

“Enriching Lives, Building Community”



2011 Community Involvement Report



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Overview

Successful businesses thrive in healthy communities, and many organizations, like John Knox Village, are challenging themselves to make an even greater impact in the areas where they conduct business through their community involvement efforts. Although monetary donations are significant, it's the power of the people – our skills and talents – that really make a difference. Village associates and residents who share their time and expertise make a positive impact within the communities where they live, work, worship, volunteer, etc. It's not only the right thing to do – it's a business strategy that means success for our organization.

John Knox Village is dedicated to helping to build stronger and more vibrant communities. It is a commitment we live out each day as part of our mission of **“enriching lives, building community.”** But this tenet involves more than just the people who live and work at John Knox Village; it includes the people and organizations we serve throughout the entire Kansas City Metropolitan through our various lines of business. What's more, this commitment enables the Village to remain a leading provider of services and care to older adults, as well as a source of support for their families.

In addition to providing quality care and services to seniors, the Village provides a diverse array of dependable, services, such as catering, banquet facilities and more, to members of the outside community – offerings that enable a diverse array of people to benefit from the Village's services.

Because of the Village's size, diverse array of services, amenities and product offerings, we are able to allocate multiple resources toward our community involvement commitments. We share facilities, facilitate the giving of resident and associate time and talents, offer leadership and/or modest financial support to community-based organizations, share entertainment and promote education and intergenerational activities. In turn, the Village benefits greatly.

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

The Village's community involvement initiative extends beyond volunteering and/or donating goods and services. We are taking steps to become a more sustainable, earth-friendly organization. What better way to make a positive impression on the communities we touch than by lessening our carbon footprint for future generations?

This report isn't just a showcase of the Village's generosity and our long-standing commitment to community involvement. It's really the story of our efforts to make a greater influence in the communities we are involved in. The Village's community involvement efforts enrich the lives of thousands of individuals – all of who are potential supporters, customers, residents or associates of our organization. We are proud of our accomplishments and excited about future community involvement prospects.

About John Knox Village

- One of the largest continuing care retirement 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
- Founded in 1970
- Located on more than 400 acres in Lee's Summit, Mo., with home health offices in Overland Park, Kan., and hospice offices in Lexington, Mo.
- Serves about 2,000 residents on its campus and about 3,000 community members annually who live throughout the Greater Kansas City Area
- Accredited by CARF-CCAC, the international accreditation body for continuing care retirement communities
- With more than 1,000 associates on staff, the Village is one of the largest employers in Lee's Summit and the Greater Kansas City Area, according to surveys published by the *Kansas City Business Journal*, *Kansas City's Ingram's Magazine* and LeadingAge, formerly the American Association of Homes and Services for the Aging.

Independent Living: Residents can enjoy maintenance-free living while living in a home selected from 1,300 floor plans that include freestanding homes, villas and apartments. On-site amenities include: art studio; library; beauty salons; meeting and banquet rooms; bowling alley; nature trails and park; chapel and prayer room; 9-hole executive golf course; computer center; fitness center; convenience stores; restaurants; ice cream shop; 2,000-seat Pavilion; guest rooms; in- and out-door swimming pools and whirlpool; and more.

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

Village Home Health: With offices in both Lee's Summit, Mo., and Overland Park, Kan., this Medicare-certified home health agency provides intermittent skilled care as ordered by a physician. Our licensed health care professionals provide services to patients who live in nine counties throughout the Greater Kansas City Area.

Valley View Residential Care: Licensed by the state of Missouri, Valley View is a 119-unit residential care facility II. It offers 24-hour nursing, regular housekeeping, three meals a day, planned activities and more.

Valley View Memory Care: Licensed by the state of Missouri, this assisted living facility provides a full range of services and a supportive and secure environment for residents with memory-related diseases. It offers 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, a 36-bed Alzheimer's unit and a Medicare-certified rehabilitation unit.

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 Medicare. In addition to providing care and service in the homes of its patients, it also established Village House, which provides short-term, in-patient hospice care.

Home For Life Solutions: Home for Life Solutions provides an innovative personal response system that is ideal for people who face physical or memory challenges. The simple technology tools allow individuals to continue to live in the comfort of their own homes.

Civic Engagement

Civic engagement is an umbrella term used to describe how community service, political activity, activism and advocacy can enhance the lives of individuals who give of their time to the communities in which they live and work.

Chamber of Commerce/Economic Development

John Knox Village's ongoing involvement in the Lee's Summit Chamber of Commerce has included both leadership and financial support.

Management representatives have consistently served on various chamber committees and in officer positions. Currently, Vice President of Health and Community Services Rodney McBride is serving on the board of directors. The Village also offers financial and organizational support to chamber events. Finally, 25 JKV associates have participated in Leadership Lee's Summit, a nine-month program designed to educate and build community leaders.

JKV President/CEO Dan Rexroth serves as an advisor to the Lee's Summit Economic Development Council.

Civic/Community Organizations

Many John Knox Village community members are involved in a variety of worthwhile athletic, charitable, civic, church, and school organizations that are located throughout Lee's Summit and the rest of the Greater Kansas City Area. 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 by Village associates, residents and board members. The following list includes examples of the diversity of organizations in which JKV community members are involved.

Boy Scouts of America, Center for Practical Bioethics, Citizen's Advisory Committee, Girl Scouts of the USA, Heartland Men's Chorus, Humane Society, Indian Association of Kansas City, Junior Achievement of Middle America Inc., Kannada Sangha of Kansas City, Kansas City Chamber of Commerce, Lee's Summit Optimists, Lee's Summit Chamber of Commerce, Lee's Summit Economic Development Council, Lee's Summit Character Council, Lee's Summit Sunrise Rotary Club, Lee's Summit R-7 School District, Mayor's Health Education Advisory Board, Raymore Historical Society, Sunset Garden Club, United Way Review Board and Workforce Investment Board, Water Utilities Community Action Group, and Lee's Summit Sustainability Committee.

A number of John Knox Village associates and residents also have served in different capacities on various Chamber of Commerce committees.

John Knox Village President/CEO Dan Rexroth strongly believes in giving back to the community. He is an active member of multiple professional and community-based organizations, including treasurer, Board of Directors for the Institute to Transform Senior Life; member, Board of Directors of the Greater Lee's Summit Healthcare Foundation; member, Board of Directors of the Palestine Economic Development Corporation; chair, Board of Directors of Caring Communities Insurance Company; member, Lee's Summit Civic Roundtable; and member, Advisory Board for the Lee's Summit Economic Development Council.

Political Participation

John Knox Village residents actively participate in political activities, issues, campaigns and voting. They frequently invite and host elected officials and candidates to speak to resident groups and occasionally organize letter-writing campaigns on issues important to them. From time to time, the Village provides support to these efforts. The Village also leases space to the Jackson County Board of Election Commissioners for five Lee's Summit voting precincts. Residents readily volunteer to man those polling places as well as voting sites located outside the Village campus.

During fiscal year 2011, several elected officials held events on the campus of John Knox Village. The list includes: **Missouri State Senate District 8 Candidates' Forum; Jackson County Legislature Meeting; State Representative Will Kraus campaign visit; Rep. Gary Dusenburg's Healthcare Reform Forum; Social Security Q&A Session with Congressmen Emanuel Cleaver II and Richard Neal; Medicare Forum with Deputy Administrator Jonathan Blum; Town Hall Meeting; State Sen. Will Kraus and State Representative Gary Cross.**

Furthermore, several John Knox Village associates have been active in advocating for older adults and services for seniors in both state and national arenas.

Public Safety Emergency Management

John Knox Village's Public Safety Department (which includes Dispatch, Transportation, Security, EMS, and Emergency Management services) provides services to Village residents and associates, as well as to members of the outside community. The Village's ability and willingness to provide assistance helps take financial and staffing strains off stressed city and state programs. On the flip side, during emergency situations that occur outside the Village campus, John Knox Village Public Safety can allocate resources and man-power to assist city and state response efforts without adversely affecting the safety or well being of people on the Village campus.

A series of partnerships with a variety of local, state, regional and national public service organizations has enabled the JKV Public Safety department to assist with security, emergency service administration and more. Public Safety's partnerships include: Lee's Summit Emergency Services (police, fire department), local hospitals, local 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 to Lee's Summit and surrounding communities. Examples include:

- Security patrols at community events, such as Lee's Summit Downtown Days.
- Partnered with the Lee's Summit Police Department to host the "National Noon-Out" event for Village residents and members of the surrounding community. The event featured a nationally known speaker on identity theft, as well as booths featuring safety information.
- Non-emergency transport of patients between hospitals as well as local care facilities.
- Mutual Aid Agreements: In addition to assisting the residents of John Knox Village, Public Safety has mutual aid agreements with the cities of Lee's Summit, Mo., and Raytown, Mo. With the agreement, when the need arises to respond to an emergency within city limits, John Knox Village Public Safety services can help out. What's more, the Village is a member of a Kansas City metropolitan-wide emergency preparedness group so if a city or region-wide emergency were to occur, the Village would be able to assist after first assisting its own community members – residents and associates.
- Conducting emergency preparedness activities. Activities include developing plans and analysis; fostering relationships with city, state and national organizations, such as the fire department, the Jackson County Health Department and the American Red Cross; continuing education and training for associates; communication; and conducting exercises, such as fire drills, to test our response time and planning. Being prepared enables the Village to better respond to and assist with emergencies both on campus and within the community.

Members of the public safety staff participate in a variety of industry associations, including Member of Missouri Ambulance Association, Missouri Emergency Medical Services Association, Mid America Regional Council Emergency Response, American Ambulance Association, and International Police Mountain Bike Association. Finally, staff members also are active in political groups, such as Missouri State Region A EMS Committee and the Lee's Summit Livable Streets Advisory Committee.

Corporate and Community Philanthropy

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 support older adults.

The 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 fiscal year 2011 include financial support of the Lee's Summit Parks and Recreation baseball league; the Lee's Summit Chamber of Commerce golf tournament; Downtown Lee's Summit's Piccadilly Gala; Lee's Summit Chamber of Commerce Oktoberfest; Mayor's Community of Character Breakfast; Lee's Summit Educational Foundation events; Palestine Development Corporation; and others.

Community giving helps make Lee's Summit and surrounding communities stronger. Examples include donations to the Lee's Summit city-wide Martin Luther King Celebration, Lee's Summit CARES, Hope House, Lee's Summit Social Services and others.

Workplace giving enables generous people to give back. As a drop-off location for the U.S. Marines Toys For Tots program, both Village associates and residents are able to help children throughout the community have a merrier holiday season. What's more, associates at the Kansas Village Home Health office try to give back to the community each holiday season. In recent years, the group made donations to the Grace Foundation and adopted a family in need.

What's more, John Knox Village is a long-time United Way supporter. In addition to raising funds that make a critical difference in the Greater Kansas City Area, members of the JKV community have the opportunity to contribute to a JKV Special Project Campaign to raise funds for lasting and meaningful projects on the Village campus. In FY11, the United Way/JKV Special Project Campaign raised \$13,667.

Cultural Offerings/Special Events

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

Special Events

The Village sponsors a number of special events each year that are open to members of the Village community and surrounding areas. These activities are a way to share resources and allow people to have a positive experience at the Village.

- JKV choral music concerts
- Free concerts included performances by the American Legion Band, KC Civic Orchestra, Friends of Chamber Music, KC Wind Symphony, and more.
- The John Knox Village Community Theatre, which is a group of Village resident volunteers, puts on free productions twice a year.
- Ticketed events included the Nutcracker and Heartland Men's Chorus.

Donation of John Knox Village Facilities and Equipment

Classrooms/Meeting Spaces/Tours

Because of its centralized location and the availability of meeting room space, several organizations offer classes/seminars/meetings on the Village campus. Classroom/meeting space was donated to the **Missouri**

League of Nursing; Jackson County Legislature; Lee’s Summit Chamber of Commerce; National Association of Health Care Assistants; and more.

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

During fiscal year 2010, the value of the donated classroom/meeting space was nearly \$16,000.

The Pavilion at John Knox Village

John Knox Village donates The Pavilion at John Knox Village special event venue multiple times a year. Many of these events offer entertainment that might not otherwise be available if the appropriate space wasn’t available. In other cases, important community meetings and programs are enhanced because of the amenities and services provided by The Pavilion’s staff. In fiscal year 2011 The Pavilion was donated for a number of events, including the following, at a value of more than \$25,000.

- Lee’s Summit R-7 School District’s Partners In Education Banquet
- Lee’s Summit R-7 Partners in Education Student Showcase
- *Lee’s Summit Journal’s* Senior Ball
- 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
- Downtown Lee’s Summit Piccadilly Gala
- TAKE (The Ali Kemp Foundation) Self Defense Course
- Hospice Volunteer Coordinator’s Symposium
- CLAIM Medicare Enrollment event
- Friends of Chamber Music
- Lee’s Summit Police Department National Noon Out

Surplus Equipment

John Knox Village donates obsolete equipment or supplies to worthy causes. The Village donated maintenance/construction/HVAC items to Habitat for Humanity and repurposed cell phones to Lee’s Summit Hope House. Local schools and children’s camps also have benefited from surplus supplies that can be used for classroom projects and/or activities. In addition, the Village has also donated items to nursing homes, churches and child care facilities. (It should be noted that donations to the Thrift Shop are the most-frequent outlets for these materials, allowing nominal funds to stay within the John Knox Village organization.)

Education

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

Auxiliary Scholarship Program

The John Knox Village Auxiliary Health Care Career Scholarship Committee awarded \$10,000 worth of health care scholarships to John Knox Village associates, family members of Village associates and family members of Village residents. Recipients are students pursuing studies in a health care-related vocational/technical program at a college or university.

Early Childhood Development

Since 1988 John Knox Village has had a child care center located on its campus. The Village initially provided space for the Lee’s Summit Head Start program. Then, in February 1993, the Russell C. Flake Child

Development Center, “The Children’s Village,” was established. The Children’s Village is a full-day child development program for children between the ages of 6 weeks and 12 years. The Children’s Village is licensed by the state of Missouri and has earned accreditation by the National Association for the Education of Young Children. Although the center’s primary goal is to provide quality on-site childcare for Village associates, the program also is open to children who live in Lee’s Summit and surrounding areas. A unique benefit of the center is the opportunity for the children to regularly interact and develop relationships with John Knox Village residents. This intergenerational engagement is beneficial for both the children and the residents.

Emergency Training Institute

The John Knox Village Emergency Training Institute is a training entity established within the John Knox Village Emergency Medical Services Department. It has been providing continuing education units of credit (CEUs) for paramedics and emergency medical technicians since it was established and accredited in June 2006. The institute provides initial emergency medical technician training, and our training facility accredits continuing education units of education provided by physicians and other EMS specialists at the Missouri State EMS Region A Committee meetings. The institute has provided several favorable outcomes for both the Village, and the community. In addition to training much needed emergency medical providers for the community, the Village was able to hire multiple individuals who have successfully completed the classes.

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 20 years. In addition to the educational opportunities for both the students and residents, PIE activities have provided positive media coverage. Village associates are actively involved in the program administration, and The Pavilion is donated to the school district for the Partners in Education Banquet, an event that is held to recognize and thank R-7 School District business partners.

Voting: It is important to note that residents actively support the Lee’s Summit schools by voting in favor of bond and levy issues.

Art Appreciation: Fireside Dining and the R7 elementary school art department have formed a partnership that enables a different school each quarter to display art at the restaurant. In addition, Fireside hosts a meet-the-artist reception to give the students an opportunity to talk with residents about their artwork.

Mentoring Program

In 2001, John Knox Village began a mentoring program in conjunction with the University of Missouri-Kansas City School of Medicine to provide an experiential setting for first- and second-year medical students to interact with “well elderly” JKV residents. Through conversations and social events, future doctors more fully understand the normal processes of aging and are able to eliminate negative stereotypes. The mentoring program also teaches the students how to relate to people as a whole person, not just a patient. By emphasizing communication and listening skills, the program has helped to shape an entire generation of physicians by making them more sensitive to issues affecting older adults and helping them become listeners and more effective communicators. In 2003, the mentoring program won the Distinguished Service Award through LeadingAge Missouri, formerly the Missouri Association of Homes for the Aging (MoAHA). The program received national attention in 2004 by being chosen for the Community Service Award through the LeadingAge, formerly the American Association of Homes and Services for the Aging (AASHA).

Schools of Nursing

John Knox Village is involved in beneficial clinical education partnerships with multiple schools that have enabled hundreds of students who are studying health care to benefit from the hands-on, real-world experiences. What’s more, JKV associates serve on the advisory board for the Metropolitan School of Nursing.

- Students from the Metropolitan Community Colleges (which includes Penn Valley Community College, Brown Mackey College and Concord College), Blue River Community College and Metropolitan School of Nursing, are frequent faces around campus, including the Village Care Center.
- Students from Graceland School of Nursing work with independent living residents who volunteer to assist in the training of the future nurses. The nurses conduct health assessments, and teach clients about medications, health issues, and wellness and lifestyle choices.
- At Valley View, student nurses from the Research School of Nursing each worked an average of 20 hours for five weeks at the residential care facility, working with residents both one-on-one and in groups in different settings.
- Finally, 26 nursing students from Concorde Career College visited The Children's Village for a series of observations as part of the college's pediatric rotation.

Student Internships

Student internship programs are a win-win for everyone involved. Students can start using the skills they've acquired at school while gaining valuable work experience (both practical and for résumé enhancement). The Village benefits from the students' insights and enthusiasm. An added bonus: The Village is able to gauge the talents of a new generation of workers first-hand. Last fiscal year, the Village employed interns in the dining services and marketing/communications departments.

Summer Jobs for Youth

John Knox Village has supported the Next Generation Jobs Team, a Full Employment Council youth training program, by providing job experience to nine first-time workers. The program, funded by stimulus dollars, provides students ages 16-24 an eight-week internship at businesses in growth industries, such as non-profit organizations and healthcare entities. The training program enabled the Village to teach leadership, customer service and other important skills.

Teaching

A number of John Knox Village management team members participate in periodic or ongoing teaching positions and/or serve on advisory committees at area colleges and universities including the University of Missouri-Kansas City School of Business, Central Missouri State University, Rockhurst University, Longview Community College and the University of Kansas.

Environment/Sustainability Efforts

Because it is important to our residents, associates and members of the surrounding community, John Knox Village is making strides to become a more sustainable, earth-friendly organization. We are working to reduce our environmental impact through operational initiatives, energy conservation, recycling and waste management, and more. What's more, becoming better environmental stewards has forced us to become more conscious of how all our activities impact the environment.

Recycling at the Village

- **15 co-mingle bins throughout the campus**
- **1 glass recycling bin**
- **4 collection points for corrugated cardboard.** All corrugated cardboard ends up at the warehouse where it is baled, stored and picked up when six bales are ready
 - In addition to helping the environment, the Village's revenues from recycling have increased
 - \$2,000 annually (now \$3,300; was \$1,300)
 - Savings on landfill fees: Approximately \$15,000 per year
 - \$19,000 brought in since program start

- Total estimated savings are \$23,000, with additional savings in manpower, fuel, tires, etc. for cardboard transfer.

Other “green” efforts include:

- Instead of taking thousands of yards of carpeting to the landfill, the Village has partnered with a company that recycles the carpet. The pile is removed from the backing and the end product is used in manufacturing “new” carpeting, as well as other products such as plastic parts on the exteriors of cars.
- The Village Care Center is converting to electronic medical records, which will save tremendously on paper. The facility also has transferred incoming faxes to its copy machine, which has the capability to put the faxes into the computer system so they can be e-mailed instead of printed.
- New equipment installations around the Village, including the indoor and outdoor pools, Village Care Center and the Administrative Center, are reducing energy use by thousands of dollars annually.
- The Village continues to participate in the KCP&L Energy Optimizer program. Optimizer thermostats were installed in more than 400 independent living homes. The thermostats reduce energy use in each home by adjusting temperatures during heat waves.
- While replanting many of its public spaces, the Village has incorporated plants that are native to the area and thus require less water throughout the summer. The landscaping department, too, has selected fertilizers and herbicides that are easier on the environment.
- The Village has an ongoing commitment to preserving and enhancing green space and retaining as many mature trees as possible throughout its 400+ acre campus. In one of the Village’s largest green spaces, the installation of natural stone blocks along the creek in Westminster Meadows has significantly reduced erosion and enhanced the beauty of the park.
- The John Knox Village Auxiliary has increased promotion of its 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 has been in the “recycling” business for more than 25 years. What’s more, the Thrift Shop works with a company that takes unsalable clothing and linens (because of condition), reducing the number of items that are sent to a landfill.
- The Village has installed more than 350 energy-efficient streetlights throughout the Village.
- Motion sensors and energy-efficient light bulbs also have been installed in common areas around campus.
- Saltwater sanitation systems, which require far fewer chemicals to maintain the water quality of the pools, are being used at both the indoor and outdoor pools.
- The number of miles driven by the transportation vehicle fleet and business vehicles have been reduced, which, in turn, has reduced the use of gas, and reducing emissions.

Industry/Professional Involvement

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

Industry Involvement

John Knox Village is actively involved in LeadingAge Missouri (formerly the Missouri Association of Homes for the Aging) and LeadingAge (formerly the American Association of Homes and Services for the Aging). Membership in both organizations enables Village leadership to remain informed of industry trends and innovations. Members of the management staff attend the state and national conferences, make presentations at these 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. John Knox 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

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 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 the **Missouri Hospice and Palliative Care Association, National Hospice and Palliative Care Association, Missouri Alliance for Home Care, Professionals in Aging, Metropolitan Discharge Coordinators, Assisted Living Association of Kansas, the National Association of Home Care, Missouri Association of Nursing Home Administrators, Missouri League for Nursing, Institute to Transform Senior Life, and Full Employment Council/ Eastern Jackson County Workforce Investment Board, University of Missouri Human Resource Advisory Board, Certified Aging Services Professionals, Kansas City Compensation and Benefits Association, Activity Directors Association of Missouri, American Health Information Management Association, American Society of Safety Engineers, Association of Medical Staff Services, American Association of Nurse Assessment Coordinators, American Congress of Governmental Industrial Hygienists, Board of Certified Safety Professionals, Association of Energy Engineers, Dietary Managers Association, Funeral Consumer Alliance of Kansas City, Human Resources Management Association of Greater Kansas City, Healthcare Compliance Association, Healthcare Financial Management Association, American Society of Healthcare Risk Managers, Kansas City Regional Healthcare Materials Management Association, Activity Director Association of Missouri, American Society of Heating and Refrigeration, Missouri Association of Directors of Volunteer Service in Healthcare, National Association for the Education of Young Children, Association of Professionals in Infection Control and Epidemiology, Inc., Association of Fundraising Professionals, Society for Human Resource Management, Group Leaders of America, Missouri Restaurant Association, Health Care Food Service Management, the Kansas City Chapter of International Society of Certified Employee Benefits Specialists, Missouri Area Hospitals and Auxiliaries, Culinary Advisors Board for the Olathe School District, the Kansas State Advisory Board for Hospitality Management, Missouri Area Volunteer Professional, Missouri Association Natural Gas Operators, American Association of Nurse Assessment Coordination; Hotel/Restaurant Advisory Board for University of Missouri; and and literally dozens of others**

Support Groups

John Knox Village offers a variety of support groups that are open to members of both the Village and surrounding communities. During fiscal year 2011, the Village offered an Alzheimer's and Dementia Support Group, Low Vision Support Group, Parkinson's Support Group, Dealing with Loss Support Group, Caregivers Support Group and Cancer Support Group. The organization also offers spiritual support groups for reading, prayer and discussion that are open to the public, some of which are led by community volunteers. The groups are available to residents of independent living, residential care and the Village Care Center.

John Knox Village Auxiliary

More than 110 Auxiliary volunteers run four convenience stores and a Thrift Shop that provide residents and members of the surrounding community convenient and easy ways to purchase an assortment of merchandise, from knick-knacks to clothing to food staples and everything in between. Volunteers stock shelves, price goods, greet customers, work cash registers and bag items purchased. They are essentially running the shops, ensuring that most of the profits from purchased goods are then funneled back to the Village in some shape or form.

The five shops operated by the Auxiliary serve residents, associates and non-residents. Nearly 75 percent of the 150 average daily customers at the Thrift Shop live outside the Village. Some of the items donated to the Thrift Shop are passed on to multiple organizations around the area.

Since 1989, the John Knox Village Auxiliary has donated funds to Lee's Summit Social Services to purchase medical supplies for an area child through a program called "Our Child." Last year about \$6,000 was contributed, with a portion of that amount being collected from simple cans placed on the counters of the various Auxiliary shops, beauty salons, and the Village's on-campus ice cream parlor. Additionally Thrift Shop volunteers hosted hot dog sales during the summer.

In addition to the community service project, the Auxiliary donated \$25,000 to support the construction of a second wing of Village House, a short-term in-patient facility providing hospice care to both John Knox Village residents and members of the surrounding community.

See the "Education" section for information on the Auxiliary's Health Career Scholarships.

John Knox Village Board of Directors

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

Most board members are involved in a number of professional and civic organizations and are (or were – prior to retirement) prominent in their professions. The board members' involvement reflects well on John Knox Village, and their connections help spread the word about the Village. Examples of board members' community involvement include:

St. Luke's East Lee's Summit Hospital, board chair; Lee's Summit Economic Development Council, board member; Lee's Summit Chamber of Commerce, past board chair; Lee's Summit Municipal Building Authority, board member/treasurer; American Heart Association, board member; Parkinson's Foundation of the Heartland, board member; Truman Medical Center, board member; American College of Clinical Pharmacology, board member; the UMKC Pharmacy Foundation, board member; and many, many more.

John Knox Village Foundation

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

Throughout the last fiscal year, the Foundation has been conducting a capital campaign and contributed funds to aid in the construction of Village House, a service that provides short-term in-patient hospice care. Village House serves both John Knox Village residents, as well as residents of surrounding communities.

Volunteer Opportunities

Members of the John Knox Village community are always ready to roll up their sleeves and lend a helping hand. Volunteer opportunities have included organizational leaders helping during a campus-wide clean up event to serving dinner at a volunteer appreciation function. In addition, many associates and residents volunteer their time and talents outside the Village campus. Their willingness to help inspires a broader mission, and the Village supports their efforts wherever possible.

Village Volunteer Program

The John Knox Village volunteer program oversees services that benefit Village residents, the corporation and the outside community in a variety of ways. During FY11, about 420 Village volunteers (25 percent of who live in the outside community) contributed nearly 68,000 hours of service to the organization. Other volunteer figures of interest include:

- 75 percent of JKV volunteers live in the Village.
- The Village Care Center volunteer ratio is 65 percent community and 35 percent Village residents.
- The youngest volunteer is 13 and oldest is 99.
- Missouri is 26th in the nation for volunteering with 29 percent of its residents volunteering.
(Source: Volunteering in America)
- The estimated value of a traditional volunteer hour in the state of Missouri is \$18.70.
(Source: The Independent Sector)
- JKV offers more than 75 volunteer opportunities.

Volunteer services oversees outreach activities include both ongoing and one-time efforts.

- Knitting/sewing for the Cancer Action Institute and Truman Medical Center Lakewood.
- Volunteering in various capacities for the Partners in Education program.
- Participating in the mentoring program with the University of Missouri-Kansas City Medical School students.
- Assisting the Graceland School of Nursing. Twenty-five independent living residents assist in the training of future nurses. (*See the “Education” section for additional information.*)

Student Volunteer Program

Each year students from the Lee’s Summit high schools, O’Hara High School, St. Teresa’s High School, Blue Springs High School, Rockhurst High School and other area schools complete required community service hours at John Knox Village. The students are assigned to various activities and special events throughout campus. The students are purposely placed in volunteer opportunities that have direct contact with residents and go along with the Village mission of supporting intergenerational activities within and outside of John Knox Village.

During the summer months, the Village Care Center at John Knox Village administers a Junior Volunteer Program for students 13 and older.

Village Hospice Volunteers

Village Hospice of John Knox Village also has a group of dedicate volunteers who donate their time and talents in a variety of ways. Hospice volunteers 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 to use in working with patients and families. The volunteers provide a variety of services, from offering simple companionship, such as listening, playing games or just sitting quietly, to arranging flowers or helping with office work. During fiscal year 2011, Hospice volunteers, including both members of the Village community and the outside community, contributed 1,884 hours of care and service to the Hospice program.

Conclusion

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

Want to learn more about the programs listed in this report? Have ideas for future community involvement projects? Contact Communication Manager Emily Banyas at (816) 347-2351 or ebanyas@jkv.org.