our hallways with National Pie Day, Mardi Gras Day, Margarita Day, Dress Down Days and National High Five Day. In December, we introduced the Gift Giving Tree.

Employees in need, during the holiday season, could confidentially request a gift for their child. Co-workers could stop by the Gift Giving Tree, select an ornament, which held some ideas for a child, then buy a gift and bring it back to the tree, already wrapped for the child to open on Christmas Day. The Employee Appreciation Team also coordinated a food fund drive for employees, residents and those within the community in need. With the assistance of our Outreach Program, all food was distributed confidentially.

Each year, LeadingAge Ohio offers facilities, like Maple Knoll, the opportunity to nominate employees that have excelled throughout the year with a unique Stars Award. The Stars Award recognizes non-management staff who work behind the scenes to meet the daily needs of residents, clients and program participants. These are employees who go above and beyond their required duties to improve the lives of older adults in our community to those we serve. Maple Knoll Communities was honored to have a total of ten award winners from Maple Knoll and The Knolls of Oxford campuses. They are: Chanel Mincey, Cora Bradley, Katie Orick, Mark McCarnan, Pat Wilson, Verity Retherford, Robin Rhodus, Sondra Webb, Linda Henson and Carolyn “Tina” Edwards. Cora Bradley also won the LeadingAge Longevity Award for her 44 years of service.

Maple Knoll Communities was proud to accept a Top Workplaces 2019 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 workplace 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.



JIM FORMAL



LINDA LUKAC



SANDRA SKEENE



JOAN STINE



MIKE WIRMEL

“ 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 CLAFFEY
CEO of Energage



PROPELLED BY PRIORITIES

“ 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

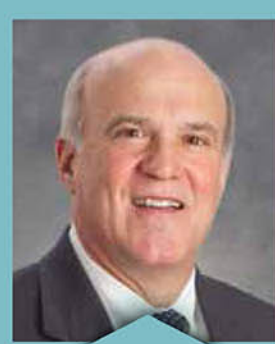


Maple Knoll Communities Leadership

Board of Directors



JOHN BLOOMSTROM
Chairman



FRED ROBBINS
First Vice Chairman



MARILYN HOSKINS
Second Vice Chairman



DAVID ZUIDEMA
Corporate Secretary



HURT MARTY
Treasurer

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 this 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.

Board Members



TAMILYN BAHAS



PATRICIA BENNETT



RONALD BEYMER



STEVE KOMRSKA



SUSAN LANG



LYNN LARSON



KURTIS LINDEMANN



RICHARD PAYNE



FRANK SCALCUCCI



JOLENE SOBOTH



WOODROW UIBLE



DAVID WALLACE



“ 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 FORMAL
President and Chief Executive Officer

TIMOTHY MCGOWAN
Executive Vice President of Operations

JAMES STAHL
Vice President of Finance/Chief Financial Officer

BETH THRESS
Vice President of Human Resources

ANDREW CRAIG
Vice President of Technical Operations

MEGAN ULRICH
Vice President of Communications, Marketing & Development

SHIRL MILLER
Executive Assistant

Maple Knoll Communities Staff

STEVEN COPELAND
Director, Spiritual Care & Ethics Services

HAREN PENDLETON
Director, Corporate Compliance/MDS

MICHELLE ZEIS
Director, Development

MARK PLUNKETT
Director, Information Technology

STEPHANIE GODDARD
Director, Human Resources

Maple Knoll Village Staff

SHELLEY ACUS
Director, Nursing

JOHN AMMERMAN
Director, Marketing

JOE VOLKER
Director, Environmental Services

MERI FOX
Director, Child Center

MARY HAMMER
Director, Volunteer Resources

LURIE WESTERMAYER
Director, Assisted Living/Clinic Services

DEBORAH HERRERA
Hemsworth Wellness Center Manager

JEFFERY JONES
Director, Food Service

GEORGE ZAHN
Director, WMKV 89.3 & 89.9 FM

NANCY THALER
Director, Residential Services

RENE MAROIS
Administrator, Bodmann

MARY BETH MADLENER
Asst. Director, Nursing

The Knolls of Oxford Staff

TERRI ABERNATHY
Director, Environmental Services

PAUL HARVILLE
Director, Nursing

SUZANNE HOUSE
Director, AL and SNF Activities

SCARLETT KILGORE
Director, Program Services

LAURA LACY
Director, Marketing & Development

KELLEY NEEDHAM
Executive Assistant

TARA PITTS
Director, IL Social Activities

MICHAEL WILLIAMS
Director, Food Service

Community Services Staff

JULIE COX
Controller HUD/Accounting Manager

JOSHUA HOWARD
Director, Maple Knoll Outreach Senior Services and HUD Operations

SHERRY WHISENANT
Administrator, Hospice Care, Village Home Health and Hospice

CINDY ROBINSON
Administrator, Home Health, Village Home Health and Hospice

BY THE NUMBERS



Maple Knoll Communities Financials

Maple Knoll Communities' long-term financial stability is a top priority, and this year's financial performance provides reassuring confirmation that this objective is being achieved. With a proactive approach to our operations, we continue to press forward and expand our programs and services, and we see plenty of room for further growth.

THE STATS

Individuals Impacted by Maple Knoll Communities in Fiscal Year 2018/2019

30,000

WMKV Listeners/Members

484

Wellness Center Members

978

Maple Knoll Outreach Services for Seniors Clients

505

Skilled Nursing Patients

705

Village Home Health and Hospice Patients

561

Independent Living Residents

131

Assisted Living Residents

259

Senior HUD Housing Residents

27

Child Center Students

TOTAL: 33,650

CONDENSED STATEMENT OF REVENUE AND EXPENSES FOR THE FISCAL YEAR ENDING JUNE 30 (\$'S IN THOUSANDS)

Balance Sheet

ASSETS	2019	2018
Operating cash	\$1,161	\$1,692
Accounts receivables	1,297	1,554
Other current assets	2,528	2,033
Investments designated by Board of Directors	16,480	16,980
Investments whose use is limited or restricted	14,703	14,386
Property and equipment (net)	81,273	83,050
Other long-term assets	2,339	2,466
Total Assets	\$119,781	\$122,161
LIABILITIES AND NET ASSETS		
Current liabilities	\$9,416	\$9,246
Long-term unamortized and refundable entrance fees	30,345	30,132
Long-term debt and capital lease obligations	58,495	60,095
Other long-term liabilities	3,358	2,755
NET ASSETS		
Unrestricted	\$6,518	\$8,473
Temporarily and permanently restricted	11,649	11,460
Total Net Assets	\$18,167	\$19,933
TOTAL LIABILITIES AND NET ASSETS	\$119,781	\$122,161

Condensed Statement of Revenue and Expenses

REVENUE	2019	2018
Net service revenue	\$35,986	\$35,695
Amortized and forfeited entrance fees	4,320	4,620
Community services	586	515
Contributions and other services	3,285	2,585
Total Revenues	\$44,177	\$43,415
EXPENSES		
Salary, wages, benefits and payroll taxes	\$22,594	\$21,327
Supplies and expenses	11,538	11,187
Interest expense	3,771	3,751
Administration	4,075	3,970
Total Expenses	\$41,978	\$40,235
NET SERVICE INCOME	\$2,199	\$3,180
Depreciation and amortization	5,505	5,550
OTHER INCOME/(LOSS)		
Realized and unrealized gains on investments	\$635	\$108
Interest and dividend income	961	840
Gain on disposal of assets/(impairment) of assets	(184)	(926)
Change in fair value of interest rate swaps	(271)	736
Other Non-operating gains/(losses)	88	89
Total Other Income	\$1,229	\$847
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(\$2,077)	(\$1,523)
Capital contributions	62	130
Net assets released from restrictions - Capital	60	349
CHANGE IN NET ASSETS	(\$1,955)	(\$1,044)
Net entrance fees received - Net of refunds paid	\$4,324	\$4,537

“The best way to predict your future is to create it.”

— ABRAHAM LINCOLN

OUR VISIONARY PATRONS

Maple Knoll Communities Donors



“ Speak up for those who cannot speak for themselves. ”

— PROVERBS
31:8-9



FUNDRAISING CONTINUES FOR OUR AUDITORIUM CAPITAL CAMPAIGN.

We are halfway there, and efforts will allow for enhanced offerings for our residents and guests. These include: better utilization of space for additional seating, new technology for accessibility to those with impairments, additional entertainment, educational opportunities and more.

For additional information, please call (513)782-2424.

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 \$2,067,304 which was made possible with 8,541 gifts from 2,023 donors.

Generosity and philanthropy remained a key theme throughout the year. We had 25 new inductees to our Living Legacy Society, the highest in a one year time frame in our history. The new inductees include: Michelle Eckart, Joanne and Jim Formal, Larry Galluzzo, Mary Keane, Kathleen and Stephen Werenski, an Anonymous donor from WMKV, Lee and Rosemary Fisher, Sterling and Chris Williams, Mary Ann Williams, American Financial Group, Inc., Bahmann Foundation, Fred and Lillian Deeks, Graydon Head, Herbert J. Sims & Company,

Ohio National Foundation, Kautz Family Foundation, Josephine Schell Russell, Robert and Christine Steinmann Family Foundation, Roundtower, and Traditions Building Group. All inductees were honored at the 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 by financially contributing to employee training programs. The family of resident Mary Jane Howes generously provided a gift for additional education for the nursing staff in Bodmann, while the family of resident Sarah Ferris provided specific financial assistance to any STNA on the Alzheimer Unit 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 occurring at The Knolls of Oxford. Maple Knoll Communities employees continue to create a culture of giving, as Giving Circle Leaders Jim Hoeh and Jeffery Jones helped to raise a record-breaking \$61,086 from 1,110 gifts.

2019 UNCOMPENSATED EXPENSES

Benevolent care	\$538,000
Cost of healthcare in excess of reimbursements	\$4,288,000
TOTAL	\$4,826,000

Below, you will find a list of our generous supporters who have gifted security and peace of mind by bridging the gap and providing financial assistance to those in need.

AUDITORIUM CAPITAL CAMPAIGN FUND

Circle of Life | (\$2,000.00 +)

Anonymous (1)
Mr. and Mrs. John A. Anderson
Carole J. Arend
Mr. and Mrs. John H. Bloomstrom, Sr.
Mr. and Mrs. Gene Busby
Mrs. Barbara DeSalvo
Mrs. Michelle Eckart
Greater Cincinnati Foundation (The)
Mr. John B. Hughes
Ms. Mary Keane
Mr. and Mrs. Lewe Mizelle
Mr. William Ostrander
Robert and Christine Steinmann Family Foundation (The)
Mrs. Ida L. Scherer
Thomas J. Emery Memorial
Dr. Barbara Voelkel
Mr. and Mrs. Robert J. Watkins
Mr. and Mrs. Stephen Werenski
Dr. and Mrs. Edward F. Willey
Mr. and Mrs. Dennis B. Worthen

Circle of Gold | (\$1,000.00 +)

Ms. Shelley B. Acus
Mrs. Joan Allen
Mr. and Mrs. John C. Bloomstrom
Mr. Jim Conyers
Mr. Charles Ellman
Mr. and Mrs. Robert Fields
Mr. James M. Formal
Mr. and Mrs. Dean R. Gaudin
Ms. Sandra Hans
Ms. Marge Howes
Mr. Gordon Jewett
Mrs. Marilyn P. Johnston
Mr. and Mrs. Stephen Komrska
Mr. Jim LaPlant
Mr. and Mrs. Don Larson
Dr. and Mrs. John A. MacLeod
John and Linda Neumaier
Mr. and Mrs. Richard Payne
Mr. and Mrs. William Richardson
Ms. Sandra Schenk
Mr. Charles Schroeder
Mrs. Marilyn Spreen
Mr. and Mrs. Bruce W. Stowe
Mrs. Amy Straus
Ms. Jolene S. Weiskittel
Mr. and Mrs. Joe Westendorf

Circle of Silver | (\$100.00 +)

Anonymous (1)
Mrs. Hiwot Abdo Ali
Mr. Frank J. Auciello
Mr. and Mrs. Jon B. Boss
Mr. and Mrs. Nicholas Constand
Mrs. Julie Cox
Mr. Andy Craig
Mr. and Mrs. Donald Funke
Ms. Nancy Gulick
Mr. and Mrs. Thomas H. Hamant
Ms. Diana C. Hargrave
Dr. and Mrs. Joseph P. Hazen
Mr. James W. Hoeh, Jr.
Mr. Roger W. Honebrink
Dr. Susan Lang
Mr. Arthur M. Lindsay
Ms. Jen Madison
Mr. and Mrs. Kurt Marty
Mr. Timothy McGowan
Mr. and Mrs. Braden Mechley
Mrs. Beth Mizelle

Mr. Dave Mocsny
Mrs. Karen Pendleton
Mr. and Mrs. Fred J. Robbins
Mrs. Penny A. Rolfsen
Mrs. Rebecca Schulte
Mr. Jim Stahl
Mr. Aaron Steckman
Mr. Bob Suddendorf
Mrs. Marlene Theile
Mrs. Beth Thress
Dr. Alice M. Tse
Mr. Woodrow H. Uible
Mrs. Megan Ulrich
Mr. Steve Vanderink
Mr. and Mrs. Robert E. Vidal
Mr. Joseph Volker
Mr. and Mrs. David Wallace
Mr. Edward Weber
Ms. Laurie Westermeyer

CAPITAL FUND

Circle of Life | (\$2,000.00 +)

Maple Leaf Auxiliary
Mr. William Ostrander
RoundTower

CHAPEL/MEMORIAL FUND

Circle of Life | (\$2,000.00 +)

Chaplain Nancy Vilaboy-Allphin

Circle of Gold | (\$1,000.00 +)

Mr. and Mrs. Bruce W. Stowe

Circle of Silver | (\$100.00 +)

Mr. Paul Court
Ms. Cecelia Donovan
Ms. Carolyn Fischer and Ms. LaVerne Fischer





Mr. Dwight D. Hill
 Mrs. Sallie A. Killian
 Mr. Jim LaPlant
 Mr. Timothy McGowan
 Mowry, Marty & Bain Consulting, LLC
 Mr. and Mrs. Muthu
 Mr. and Mrs. Barry S. Porter
 Mr. and Mrs. William Richardson
 Mrs. Ida L. Scherer
 Mrs. Jolene Sobotka and Dr. Jeff Nerad
 Mrs. Marilyn Spreen
 Mr. and Mrs. Charles M. Stanforth
 Traditions Building & Development Group, Inc.
 Mr. and Mrs. Robert J. Watkins
 Mr. and Mrs. Steven A. Wilson
 Ms. Marilyn Wray
 Mr. and Mrs. David A. Zuidema

Circle of Silver | (\$100.00 +)

Anonymous (5)
 Mr. and Mrs. Raymond Abrams
 Ms. Shelley B. Acus
 ALL-American Publishing, LLC
 Mrs. Joan Allen
 Mr. and Mrs. Don Alverson
 Mrs. Laurie Ames
 Mr. and Mrs. John Ammerman
 Mr. and Mrs. Daniel Ansel
 Mrs. Barbara Austin
 Dr. Orson Austin
 Mrs. Mary B. Auxier
 Mr. and Mrs. George Babak
 Mr. Michael Bain
 Mr. and Mrs. James Bakas
 Mr. and Mrs. Harold Bauer
 Mrs. Diane Becker
 Benevity Community Impact Fund (The)
 Ms. Briana Bennie
 Mrs. Janet Berger
 BJ's Restaurants, Inc.
 Mr. Bob Bloomer
 Mr. and Mrs. Dale Bomberger
 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
 Ms. Lori Burgess
 Mr. and Mrs. David Burton

Mr. Joseph Castelli
 Mr. and Mrs. Steve Chapel
 Mr. Richard Chapman
 Mr. and Mrs. Robert Cody
 Ms. Amelia Cole
 Ms. Nancy Coletta
 Ms. Catherine Connell
 Dr. and Mrs. John Connelly
 Mr. Jim Conyers
 Mr. & Mrs. Garth Cooke
 Rev. Steven Copeland
 Mrs. Helen Corn
 Mrs. Julie Cox
 Mr. Andy Craig
 Mrs. Ruth Cramer
 Mrs. Caroline H. Davidson
 Mrs. Marilyn Demmler
 Dr. and Mrs. David Denman
 Mr. and Mrs. Thomas E. Dewey
 Mrs. Caryl Druley
 Duke Energy Foundation
 Ms. Laurie A. Duncan
 Mrs. Chris Easton
 Mrs. Judy Ebbeler
 Economy Glass & Window LLC
 Mrs. Mary June Edsell
 Mr. and Mrs. Paul Eling
 Mr. and Mrs. Robert R. Eling
 Mr. Steve Elliot and Ms. Jan Weber
 Ms. Geneva Emerson
 Ms. Fern Engelbrecht
 Mr. Richard B. Engelman
 Mrs. Becki Eschbach
 Mr. and Mrs. David R. Evans
 Mr. Ross A. Farnsworth
 Mr. and Mrs. John Fay
 Mrs. Karin R. Fetterman
 Ms. Carolyn Fischer and Ms. LaVerne Fischer
 Mrs. Deborah Fisher
 Mr. Sheldon Flowers
 Mr. James E. Foster
 Ms. Cassandra Fuller
 Mrs. Dorothy Galvin
 GE Foundation
 Ms. Kathleen Gehringer
 Mrs. Marcia Gest
 Mr. and Mrs. Frank Gropp-Wedig
 Ms. Nancy Gulick
 Mr. and Mrs. Richard A. Haley
 Mr. and Mrs. Bob Hallman

CHILD CENTER FUND

Circle of Silver | (\$100.00 +)
 Mr. and Mrs. John A. Anderson
 Ms. Meri Fox
 Katie and Alex Ihnen
 Ms. Monica Yue

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 Bell Wireless
 Custom Design Benefits, Inc.
 Deeks Trust
 Lewis G. Gatch
 GE Foundation
 Greater Cincinnati Foundation (The)
 Home Instead
 HomeWell Senior Care, LLC
 Huntington Bank - Commercial Banking
 Interact For Health
 Miami University
 OneSource Employee Management
 Oxford Community Foundation
 Procter & Gamble

Mr. & Mrs. Wayne Brown
 Mr. & Mrs. Steven E. Coleman
 Mr. & Mrs. Wil Frye
 Mrs. Pauline Goddard
 Ms. Nancy Howes
 Mr. & Mrs. Terry G. Marty
 Ms. Jane Thielmeyer
 Mr. & Mrs. Tom Wagner

MHV ARBORETUM FUND

Circle of Silver | (\$100.00 +)
 Mr. and Mrs. John H. Bloomstrom, Sr.

MAPLE KNOLL VILLAGE FUTURE CARE FUND

Circle of Life | (\$2,000.00 +)
 Anonymous (1)
 Mrs. Joan Carlin
 Mrs. Michelle Eckart
 Mr. James M. Formal
 Mr. and Mrs. Scooter Franks
 Mr. Larry Galluzzo
 Mr. and Mrs. Dean R. Gaudin
 Mrs. Anna W. Harlan
 Home Instead
 HomeWell Senior Care, LLC
 Mr. John B. Hughes
 Interact For Health
 Mr. Gordon Jewett

Robert and Christine Steinmann Family Foundation (The)
 RoundTower
 Spring Grove Family
 Thomas J. Emery Memorial
 Traditions Building & Development Group, Inc.

Circle of Gold | (\$1,000.00 +)

AAA Cincinnati
 Anderson Automatic Heating and Cooling Company
 Cedar Village Foundation
 Custom Flooring
 Genesis Mechanical Services
 Graydon Head
 Holmes Blacktop & Concrete, Inc.
 Market Place Printing
 Millennium Business Systems
 Morris Electric Contracting & Service, Inc.
 Mowry, Marty & Bain Consulting, LLC
 Plante Moran, PLLC
 Robbins Kelly Patterson & Tucker
 Skilled Care Pharmacy, Inc.
 Vorhis & Ryan Funeral Home

Circle of Silver | (\$100.00 +)

ALL-American Publishing, LLC
 Anderson Heating & Cooling
 Benevity Community Impact Fund (The)
 Duke Energy Foundation
 Economy Glass & Window LLC
 Fox 19
 Herbert J. Sims & Company
 HOME TO HOME TRANSITIONS LLC
 Kroger Company Foundation
 Relocation Planners LLC
 Skipper's
 Society of the Transfiguration
 Sterling Research Group
 Visual Systems
 WKRC

MARY JANE HOWES EDUCATIONAL FUND

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 Mrs. Karen W. Schmitt

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– JANE JANZEN
Maple Knoll Resident

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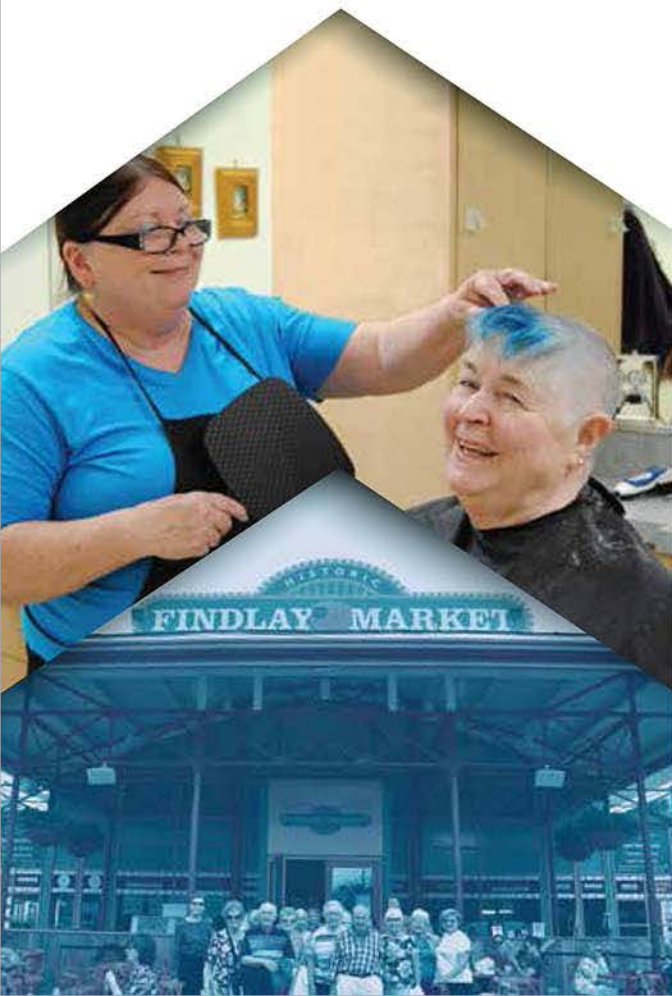
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“ When you make loving others the story of your life, there’s never a final chapter, because the legacy continues. You lend your light to one person, and he or she shines it on another and another and another. ”

— OPRAH WINFREY



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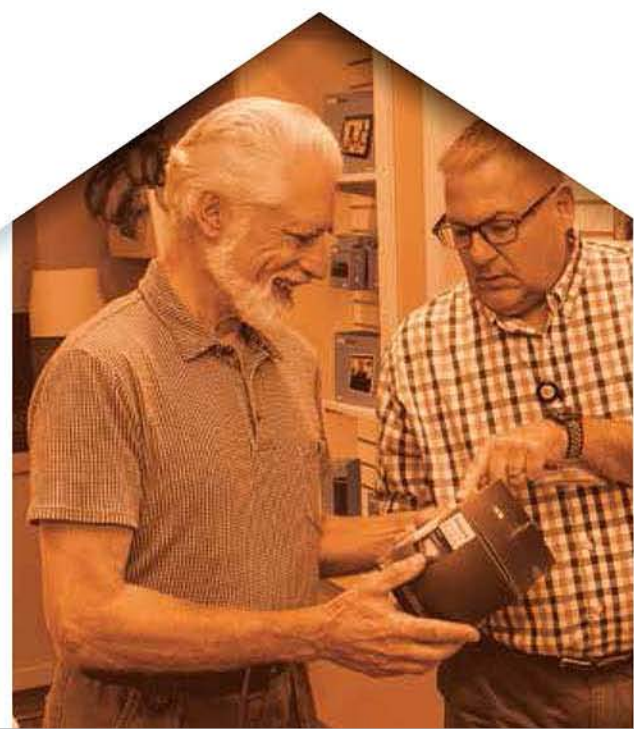


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FUNDRAISING EFFORTS FOCUS ON THE SUSTAINABILITY OF THE FUTURE

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

I care about my neighbors – 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.



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