

2021

IMPACT REPORT

ENRICHING
LIFE'S
JOURNEY

PINNACLE
LIVING

DEDICATED TO EACH INDIVIDUAL

OUR MISSION

Enriching Life's Journey

OUR VISION

A culture in which age does not define the person.

OUR STORY

Pinnacle Living is dedicated to enriching life's journey for older adults. Our team members, volunteers, board, and leadership are inspired by the Wesleyan spirit to serve the needs of the world. We have learned that the commitment to our communities has been the framework of our 70-year foundation's successes. Our people's independence and autonomy are key to their happiness and a life well-lived, no matter what level of living they may call home. A history like ours leaves a challenge to do more in our time as stewards of this legacy.

OUR COMMUNITIES

Cedarfield

WindsorMeade

HERMITAGE
NORTHERN VIRGINIA

HERMITAGE
RICHMOND

HERMITAGE
ROANOKE



Community engagement and social accountability have been vital parts of the Pinnacle Living Mission of Enriching Life’s Journey since our first community began serving residents in 1948. Our longstanding relationship with Virginia Conference of The United Methodist Church and our Culture in which age does not define the person help us focus on offering resources and programs that benefit all seniors. Our commitment to serve elders ensures we live our Mission while providing a means for us to measure the effectiveness of our efforts.

“While the population is projected to grow by **20.8 million** over the 2020-30 decade, more than **80 percent** of that growth (17.1 million) is accounted for by people ages 65 and older. For those ages 65 and older, most growth (11.2 million) is projected to occur among those ages 75 and older.*

In 2019, well before any of us had heard of COVID-19, the Pinnacle Living Board of Directors added a strategic focus on workforce and leadership development to our Social Accountability Plan. Simply stated, Pinnacle Living is committed to offering opportunities for education and training in professional and vocational fields of all levels related to aging services and health care leadership. When this focus was added, providers of services for persons who are aging were already facing the reality of a shrinking workforce: people are living longer, workers in the Boomer generation are retiring, and fewer younger people are entering the workforce. The result: we are experiencing a growing demand for qualified workers who are capable of managing, supervising, and providing high-quality services and support for older adults.

*SOURCE: US Bureau of Labor Statistics, Monthly Labor Review, October 2021

The numbers vary from one research study and data collection to another, but the labor market projections are clear: There is a growing need for workers to keep up with the growth of America's aging population.

This October, the U.S. Bureau of Labor Statistics, using the most recent Census data, projected that over one-quarter of the new jobs added to the U.S. economy by the year 2030 will be in healthcare and social assistance. Healthcare support occupations such as home health and personal care aides, nursing assistants, and various other healthcare support workers are expected to see the fastest employment growth. One of the driving factors for this growth is the gift of our longevity.

Pinnacle Living's focus on workforce and leadership development is purposeful: to meet current needs and to secure the future of aging services. The COVID-19 pandemic exacerbated the challenges that we were already working to address:

- Recruitment and retention of team members
- Minimum starting wage levels
- Flexible benefits for team members
- Mid-manager skill development
- Greater diversity in management positions
- Gaps in the workforce pipeline for nurses and other healthcare workers with education and experience in geriatrics
- And more

We are excited to offer examples in this report from each of our communities and across the organization as to how we are being intentional in our focus on workforce and leadership development. We invite you to join us in our efforts by raising awareness of the diverse career paths in aging services. Encourage young people to explore and pursue careers in the field of aging. Help us support and offer appreciation to our team members. Opportunities abound!





SOCIAL ACCOUNTABILITY

In keeping with the Wesleyan traditions of social concern and holistic health, Pinnacle Living recognizes its commitment to community engagement and strong partnerships to improve the quality of life for persons who are aging in the broader community. This benefits residents in return and extends the overall mission of Pinnacle Living beyond the walls of each senior living community.

AREAS OF FOCUS

Pinnacle Living is committed to five strategic areas of focus for social accountability initiatives. Work in these areas to benefit the broader community aligns with our mission of ***Enriching Life's Journey***. All social accountability initiatives tie directly to our Pinnacle Living values of Stewardship and Partnership.

1

Partner with Dementia Friendly Community efforts, Dementia Friends Virginia initiatives, and the Alzheimer's Association to enhance support for those living with Alzheimer's and other dementias (*Champion Dementia-Capable Delivery of Services and Development of Dementia Friendly Communities*).

2

Make facilities available to community citizens and organizations as space and logistics allow (*Community Building and Support Activities through Resource Utilization*).

3

Develop programs that encourage and enable team members and residents to provide volunteer services inside and outside each community (*Expand Volunteerism*).

4

Provide continuing education opportunities and resources related to Older Adult Ministries and faithful aging for clergy, church professionals, and laity (*Leadership Development and Training for Faith-Based Partners*).

5

Offer opportunities for education and training in professional and vocational fields of all levels related to aging services and health care leadership (*Workforce and Leadership Development*).



2021 CHURCH AND COMMUNITY OUTREACH

The 2021 Fiscal Year (June 2020 – May 2021) shifted the way Pinnacle Living and our communities operate each day. Yet, we have much to celebrate as we continue our focus on person-centered culture, resident engagement, and social accountability. Most direct volunteer service and workforce development initiatives in our communities continued to be restricted until the last few months of the fiscal year. Despite the challenges, the commitment to community engagement and partnerships in and around our Pinnacle Living communities remains strong.

238

Community and resident volunteers*

5,025

Hours of engagement with residents and organizational support*

253

New Dementia Friends in Virginia through 15 information sessions

66

New Dementia Friends Champions in Virginia through eight training sessions

455

Participants in eight faith-based programs and presentations including two podcasts (*older adult and boomer ministry*) and the first Virginia Conference of The United Methodist Church Virtual Lay Servant Academy (*purposeful engagement of boomers and older adults during and following the COVID-19 pandemic*)

73

Students involved in workforce development initiatives

1,375

Hours of supervised internships, on-site training, and career exploration opportunities

6

Pinnacle Scholars who received scholarships totaling \$11,324 to further develop workforce skills

78

Not-for-profit organizations and community programs supported through resource utilization, sponsorships, support, in-kind donations, and other partnerships across all communities and Innsbrook Office

* These totals do not include the numerous faith community, school, and civic groups that offered virtual performances, connections, and activities for residents nor the many families and groups who supported team members by offering meals, refreshments, cards, and more through the COVID-19 pandemic.

BUILDING GREATER UNDERSTANDING AROUND DIVERSITY, EQUITY, AND INCLUSION

The **Pinnacle Living Leadership Team** participated in a Train-the-Trainer workshop on diversity and inclusion conducted by the Virginia Center for Inclusive Communities (VCIC) on January 26, 2021. The Virginia Center for Inclusive Communities collaborates with schools, businesses, and communities to achieve success by addressing prejudices in all forms to spread knowledge, increase motivation, and improve skills. This workshop was the beginning of our intentional efforts to address diversity, equity, and inclusion (DEI) across our communities and the Innsbrook Office.

Each community named three Ambassadors to serve on an organization-wide **Diversity, Equity, and Inclusion (DEI) Team**. The Team is tasked with helping to develop our DEI programming and education in each community. They began their work as Ambassadors by learning from and joining in conversation with staff from VCIC.

Bernetta Finney-Vincent, Life Enhancement Coordinator at Hermitage Richmond, and co-chair of the Pinnacle Living DEI Team noted that the initial task of the team was to hear from team members at each of our communities about the holidays that are important to them. As the Ambassadors listened, they recognized the value of each team member having a choice in using paid time off to celebrate the days of importance to them, be it for example Hanukkah, Christmas, or Kwanza. The option to choose Juneteenth or Independence Day as a paid holiday for full-time team members was one of the first actions recommended by the DEI Team.

The work of the Ambassadors opens the door for discussion and education so that change can happen according to **Jarrell Chandler**, Neighborhood Leader at Hermitage Richmond, and the other co-chair of the Pinnacle Living DEI Team. *“We must all have open minds about what someone else is going through. Our character must show; not our skin tone.”*

Finney-Vincent, Chandler, and Zachary Barrett, Social Services Manager, are leading the DEI initiatives at Hermitage Richmond. They are using a variety of team member activities including Fun & Facts every second Friday and monthly DEI days of observance to raise awareness and create safe spaces for conversations. This team understands the focus of their work to be team member education so there is a clear expectation of the Hermitage Richmond workplace to be a place of honor and respect for the cultures and heritages of all persons.

Jordan Helms joined the Innsbrook Office team in May 2021 for a 10-week paid internship. Jordan is a second-year student in the Master of Health Administration program at Virginia Commonwealth University. During her internship, she assisted with two important Human Resource projects and shadowed leaders at Cedarfield and Hermitage Richmond.



BUILDING GREATER UNDERSTANDING AROUND DIVERSITY, EQUITY, AND INCLUSION



One of the projects Jordan completed was the training on diversity, equity, and inclusion that will be used as part of continuing education for our Pinnacle Living team members.

The internship was part of the LeadingAge National Summer Enrichment Program designed to help students in college explore careers in aging services, specifically long-term care. Helms' goals for the internship were to expand her knowledge of the aging services field while getting direct experience and exposure to various operational and administrative functions.

Helms noted that at the beginning of her internship, she had little understanding of everything that goes into aging services. However, her time with Pinnacle Living changed that as she gained a greater understanding of the numerous services offered to residents, and the range of generations represented within the communities. Helms said, *"I was shocked to learn that some residents were 65-years-old, while others were closer to 100-years-old. To learn more about the operations of the communities, I spent time in Dining, Environmental Services, Marketing, Administration, Business Office, Human Resources, Social Services, Recreational Therapies, and Health Services."* She continued, *"It was fascinating to see how each service department worked together and separately to create a safe, home environment for the residents of the community."*

"The opportunity to meet team members allowed me to better understand and consider the diverse population within the Pinnacle Living workforce, which was crucial to my DEI project. Creating the DEI training was an incredible learning opportunity. While developing this module, I utilized those community visits along with observing and listening to meetings with the DEI committee leaders and academic research. Throughout the process, I learned various essential elements to consider when creating a module for a team, such as varying education and reading levels, others' experiences, and backgrounds, and how to engage the team members safely and inclusively. As I was gathering information to educate other team members, I was simultaneously educating myself. Sensitivity and awareness were vital throughout this entire process to create an educational training that honored the different experiences and abilities team members have. Creating this training made me more aware of my actions, experiences, and unrecognized biases. As a hopeful, new, and emerging leader in the healthcare space, it was wonderful to learn from leaders that also take the time to continue growing and learning themselves."

OUR PARTNER ORGANIZATIONS



COMMUNITY

Chickahominy Lodge No. 286, Masonic
Lodge of Williamsburg

Disabled American Veterans (DAV)

Diversity Thrift

Family Lifeline

FeedMore

FISH, Inc. – Williamsburg

Ford's Colony Neighborhood Association

Foster Grandparents Program

Friendly Visitors of Alexandria

Girl Scouts – Council of the Nation's
Capital

Goochland Cares

Greater Williamsburg Chamber of
Commerce

Habitat for Humanity ReStore

HomeAgain

Hospice House of Williamsburg

Jessie Ball duPont Foundation

Lions Club International

Opera Roanoke

Paws for Purple Hearts

Richmond Animal Care and Control

Richmond SPCA

Richmond City Fire Department

Roanoke City Fire and EMS

Roanoke City Police

Roanoke County Fire and EMS

Roanoke County Police

Roanoke Valley SPCA

Ronald McDonald House – Richmond

Salvation Army

Samaritan Thrift

Shalom Farms

UMFS

United States Postal Service – Roanoke

United Way of the Roanoke Valley

Williamsburg Area Restaurant Association

Williamsburg Regional Library

YWCA Richmond



EDUCATION

Chesterfield County Schools

Child Development Resources

Culinary Institute of Virginia

Fair Oaks Elementary School – Henrico
County Public Schools

Island Creek Elementary School –
Alexandria

Longwood University

Maggie L. Walker Governor's School

OUR PARTNER ORGANIZATIONS

St. Catherine's School

Thomas Nelson Community College

University of Richmond

Virginia Commonwealth University School
of Gerontology



FAITH

Compassionate Service Society East

First Church of Christ, Scientist –
Alexandria

Franktown United Methodist Church –
Eastern Shore District

Kenwood United Methodist Church –
Richmond District

St. Theresa's Catholic Church

Southeastern Jurisdiction UMC

Thrasher United Methodist Church –
Roanoke District

United Methodist Committee on Relief
(UMCOR)

Virginia Conference United Methodist
Women

Virginia United Methodist Conference

Virginia United Methodist Foundation

Williamsburg Community Chapel

Williamsburg United Methodist Church –
York River District



HEALTH

Alexandria Health Department

Alzheimer's Association Chapters – Greater
Richmond, Southeastern Virginia,
Southwestern/Central VA

Branchlands Senior Living

Commission on Accreditation of
Rehabilitation (CARF International)

Daily Planet

Dementia Friendly Alexandria

LeadingAge National

LeadingAge Virginia

Mayfair House Assisted Living

St. Jude's Ranch for Children

St. Mary's Hospital

Seabury Resources for Aging

Senior Connections (Richmond Area
Agency on Aging)

Senior Services of Alexandria

White Oaks of Williamsburg Memory Support

BUILDING A STRONGER WORKFORCE

Among our opportunities for giving is the **Scholarship Fund**, an educational enrichment program providing financial assistance to team members who want to grow professionally while serving our residents. Funded by contributions from generous donors, selected team members are pursuing a certification, degree, or continuing education courses to support and advance their career goals. A **Scholarship Committee** at each community determines the eligibility requirements and makes selections using the established application, rating, and review processes. Awards are dependent upon the availability of funds. The first Pinnacle Scholars were recognized at Hermitage Richmond in August 2019.

The residents of WindsorMeade and Cedarfield have strongly embraced fundraising efforts and helped develop a process for awarding scholarships to team members. Awards were made to six team members at Cedarfield and WindsorMeade during Fiscal Year 2021. Three of the awards were for professional nursing studies, one for training as a Certified Nursing Assistant (CNA), one to become certified as a CNA and Medication Aid, and one for studies to become a Journeyman Electrician. The awards totaled \$11,324.

As part of Cedarfield's 25th Anniversary, targeted efforts were made to establish and grow the Cedarfield Scholarship Fund. Cedarfield resident, **Ann Williams**, has been a great advocate for the scholarship program from the start as she joined other residents and team members in designing the program in the fall of 2020. Ms. Williams served as the first chair of the Application Review and Selection Committee. Her passion for the scholarship program is strong, noting that she would not have been able to achieve her educational goals if it had not been for the scholarship assistance she received. *"All of us know the importance of this type of support,"* says Ms. Williams.

The Application Review and Selection Committee receives written requests for scholarship assistance from team members across all departments at Cedarfield. Identifying personal information is removed so that committee members do not know who is applying but see the type of instruction and education to be funded, and the individual's reason for wanting to pursue the training. In Ms. Williams' words, the committee is *"so excited when we see who actually receives the scholarships."*

The first **Cedarfield Scholars** awards were presented in March of 2021.



BUILDING A STRONGER WORKFORCE



Tonya Phillips, Certified Nursing Assistant in Health Care, was among the first Cedarfield award recipients. Phillips received a scholarship to prepare for the National Council Licensure Examination (NCLEX) to become a Licensed Practical Nurse. In her application for the scholarship program, Phillips noted:

“Life got in the way of me finishing my Licensed Practice Nurse exam. I would like to use this scholarship to take a refresher course that will help me pass the final NCLEX exam to become an LPN. I will use my CNA knowledge to care for residents now and work to be the best LPN I can become to continue to care for them in the future.”

Grant Thomas, Maintenance Technician in the Maintenance and Engineering Department, was given a scholarship to assist with the cost of a **Journeyman Electrician Apprenticeship** program. Thomas stated:

*“As a younger team member, I would like to gain as much skill as possible. I plan to apply this scholarship to the four-year journeyman’s electrician apprenticeship program, resulting in licensure as a journeyman electrician. I would enjoy the chance to grow as a tradesman. This scholarship would make me an asset to help **enrich life’s journey** and serve the men and women of Cedarfield.”*



Congratulations to all our **Pinnacle Scholars!**



2020 PINNACLE LIVING MID-MANAGER PROFESSIONAL DEVELOPMENT SERIES

Twenty-one team members completed the first **Pinnacle Living Mid-Manager Professional Development Series** during the Summer and early Fall of 2020. Selected by the Leadership Team at each community and the Innsbrook Office, participants took part in five learning sessions as well as optional lunch and learn gatherings between the sessions.



The instructor for the series was **Susan Rucker**, Managing Partner with **LeadSpark**, a Midlothian-based consulting firm focused on people development, financial management, communications, and operational excellence. Offered in partnership with **LeadingAge Virginia**, learning sessions focused on:

- Providing leadership in senior housing/residential communities,
- Working in teams and the delegation of tasks,
- Driving accountability including finances and budgeting,
- Developing and managing people, and
- Business communications skills and effective presentations.

Each session included time with an Executive in Residence, beginning with **Chris Henderson**, Pinnacle Living Chief Executive Officer, and closing with **Melissa Andrews**, President and Chief Executive Officer of LeadingAge Virginia.

“I must say that the Mid-Manager Series was very instructional and helpful in developing my management and supervisory skills,” noted **Kwame Donkor**, Director of Nursing at Hermitage Northern Virginia. Donkor was one of two team members from Hermitage Northern Virginia to complete the series.

While the pandemic made it impossible to offer the sessions in-person, relationships were formed and great learning took place through virtual connections. At the close of the series, participants were encouraged to be lifelong learners, constantly seeking new insights and developing their skills as they lead others to become their best selves.



BUILDING A **STRONGER** SPIRITUAL LIFE

CHAPLAIN INTERNS AT CEDARFIELD



At Cedarfield, training chaplains in meeting the spiritual needs of an aging population is an important part of the community. *“Short term, interns can connect with older adults and hone their skills, but in the long term, the chaplaincy interns can take these skills and experiences with them to serve an older population wherever*

they go whether in a parish setting, hospital or out in the community,” explained **Rev. Florence Brooks**, Director of Lifestyles and Wellness.



As part of the training, participants learn validation training which is a way to emotionally connect with seniors to improve communication. These strategies are key to communicating with persons living with dementia or other conditions that keep them from being able to share their feelings. The program offers education to chaplain interns through lectures, training from experienced pastors, and hands-on opportunities like one-on-one visits with residents, leading worship, and conducting spiritual activities. *“The combination of role-playing, case studies, lecture, and discussion is invaluable to helping these interns connect with older adults,”* says Brooks.



Top: Chaplain Manager Trish Bracken Carter meets with Cedarfield Chaplain Interns Viktor Darvin and Aaron Muriungi to review and reflect on their day. Middle left: Chaplain Intern Aaron Muriungi has access to a variety of resources to help understand the role of a spiritual leader to an aging population. Bottom left: While the Covid pandemic slowed down one-on-one visits in the health care setting, the Chaplain interns are still able to offer small group conversations and services.



BUILDING A **STRONGER** TEAM THROUGH DIVERSITY

HERMITAGE NORTHERN VIRGINIA

“A lot of different flowers make a bouquet.”

- an Islamic Proverb



Diversity is defined as *“the practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc.”* Diversity has been a core value for Pinnacle Living for many years and has been defined as *“Embrace Dignity, Respect Others, Honor Individuality, Spirituality, and Faith Traditions.”*



Hermitage Northern Virginia has embraced this philosophy. Among the team membership, there are many countries of origin represented. Each person brings gifts and talents which strengthen our mission of Enriching Life's Journey.

Chris Gardner, Executive Director of Hermitage Northern Virginia, stated, *“As I think about our team, I am the only American-born white male. Without having a ‘majority’ represented in our team, then there is no ‘minority’. Instead of seeing color, we deal with personalities and abilities.”*



When asked what he considers to be the greatest challenge with such a diverse team, Gardner said it was definitely communication. His team speaks at least **30 different languages**. However, his team is such a representation of the Alexandria, Virginia area that language barriers are worked through together.



BUILDING A STRONGER TEAM THROUGH DIVERSITY

HERMITAGE NORTHERN VIRGINIA



Kenya Bryant, Associate Executive Director, stated it has been a joy witnessing cultural appreciation and support. *“Our residents view our team members as representing them in the greater community. During the social justice marches, many pictures were taken of and by our team members as they participated in various marches. These pictures were printed and posted in the community, and many residents thanked team members for helping them ‘participate’. The Hermitage Northern Virginia Chaplain, Rev. Kathy Howell, had stations of photos along with candles that residents could light and offer prayers.”*

Gardner shared that a team potluck dinner is a highlight for him. Participants are invited to wear attire from their nation of origin and bring a dish. A map is available where participants are invited to place a pin showing their home country. *“It is amazing to see how much of this world is represented in our team membership,”* Gardner said. He concluded, *“It is exciting to look around and not think about race, but rather see human beings working together to support and enrich the lives of our elders.”*



“ We will all profit from a more diverse, inclusive society, understanding, accommodating, even celebrating our differences, while pulling together for the common good.

- Ruth Bader Ginsburg



BUILDING A **STRONGER** COMMUNITY THROUGH ART

ARTS ON THE LAWN AT HERMITAGE RICHMOND

Creativity found through the arts has been proven to make a difference in every stage of life. Not only is art needed for the development of children, but art has been shown as a wonderful tool in reaching persons living with dementia.

Opening Minds through Art (OMA) is an award-winning, evidence-based, intergenerational art-making program designed to help people with dementia and other forms of neurocognitive disorders.

This failure-free abstract art program provides opportunities for creative self-expression and social engagement for persons living with dementia. OMA also engages volunteers and offers opportunities to improve their attitudes toward aging through a weekly interaction with OMA program participants. OMA promotes well-being for both elders and volunteers.

In OMA classes, residents who are living with dementia are paired with a volunteer for a 13-week art session. Each week new techniques are introduced and residents with the support of their team members create art pieces. At the end of the session, an art show is held, and persons can purchase the art pieces. The money raised from the art show provides funds for the next OMA class.

Hermitage Richmond made a commitment to be a part of OMA. As a kick-off program, an **Arts on the Lawn** event for local artisans was held to showcase their talents to the greater community. Over 75 artisans participated. The community showed up in force, numbering over 1,000 attendees. The money Hermitage Richmond raised through this event was used to purchase supplies for the first OMA class and training materials for volunteers.



BUILDING A **STRONGER** COMMUNITY THROUGH RECOGNITION

HERMITAGE HEROES AT HERMITAGE ROANOKE

A hero is defined as a person who is admired or idealized for courage, outstanding achievements, or noble qualities.

Everyone likes to be appreciated. Whether publicly or privately, to have someone recognize you as being a valued person is heart-warming and endearing.

At Hermitage Roanoke, the **Hermitage Hero** program was started to recognize team members who go out of their way to improve the lives of residents and make a positive impact on their communities. This program allows residents, families, and team members to nominate whomever they feel is truly making a difference at Hermitage Roanoke. Each month, a “*Hero of the Month*” is selected who will ultimately be eligible to win the “*Hero of the Year*” award each August. This program shows Hermitage Roanoke’s dedicated team members how thankful residents, families, and fellow team members are for their hard work. Each month, announcements are found in the community newsletter and posted on Facebook and LinkedIn.

As the Hermitage Hero, the team member receives a designated parking space for a month and a one-time cash bonus of \$50. Lastly, during the “*Hero of the Year*” luncheon, each Hero of the Month receives a gift of appreciation. All twelve Hermitage Hero recipients’ names are placed in a drawing for a grand prize. These special recognitions have created an atmosphere of excitement and gratitude for our team members and our communities.



“ I’m honored to be Hermitage Hero of the Month. I thought that it was nice that I was nominated by one of our very own residents. I enjoy talking and getting to know different residents. They will sometimes ask me to sing for them after meals which I really enjoy doing. I love working as a team member here at Hermitage Roanoke!

- Debora Hardy

BUILDING A **STRONGER** WORKFORCE THROUGH TRAINING

CHEFSGO AT WINDSORMEADE



Kevin Early, Director of Dining and Catering at WindsorMeade, assisted in creating a culinary workforce development program in 2015 that addressed a need identified in the region.

ChefsGO is a six-month culinary kickstart certificate program in partnership with **Thomas Nelson Community College**. The program provides 12-weeks of classroom and kitchen training along with a 12-week paid mentorship taught by renowned, professionally trained local chefs and industry professionals. Classes are interactive and intensive, equipping students

with foundational culinary techniques and knowledge including knife skills, equipment operation, kitchen mathematics, nutrition and food allergies, food and kitchen safety, and hands-on preparation of stocks and sauces, fruits and vegetables, meats and seafood, bakery products, and so much more. Local restaurant chefs offer the training in their off-hours.



Top: Recent class participants. Bottom left: Learning knife skills. Bottom right: Preparing a meal.



BUILDING A **STRONGER** WORKFORCE THROUGH TRAINING

CHEFSGO AT WINDSORMEADE

“It has been a group effort! So many chefs, community leaders, county and city staff members, contributors, Thomas Nelson Community College and Williamsburg-James City County Public Schools, school officials, and loyal supporters have shepherded the growth of ChefsGo with never-ending wisdom, time, talent, and treasures,” says **Robin Carson**, Co-Coordinator. There have been many employment success stories.

Early said that many of the participants are overwhelmed on the first day of class. He assures them that even though they may not have professional skills at that time, each possesses 10 characteristics for success:

- ✓ Being on Time
- ✓ Effort
- ✓ Work Ethic
- ✓ Body Language
- ✓ Energy
- ✓ Attitude
- ✓ Passion
- ✓ Being Coachable
- ✓ Doing EXTRA
- ✓ Being Prepared

Participants in the ChefsGo program have graduated to employment at WindsorMeade and other local restaurants.



Left: Class of 2017 Graduates. Right: Class of 2018 Graduates.



SAMARITAN PROGRAM FOR FISCAL YEAR 2021

The Pinnacle Living Samaritan Program is a benevolent mission which provides financial assistance to residents who have outlived their monetary resources and, through no fault of their own, become unable to pay some or all of their monthly charges. Benevolent assistance has been given in Pinnacle Living communities since 1948, the year the organization was founded.



AVERAGE AGE
OF THOSE
RECEIVING SUPPORT

90% 

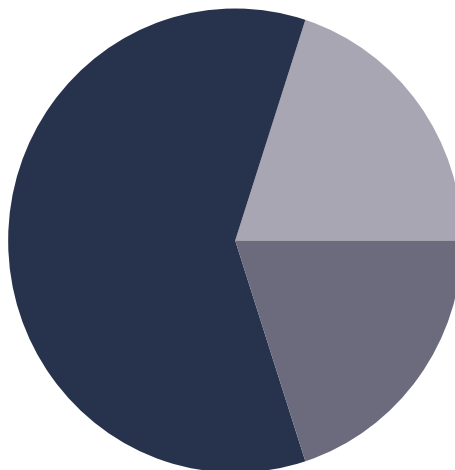
WOMEN ASSISTED



AVERAGE LENGTH
OF RESIDENCE IN
COMMUNITY

Those receiving assistance from the Samaritan Program reside in:

60%
HEALTHCARE



20%
INDEPENDENT
LIVING

20%
ASSISTED LIVING

TOTAL SAMARITAN PROGRAM BENEVOLENT
ASSISTANCE OVER 10 YEARS:

\$7,254,373

SAMARITAN PROGRAM FUNDING SOURCES

This chart represents the funding sources provided to the Samaritan Program for Fiscal Year 2021.



Total benevolent assistance provided to residents through the Samaritan Program in FY2021: **\$416,974**

Donations received over and above the assistance given are invested for future Samaritan Program needs.

FY2021 SAMARITAN AWARD CHURCHES

ALEXANDRIA DISTRICT

Annandale UMC
Fairfax UMC

ARLINGTON DISTRICT

Clarendon UMC
Walker Chapel UMC

DANVILLE DISTRICT

Rocky Mount UMC*

RICHMOND DISTRICT

Fairmount UMC
Trinity UMC
Westover Hills UMC

WINCHESTER DISTRICT

Gainsboro UMC*
Markham UMC

*Indicates first-time award winner.

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