

**Generous Donors gave \$5,276,656 in support of ALL areas.  
Thank you for your inspiring generosity!**

Your generosity helps all residents at Westminster Canterbury Richmond by providing vital programming that is not possible otherwise. Because of you all residents benefit from these programs – not just those who can afford them. You provide the best possible healthcare by funding additional nursing staff and extensive clinical training so nurses know the right ways to respond to every situation. You provide therapy programming – recreation, exercise, art, music and horticulture – to engage seniors at all health and income levels. You provide training to ensure our staff are able to care for every resident need.

We thank you for all **YOU MADE POSSIBLE** through your inspiring generosity in 2019.

### **Fellowship**

Your gifts to the Fellowship Program, the cornerstone of Westminster Canterbury Foundation, provide life care for seniors-in-need and are the basis for all our charitably funded programming. Housing. Meals. Medical care. Vital living. You help provide these necessities to approximately 110 out of 830 seniors who live on our campus today. Your support of the Fellowship Program ensures the promise of security and peace of mind for every resident. Together, all donors to Fellowship join a legacy of philanthropy that stretches back to our roots.

### **Because of your generosity in 2019:**

- 113 residents received Fellowship support for costs including entrance and monthly fees, meals and medical expenses.
- \$1,712,336 was given to the Annual Fellowship Fund – a dramatic increase since our founding in 1975 when the annual fund totaled \$19,575. Throughout our history, you have helped 560 people through our Fellowship Program.
- \$3.6 million in Fellowship expenses were paid, part of which was provided by proceeds from restricted Fellowship Endowment.

The life stories of Fellowship recipients shed light about their service to others and the impact of your generosity.



*A teacher with a single source of income provided supplies to her students, covered the cost of their lunches and cared for ill family members. Her modest pension proved insufficient and she could no longer live in her small apartment. Now, thanks to the Fellowship Program, she lives with peace of mind.*

*A factory worker worked part time well into his 80s. His late wife's long illness financially drained him, despite his positive outlook. He tried to supplement his retirement income by sharing his household expenses with a renter but could not manage. With his church's help, he received Fellowship assistance upon entering our community.*

*A Christian education director worked for many years in Richmond's inner city and volunteered on 16 city task forces focused on equity, the poor and issues of old age. She lived at Westminster Canterbury for 20 years, some on Fellowship, before she passed away.*

## Fellowship Outreach

In addition to what you make possible on our campus, your gifts have allowed assistance to extend beyond our campus. Fellowship Outreach serves low-income seniors in greater Richmond through strategic partnerships with several respected local nonprofits. Your donations enable our staff to take their skills into the community. Because of you, seniors with mobility challenges have gained easier access to their homes through the building and installation of wheelchair ramps. Low income seniors are receiving health screenings and home healthcare. A Community Liaison Nurse is able to help seniors-in-need navigate healthcare systems and obtain community-based services. You are helping senior neighbors age in place safely in their own homes, offering programming that combats social isolation and assisting many in managing chronic diseases.



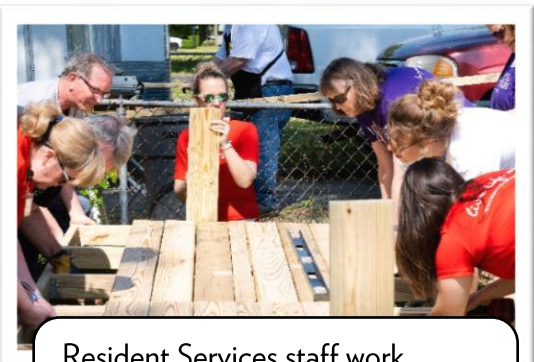
Westminster Canterbury Recreation Therapists engage our Friendship Café friends in a singalong.

Thanks to our generous donors, including 153 staff who give and volunteer:

- 22 seniors and families received wheelchair ramps.
- 35 Friendship Café members received monthly programming in art, music and exercise.
- Free health screenings are available to all 150 residents of the Guardian Place.

## Healthcare Excellence

Thanks to your support, our healthcare staff receive high-level training and education through our Clinical Educator and Nurse Preceptor Program. This includes 3,859 hours of training. Many nurses and Certified Nursing Assistants comment that this donor-funded program provides the best orientation, training and onboarding experience of their entire careers. Your gifts to Healthcare Excellence provide the best possible care at a critical time in the lives of our residents.



Resident Services staff work together to complete a ramp installation for a nearby family.

## Memory Support Ministry

Your gifts allow a very special ministry for our residents with memory challenges, their families and their caregivers. Because of you, Rev. Deacon Logan Augustine provided care, counseling and communion through 461 interactions within our community. She shares this heartwarming story about her ministry:



*I am standing in the Mary Morton Parsons Health Center 2<sup>nd</sup> Floor Dining Room to share in Holy Communion. Wearing my clergy stole, the one with an elaborate embroidered cross on it, I offer communion to my friends in Christ. Suddenly a resident who cannot verbally articulate how much communion means to her gestures in a silent but profound way about the cross. She reaches for my stole. Tenderly she holds the embroidered cross in both her hands and takes it to her heart. She looks up at me and offers a different form of communion, one that conveys the deep love she has for Christ and the gratefulness she has for this sacred moment. I sense God and His presence in this beloved resident. I feel His love and blessings in what I do.*

## Memory Support Therapies

Thanks to you, Memory Support Therapies are robust! Your donations provide residents with cognitive exercise, gross and fine motor exercise, stress relief and reduced anxiety. Your gifts allow for active engagement and individual connections that elevate resident lives through art, music, gardening and exercise. Many health dimensions are addressed, including physical, social, productive/work, sensory, outdoor, cultural, nature, reflection/contemplative and spiritual.



Generosity provides Music Therapy that connects residents with past memories through beloved songs and instruments.

**In 2019, you enabled 4,244 positive contacts in the following areas:**

- 2,003 through Music Therapy
- 910 through Horticulture Therapy
- 689 through Art Therapy
- 642 through Exercise Therapy

## W·E·A·V·E (Workforce-Education-Assistance-Volunteerism-Engagement)

Your gifts to W·E·A·V·E support educational efforts, emergency assistance for employees, staff volunteer programs through Fellowship Outreach and engagement to encourage retention and satisfaction.

**2019 highlights include:**

- 450 staff volunteer hours for Fellowship Outreach
- More than 150 employee donors to W·E·A·V·E
- Emergency assistance for 24 employees
- Scholarships for 14 employees



## Learning and Development

Your donations maximize the talent and career success of our employees through our Professional School of Learning. You provide for the tools and instruction staff need to deliver exceptional customer service for our residents. Your support enables us to remain a continuous learning organization, which makes it possible to recruit and retain the most talented staff.

Employee Scholarship Recipients studied nursing, business administration, exercise therapy, child development and information technology to build and improve their careers.

**Your gifts supported the following results:**

- Westminster Canterbury Richmond won the LeadingAge Virginia statewide *Workplace Excellence Award* for demonstrating investment and innovation in workforce development.
- A new Career Lattice pilot program launched with 23 participants who seek to improve their knowledge and engage in process improvement initiatives. This innovative program was developed by participants in our PEAK (Professional, Ethical, Accountable, Knowledgeable) Leaders program.

2019 Accomplishments Made Possible by You

*Inspire Generosity!*



- Through funding of the Professional School of Learning you provided the following educational programs:
  - *Emerging Leaders* - 11 program participants in 2019. 31 employees have completed this program to date.
  - 11 staff promotions and six job duty increases resulted from leadership development training through our Emerging Leaders and PEAK Leaders programs.
  - *Peer Panel Interview Training* – 37 employees were trained in new interview practices and are now part of the hiring process for their respective departments.
  - *The Westminster Canterbury Way* (TWCW) customer service training and *Thriving Through Change* class were offered to the entire workforce of 650+ people.

## Wellness

Wellness and fitness are a big part of what defines vibrant living. 38 fitness classes happen every week. In 2019, fitness staff led 1,248 group exercise classes and 520 aquatic classes and had 122 participants in the Adventures in Wellness specialty classes. Since 2010, your support of Wellness has provided DAKIM Brain Fitness for 200 active users.

## Thanks to your gifts, new and exciting classes were tested including:

- Healing through Sound
- Tai Chi for Arthritis
- Hawaiian Rhythms
- Brain and Balance
- The Calm Mind: Stress Mastery for Brain and Body
- Senior Challenge Sampler
- Aqua Power Flex
- Flow Arts Poi – a circus program that works the brain, core and upper body



Our residents enjoy participating in our Senior Challenge Sampler!

## Child Development Center

Intergenerational Magic! That is what you make possible for children, their families, our teaching staff and residents through your support of our Child Development Center. You enable staff and teachers to provide consistent and engaging enrichment activities for the children that focus on social, emotional and problem-solving development. Games and singalongs in a shared learning environment bridge the gap between children and residents in all levels of healthcare. Our residents and 145 children are thrilled with each interaction!



## Your donations in 2019 provided:

- \$42,756 in need-based financial aid to 25 children of 18 employee parents.
- Field trips to the Metro Richmond Zoo, Science Museum of Virginia, Flying Squirrels Camp Day, Lakeside Swim Club Fun Days and Stretch-n-Grow.
- Intergenerational activities including a Fall Festival, Christmas Parade and holiday party.

2019 Accomplishments Made Possible by You

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Our new Spiritual Center is under construction now and will open in 2020!

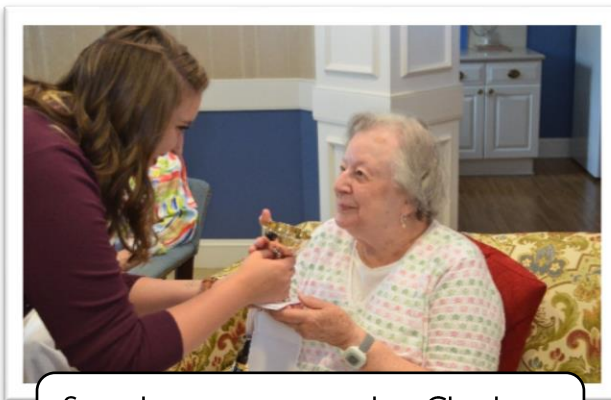
## Pastoral Care

Spiritual life is an important part of our mission and identity. Hundreds of services and programs are held each year, including regularly scheduled weekly services, grief groups, lunches, Holy Day observances, lectures, bible studies, memorial services and many more. Your gifts deepen spiritual offerings and enrich our pastoral ministry which supports residents from 13 denominations and 152 different churches/faith communities.

Generous gifts are being given for our new Spiritual Center! From the groundbreaking ceremony on May 22 to the “Topping Out” event on October 23, commemorating the crew reaching the highest point of the structure, progress towards the Spiritual Center continues.

**This new space will support Pastoral Care’s extensive programming that in 2019 included:**

- 845 residents served through 25 weekly on-campus Pastoral Care programs. The residents will benefit from dedicated space in the new Spiritual Center.
- 4,635 individual visits (healthcare and non-healthcare visits, gatherings and hospital visitations)
- 8,383 worship service attendees (Evening Prayer, Thursday Chapel, Devotions, Vespers, Shabbat Services, Stations of the Cross and other services)
- Three interns served and learned with our Pastoral Care team.



Sacred moments occur when Chaplains offer communion.

## Studio and Visual Arts

Your gifts ensure our McGue-Millhiser Arts Studio bustles with artistic activity each day. You provide classes and workshops for all skill levels including ceramics, woodworking, painting, monotype, weaving, knitting, jewelry repair and creation, drawing, Iris paper folding, stained glass, photography, wreath-making and much more. Gifts provide for 95% of the Studio Arts programming budget (excluding salaries).



These blankets will benefit Jill's Blankets, a local nonprofit serving chemotherapy patients.

**In 2019 your donations resulted in:**

- 80 participants per week expressing themselves creatively
- 45 participants in seven Melin Gallery exhibits
- 12-15 classes and workshops per week
- Quarterly November Gallery exhibitions featuring noted Virginia artists' two- and three-dimensional work

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Cyrus McCormick wows the crowd in the Sara Belle November Theater.

## Performing Arts

There is nothing like *Show Night*. As told by Jessica Corbitt, Manager of Cultural Arts, Show Night is:

*...a palpable feeling that resonates throughout the campus. Excitement can be felt everywhere. Everyone from the dining team to nursing staff and the residents prepares for our Sara Belle November Theater doors to open. Our residents with their families and friends eagerly take their seats while residents from Memory Support and Healthcare arrive to sit beside their spouses. A sense of anticipation fills the room, and as the lights dim, we become one community experiencing a very special moment together. Every aspect*

*of the theater - from the sound to the lights to the performers - are of the highest caliber. Quality shows in the décor, the sound and the lighting. All is taken in and appreciated. Joyfully I sit in the booth with my team and witness the whole experience unfold. We see smiling faces, dancing feet, couples holding hands and a community engaged in vibrant living! There is a genuine sense of community on show night as the theater becomes a place for all.*

Thanks to your support, 100% of performance costs in our beautiful Sara Belle November Theater are covered. Live, high-quality cultural arts enhance the lives of every resident, making Westminster Canterbury an exciting and stimulating environment. Spectacular performances included both local artists and touring groups such as Richmond Ballet, Virginia Opera, Richmond Symphony, Virginia Repertory Theatre, The Taters, Cyrus McCormick and the Reapers, and TRAIN Express, among others.

## In 2019 your gifts resulted in:

- Every resident and guest welcomed, free of charge!
- 49 performances in the Sara Belle November Theater
- Total attendance of 26,200
- Nine Roof Terrace Chamber Series performances with 777 audience members in attendance

## Your Gifts Make a Difference in Many Ways:

- Support for gardens provided new plants, equipment upkeep and other projects led by our Horticulturist, Kathleen Pender. These donations help create a beautiful and stimulating outdoor environment.
- Resident Flower Committees create beautiful live floral arrangements throughout the campus.
- *Claire's Duplicate Bridge* instruction is enjoyed twice a month; expenses are paid by donations.
- Our Library never closes. Donors allow for the purchase of books, audiobooks, newspaper and magazine subscriptions, and other supplies.
- Our Video Library regularly receives new DVDs for weekly cultural films and Saturday Night Movies. A total of 523 movies were checked out by residents and staff.



Spring bulb planting!

2019 Accomplishments Made Possible by You

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