

Felician Village

2009 Annual Community Benefit Report

There was a lot of activity on the Felician Village campus in 2009. The Felician Sisters, Board of Directors and administration are pleased to provide a summary of that activity in the first Annual Community Benefit Report. We are very proud of the benefit we are able to offer the community. Thank you for your support throughout 2009 and we look forward to working together for many years to come.



President's Message

"Resident FirstSM" is not just a slogan at Felician Village. It guides us in making decisions every day that affect the lives of our residents. It exemplifies the mission of our sponsors, the Felician Sisters.

The Felician Sisters have been the sponsors of St. Mary's, a part of Felician Village, since they opened an orphanage on this site in 1888. Now, 122 years later, we are well over half way to the completion of a major repositioning project. The new Villa, a community based residential facility (CBRF), opened in May 2009. The Villa has two households with 16 residents in each. One of the households is designed and staffed specifically for residents with dementia.

Our new Next Step services opened in July 2009. Next Step patients receive inpatient and outpatient physical, occupational and speech therapy along with the nursing care to help them maintain optimum health and abilities. The Village Square, which serves as the hub of the campus, was occupied in May. In addition to the main reception area, this facility houses the Blessed Angela Chapel, Brain Health Center, Village Café & Market and other ancillary services.

The current St. Mary's Towers, which will be coming down in 2010, is being replaced with a new St. Mary's. The new St. Mary's will have four individual households designed for 16 residents each. Finally, The Court, which is a residential care apartment complex (RCAC), will receive a 16-apartment addition to be available for occupancy in early September.

Our repositioning project is being driven by our Resident FirstSM philosophy. While we are proud to provide these new facilities, it is our many dedicated employees who make Resident FirstSM come to life through their commitment to the residents. We know that residents who choose to live on our campus deserve a high quality of life. These new facilities will provide the types of living options they need based on the level of care necessary. Still, it is our employees who, through their expertise and their compassion, make our residents feel at home. This is the real benefit Felician Village brings to the community.

I welcome you to read this first Annual Community Benefit Report to learn more about how Felician Village is fulfilling its mission through service to its residents and to the community-at-large.

Pat Kaldor, R.N., N.H.A.
President and CEO



President of the Board of Directors Message

Over the past two years, the demolition and construction taking place on the Felician Village campus has been receiving a lot of attention. We have been very pleased with this attention since this Repositioning Project is evidence of the Felician Sisters' commitment to their mission to serve the residents of Manitowoc and the surrounding communities. However, it is that mission, and not the physical structure, that is of the most importance to the people of Manitowoc. Knowing that we have a beautiful campus with employees dedicated to serving their residents through this faith-based organization should be comforting to all residents of the area.

It may be that you may never need any of the housing options available at Felician Village for yourself or your loved ones. However, Felician Village - St. Mary's, The Villa, The Court and The Gardens - have been available, are available and will continue to be available to those people who choose Felician Village to be their home. That alone is an important community benefit.

Additionally, Felician Village has a positive financial impact on the community. The annual salary and benefits paid to our employees was \$8,100,000. In addition, the 2009 expenses for services and products, many of which were purchased locally, was \$4,100,000.

What may not be as well recognized is the community benefit provided by the 275 Felician Village employees. Not only do the employees work continually to care for those people who rely on them for care and attention, they make a conscious effort to help their community, too. This report highlights how the employees of Felician Village give back to the community.

As President of the Board of Directors, and as a life-long resident of Manitowoc County, I encourage you to read this Annual Community Benefit Report so that you will be more aware of this valuable community resource and the benefits provided by Felician Village.

Sincerely,

Atty. Michael Lambert
Fund Development Chair
St. Mary's, Board of Directors

Annual Community Benefit Report - Organization's Involvement in the Community

- Recognition of Felician Village by the Manitowoc Public School Board for our efforts in partnering with the schools in the Transition Career Work Experience Program
- Hosting "Senior Matters", a weekly, live, radio interview program on WOMT
- Speaker's Bureau implemented to provide speakers to community organizations free of charge
- Organized and facilitated the Alzheimer's Art Quilt Initiative Quilt show
- Successful participation in the "Chef's Best" portion of the Manitowoc Chamber of Commerce Business Summit in October
- Two employees certified as laughing coaches to be able to facilitate laughing club sessions for all residents at Felician Village; many community presentations have taken place.
- Partnership with UW-Eau Claire for Health Care Administration intern for 2009-10 school year
- Partnership with UW-Green Bay for Social Work intern for 2009-10 school year
- Brain Health Center opened in July 2009 as a resource for residents, their families and the community
- Business Partner Work Experience Program with Lincoln High School - 2 Students for grounds keeping
- Planned and facilitated Spring and Fall Memorials Services in collaboration with HospiceAdvantage
- Continuation of Monthly Grief Support Group through HospiceAdvantage
- Organized and facilitated the third annual Felician Award program
- Participation in Francis Fest
- Program sponsorship
 - Roncalli High School Auction
 - Lutheran High School Auction
 - Lutheran High School's Lancer Golf Classic
 - Manitowoc County Chamber Golf Classic

Annual Community Benefit Report - Donations to the Community

As a tax-exempt organization seeking charitable contributions for its own operations, Felician Village does not make financial donations to others. However, whenever Felician Village has equipment, materials or other items that are no longer needed, every effort is made to locate an organization that can use the items. During 2009, items were donated to the following organizations:

- St. Francis of Assisi Parish; walk-in cooler, walk-in freezer and other items
- The Salvation Army; 50 auditorium chairs
- Food Drive: From Pat's Pantry to Peter's Pantry (Feb/March 2009)
- United Way Campaign for 2009 held in Oct/Nov: \$6,750 given to United Way on behalf of the employees of Felician Village Employees sponsored a team that participated in the 2009 Memory Walk and raised money to support Alzheimer's Disease research.

Annual Community Benefit Report - Housing and Services on Campus

There are four types of housing provided on the Felician Village campus. By Fall 2010, after the construction for the Repositioning Project is completed, there will be a total of 266 housing units for seniors at those four levels:

- The Gardens - 122 independent living garden homes and apartments
- The Court - 48 assisted living apartments
- The Villa - assisted living group home; two households of 16 residents in each; 32 total
- St. Mary's - licensed for 64 residents long-term care residents.

In addition to the permanent living options, Felician Village provides short-term rehabilitation on both an in-patient and out-patient basis. Next Step rehabilitation provides 20 private, inpatient bedrooms for patients who typically stay from four to seven weeks for physical, occupational and/or speech therapy. As inpatients, they also receive professional nursing care to facilitate their therapy. The same therapy services are available on an outpatient basis.

Other services provided on the Felician Village campus which are available to residents and the public are:

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| Brain Health Center | Aspire Salon |
| Dining options | Exercise classes |
| Village Cafe & Market | Bistro concerts |
| The Bistro | Lakeshore Family Practice |
| Wisconsin Room | Memory Clinic |

Annual Community Benefit Report - Individual Involvement in the Community

- Chamber of Manitowoc County
 - Board of Directors; member
 - Chair of Membership Committee
 - Human Resources Committee; member
- PEO; member (fund raising for scholarship for women)
- Diocesan Committee for Catholic Healthcare Leadership with Bishop Ricken; member
- Healthiest Manitowoc 2010; provide information on senior housing issues
- Sunrise Rotary; two members
 - Board member, Officer - VP
- Noon Rotary; member
- LobsterFest Sponsorship Committee; member
- Lakeshore CAP; mentor for at-risk teenager
- YMCA, member
 - Board of directors, Personnel Committee
 - Gymnastics competition events volunteer
- Holy Family Memorial
 - Mission and Organization Committee; member
 - SHE; two members
- St. Francis of Assisi Parish; two members, Francis Fest Planning Committee
 - Domestic Violence Center, board of directors member
 - Muscular Dystrophy Association; Annual fund raiser volunteer
 - YMCA; Volunteer time to gymnastics program
 - Two Rivers High School; Track & Cross Country Booster Club
 - Citizen's Police Academy Alumni; member
 - Salvation Army; bell ringers

Annual Community Benefit Report - Repositioning Project

In April 2008, there was a groundbreaking ceremony for the Repositioning Project at Felician Village. This project, scheduled for completion in the fall of 2010, will position Felician Village to meet the housing and care needs of the next generation of seniors. Already, a new 32-bedroom Villa, commonly called a group home, has been constructed. The two, 16-bed households, one of which is for residents with mild to mid-stage dementia, have been filled. The Grand Opening for the Village Square, the new "hub" of the campus, was held on September 17. Attached to the new Village Square, the 20-bedroom Next Step rehabilitation household and therapy area has been completed. All of the St. Mary's will be replaced with a new four household, 64-bed nursing home. The final housing construction will be a 16-apartment addition to The Court, an assisted living facility. All the new buildings will be attached by ground level, enclosed walkways.

Approximate square footage of outdated building to be demolished:	225,000 sq ft
Approximate square footage of modern, energy efficient building:	120,000 sq ft
Approximate reduction in square footage of building space:	105,000 sq ft

Spending \$20 million to have less space but with facilities designed in the household concept to more efficiently and effectively meet the needs and expectations of seniors who move to Felician Village. This entire project exemplifies the Resident FirstSM philosophy that guides all decisions and activities on campus.

Annual Community Benefit Report - Campus Facts & Figures

Felician Village employs 275 people in direct care and support responsibilities. That represents a direct community impact of \$6.4 million in salaries.

Number of days of resident care provided at...

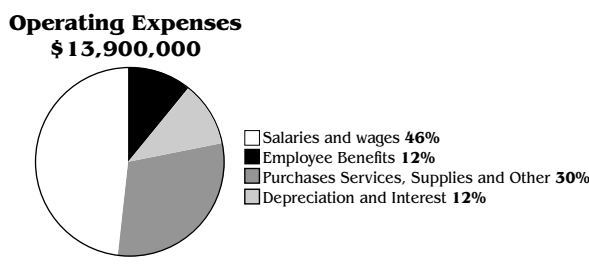
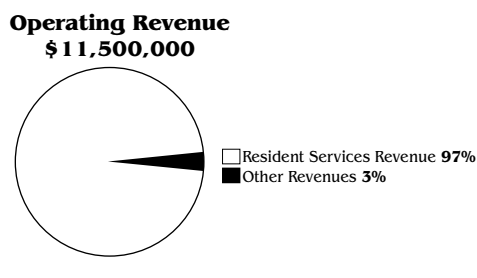
St. Mary's	39,502
The Villa	9,051
The Court	9,954
TOTAL	58,487

Additionally, there were 38,899 resident days at The Gardens. Those residents do not receive care as a part of their monthly fee but they do receive other services and activities without an additional charge.

A total of 214,360 meals were provided to residents on the entire Felician Village campus. The entire dining services staff passed the tests to receive ServeSafe Certification. There were 37 new volunteers in 2009, with the total number of volunteers now at 85. The total number of volunteer hours for 2009 was 7,289; this is up 344 hours from 2008.

Annual Community Benefit Report - 2009 Budget

The 2009 annual budget revenue and expenses categories are presented in the pie charts below. Note that expenses exceeded revenue by 21% which meant Felician Village had to rely on the Felician Sisters for loans. Beginning in 2011, with the Repositioning Project completed, Felician Village is projected to operate at or near a financial break-even basis.



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