

# 2018

YOU INSPIRE EVERYONE HERE TO  
Live Life Well





# What YOU Do

## *You Inspire Everyone Here to Live Life Well*

When you extend kindness, offer encouragement, provide support to a neighbor in need, and share joy – YOU ARE INSPIRING.

When you entrust us with your loved one, partner with us in service, go the extra mile in compassion, and improve the lives of those we serve and those who serve – YOU ARE INSPIRING.

When you offer a bright smile; share special moments in worship, study and prayer; enjoy the arts together; and give generously from your heart – YOU ARE INSPIRING.

In so many ways, big and small, you inspire generosity – creating a vibrant place to live the best life possible!





President and CEO John Burns with residents Penelope Saffer, Margaret Moring, Ruth Small and Pat Kawana following the December Conversations with John meeting.

## 2018 ANNUAL REPORT

WESTMINSTER CANTERBURY RICHMOND  
& WESTMINSTER CANTERBURY FOUNDATION

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## THANK YOU TO . . .

everyone who supports Westminster Canterbury Richmond's charitably-funded programs. Donor information reflects the period from 1/1/2018 to 12/31/2018. Every effort has been made to ensure accuracy of the Westminster Canterbury Foundation donor lists. We apologize for any errors or omissions. Please bring them to the attention of Westminster Canterbury Foundation by calling 804.264.6702.

## THANKS ALSO TO

Proofreaders:  
Residents Karen Dillon  
and Elizabeth Stallings

Photographers:  
Residents Bev Beck,  
Robert Coles, Grace Colhoun  
and Scott Weaver

Financial data and some statistics are as of 9/30/2018. A copy of the complete Auditor's report for fiscal 2018 is available by request from the Business Office by calling 804.264.6056.





# I

YOU INSPIRE

## Adventure

A good bike and a helmet are the makings for an adventure. Resident Arnold Frederick takes to the road several times a week. The Virginia Museum of Fine Arts, Byrd Park, Lowe's for woodworking supplies, the bike shop on Cary and stops along the Capital Trail are just a few of his favorite destinations. "I love it. There's so much to see. Be safe, obey the traffic signals, look for streets with bike lanes - and enjoy the ride!"

# Leadership 2018

## EXECUTIVE STAFF

John D. Burns  
PRESIDENT & CEO

W. Russell Gardner  
VICE PRESIDENT & CFO

William H. Blackwell  
VICE PRESIDENT HEALTH SERVICES

Robert D. Cox  
VICE PRESIDENT SUPPORT SERVICES

Windley P. Gravatt  
VICE PRESIDENT WORKFORCE SERVICES

Gayle Hunter Haglund  
DIRECTOR RESOURCE DEVELOPMENT

Debra S. Jacobsen  
DIRECTOR RESIDENT SERVICES

The Rev. Dr. Lynn McClintock  
DIRECTOR PASTORAL CARE

## RESIDENTS ASSOCIATION EXECUTIVE COMMITTEE

Adrienne L. Maxwell  
PRESIDENT

Robert E. Coles  
FIRST VICE PRESIDENT

Pat R. Kawana  
SECOND VICE PRESIDENT

Marion George ★  
SECRETARY

Katherine Lowden ★  
ASSISTANT SECRETARY

Barbara Chavatel ★  
IMMEDIATE PAST PRESIDENT

Harriette Will ★  
MEMBER-AT-LARGE

★ Retiring Officers

*In February 2019, the following  
were appointed to the slate of officers:*

June Cheelsman

Bob Clewell

Joan Murphy

Patricia Plaisted

Ellen T. Thompson

## WESTMINSTER CANTERBURY FOUNDATION

### OFFICERS

Christopher M. Carney  
CHAIR

John H. Thomas, Esq.  
VICE CHAIR

John D. Burns  
PRESIDENT

Gayle Hunter Haglund  
SECRETARY

W. Russell Gardner  
TREASURER

*In January 2019, the following were  
elected as Trustees:*

Abbey L. Farnsworth, Esq.  
The Rev. Amelie Wilmer

### 2018 FOUNDATION VOLUNTEERS

A. Cabell Ford, Jr.  
Wilson R. Trice, Esq.  
E. Massie Valentine, Jr.

### TRUSTEES

Walter E. Bundy III, M.D.

Adrienne G. Burrus

Brian M. Cann

Benjamin S. Candland, Esq. ★

Christopher M. Carney

Mary T. Frediani

Wendell B. Fuller

Mark M. Gordon

Myfanwy M. Hall

Pemberton Boinest Hall

The Rev. Canon Robert G. Hetherington ★

Basil M. Jones, Jr.

Ralph C. Joynes

Bruce A. Kay

Frances W. Kay

James F. Lipscomb, Jr.

True F. Luck

Mary H. Madge

Frances V. Massey

Patricia P. Pusey

E. Lee Showalter

Ellen E. Spong

John H. Thomas, Esq.

Howard C. Vick, Esq.

★ Retiring Trustees



## WESTMINSTER CANTERBURY MANAGEMENT CORPORATION

### OFFICERS

Howard J. Kies\*  
CHAIR

Russell T. Aaronson III  
VICE CHAIR

John D. Burns  
PRESIDENT & CEO

W. Russell Gardner  
TREASURER,  
VICE PRESIDENT & CFO

William H. Blackwell  
VICE PRESIDENT  
HEALTH SERVICES

Robert D. Cox  
VICE PRESIDENT  
SUPPORT SERVICES

Windley P. Gravatt  
VICE PRESIDENT  
WORKFORCE SERVICES

Danny W. Felty, M.D.  
MEDICAL DIRECTOR

Betty M. Lissenden  
SECRETARY

### TRUSTEES

Russell T. Aaronson III

Margaret T. Corwin

The Rev. Dr. Alexander W. Evans

Thomas M. Hogg

Sidney R. Jones III, M.D.

Howard J. Kies ★

Christopher M. Michalik

Angela P. Phelon

Stephanie Peters Neal

Jean L. Oakey ★

G. Everett B. Reveley

James White Richter

Cullen B. Rivers, M.D.

James G. Rose, Jr.

M. Pierce Rucker, Esq.

Donald M. Switz, M.D.\*

Herbert B. Thomson

Archibald Wallace III

★ Retiring Trustees

*In January 2019, the following  
were elected as Trustees:*

Jennifer D. Britton

William Lee Chaney, CPA

Greta B. Peters



## Our Vision

“Improving the lives of those we serve every day”

## Our Mission

“As a faith-based charitable organization, we will provide services, specific to need, in a compassionate, professional, holistic manner, through an inspiring environment and dynamic leadership for our residents, employees and others we serve.”

## Our Values

CARING - compassion and empathy for those we serve

ETHICS - using wisdom and experience to do the right thing

LEADERSHIP - maintaining a position of excellence

TEAMWORK - working together to achieve common goals

INNOVATION - creative pursuit of excellence

COMMITMENT - steady focus on the Vision and Mission

STEWARDSHIP - prudent use of all resources

WESTMINSTER CANTERBURY RICHMOND

# RESIDENT LEADERS

Westminster Canterbury Richmond residents are part of the leadership of our community. Nineteen resident committees oversee areas from facilities to performing arts. These resident volunteers play a critical role in shaping the environment in which they live. The Residents Association Executive Committee stands at the head of these committees, ensuring that all resident voices are heard regarding life at Westminster Canterbury.

The resident committees are: Buildings and Grounds, Chapel/Pastoral Care Services, Civic, Dining Services, Echo Shop, Finance, Floor Representatives, Flowers, Forum, Furniture Room and Men's Corner, Gardens and Greenhouses, Libraries, Performing Arts, Recreation, Recycling, Technology, Treasure Chest, Wellness, Visual Arts and Craft.



2019 Residents Association Executive Committee:  
(from left) June Cheelsman, Secretary; Joan Murphy, Member-at-Large; Patricia Plaisted, Assistant Secretary; Ellen T. Thompson, Chair, Floor Representatives; Bob Coles, President; Pat Kawana, 1st Vice President; Bob Clewell, 2nd Vice President; and Adrienne Maxwell, Immediate Past President.



## \$7,186

RAISED BY THE  
UNIQUE BOUTIQUE  
COMMITTEE'S  
FALL CRAFT FAIR FOR  
THE ANNUAL  
FELLOWSHIP FUND

## 450

HATS, SCARVES,  
GLOVES  
AND LAPROBES  
WERE GIVEN  
TO THE  
SALVATION  
ARMY

## 20+

MEMBERS OF  
THE NEW RESIDENT  
PHOTOGRAPHY  
GROUP

## 1,000+

GLASS VASES  
EXCHANGED FOR  
FRESH FLOWERS

## 117

RESIDENT AND

## 56

COMMUNITY  
PASTORAL CARE  
VOLUNTEERS

## 45

AVERAGE MONTHLY  
USERS OF THE  
MOVIE LIBRARY



**63**

NEW RESIDENTS  
WELCOMED THROUGH  
FLOOR REPRESENTATIVE  
COORDINATED EVENTS



**16+**

RECYCLING  
COMMITTEE  
MEMBERS AND FLOOR  
REPRESENTATIVES  
VISITED CONTAINER  
FIRST SERVICES

**1,323**

RESIDENTS ATTENDED  
FORUM LECTURES



**250+**

TRAINING PROGRAMS  
OFFERED BY THE  
TECHNOLOGY  
COMMITTEE

**3,910**

BOOKS

**275**

AUDIO BOOKS  
CIRCULATED



**\$46,729**

CONTRIBUTED  
TO THE ANNUAL  
FELLOWSHIP FUND  
FROM ECHO SHOP SALES

**80+**

ENTRIES IN  
THE ANNUAL  
DAFFODIL SHOW

**\$51,704**

CONTRIBUTED  
TO THE ANNUAL  
FELLOWSHIP FUND  
FROM FURNITURE ROOM  
AND MEN'S CORNER SALES

**60s & 70s**

MUSIC  
INCORPORATED  
INTO PERFORMING  
ARTS OFFERINGS



**\$51,732**

CONTRIBUTED  
TO THE ANNUAL  
FELLOWSHIP FUND  
FROM TREASURE  
CHEST SALES

# 2

YOU INSPIRE

## Friendship

It all started with one little lost cockatiel. After working with several residents to find the bird's owner, Anne Gray decided to see how many of her new neighbors were fellow twitchers. The first group consisted of four residents – Anne, Flo Sthreshley, Bee Wright and Bob Coles. The Birders Group has since grown to almost thirty. They now meet once a month with binoculars in hand to share a love of nature and beautiful birds.





# live active

LIFE ENRICHMENT IN 2018

750

RESIDENTS  
EXPERIENCED  
51 EXCURSIONS



984

ACTIVITIES  
IN PAVILION

1,348

ACTIVITIES IN  
CHESAPEAKE

1,440

ACTIVITIES IN  
PIEDMONT

420

STUDENTS  
LEARNED DURING  
SENIOR SUMMER  
CLASSES



642

RESIDENTS  
ATTENDED  
38 VENUE TRIPS



1,380

ACTIVITIES IN  
SHENANDOAH

1,008

ACTIVITIES  
IN AVALON



984

ACTIVITIES IN  
MONTICELLO

1,092

ACTIVITIES IN  
THE GABLES



# 3

## YOU INSPIRE Purpose

Resident Trudy Bryan was so moved by the energy of our staff that she picked up a hammer and joined the Ramp Building Blitz. Westminster Canterbury Foundation's W·E·A·V·E (Workforce · Education · Assistance · Volunteerism · Engagement) program allows employees to go beyond our walls to assist seniors in the Richmond area through a partnership with project:HOMES. More than 150 staff contributed funds and more than 200 volunteer hours through ramp installations and builds. As a result, 18 seniors-in-need with mobility challenges now enjoy improved access to their communities.





WESTMINSTER CANTERBURY RICHMOND

# COMMUNITY INVOLVEMENT

40

SALVATION  
ARMY  
ANGELS AND

10

SILVER BELLS WERE  
SPONSORED BY STAFF



200

ATTENDEES TO  
THE LIVE LIFE WELL  
RVA SYMPOSIUM



216

RESIDENTS  
VOLUNTEERED

22,328

HOURS

268

NON-RESIDENTS  
VOLUNTEERED

11,748

HOURS

31

TEENS  
VOLUNTEERED

1,778

HOURS

## SPONSORSHIPS, SUPPORT, STAFF VOLUNTEERS AND IN-KIND DONATIONS

- Age Wave Coalition
- Alzheimer's Association
- CARITAS
- Cobra One Social Club
- Coleman Brothers Flowers, Inc.
- Concert Ballet of Virginia
- CWS
- Diversity Thrift
- Executive Women International
- Feed More
- Ginter Park United Methodist Church
- Global Painting
- Goodwill Industries
- GRAVA
- Junior Achievement
- Liberation Church
- Linwood Holton Elementary
- Management Round Table
- Mount Hermon Baptist Church
- project:HOMES
- Ray of Hope
- Salvation Army
- Senior Connections
- Sheltering Arms Physical  
Rehabilitation Centers
- Soles4Souls
- South University
- SPCA
- The Salvation Army
- VCU Massey Cancer Center
- Virginia Repertory Theatre
- West End Antiques

## INTERNSHIPS, HOST SITE & OUTREACH

- 1 Security intern (138 hours)
- 1 Social Work intern (36 hours)
- 3 Information Technology interns (133 hours)
- 4 Pastoral Care interns (971 hours)
- 3 Occupational Therapy interns (126 hours)
- 4 Recreation Therapy interns (863 hours)
- 3 Administrators-in-Training (2,097 hours)
- Alcoholics Anonymous and Al-Anon meetings
- Area Clergy Gatherings
- Henrico County Fire Department training site
- Hosted the Episcopal Diocese of Virginia Retired Clergy Luncheon
- Hosted the Live Life Well RVA Symposium
- Hosted the Presbytery of the James
- Joint Administration Learning
- Three Chopt Presbyterian Church Officers Retreat
- The New Community School Partnership
- Virginia Blood Services drive site
- 2 When Words Fail Pastoral Care Memory Support training seminars for area clergy and caregivers
- LeadingAge Virginia



# 4,807

POUNDS OF FOOD  
DONATED TO  
FEED MORE

# 199

GIFTS WRAPPED  
BY VOLUNTEERS

# 59

RESIDENTS  
SERVED

# \$15,000

DONATED THROUGH  
W•E•A•V•E TO BUILD RAMPS  
FOR RICHMOND AREA  
SENIORS-IN-NEED

# 278

STAFF  
VOLUNTEERED

# \$8,340

IN VOLUNTEER  
HOURS

# 246

YARDS OF THEATER  
CURTAINS DONATED  
TO LINWOOD HOLTON  
ELEMENTARY AND  
VIRGINIA REPERTORY  
THEATRE



# live supported

SUPPORT SERVICES IN 2018



## 160

RENOVATIONS

## 2,039

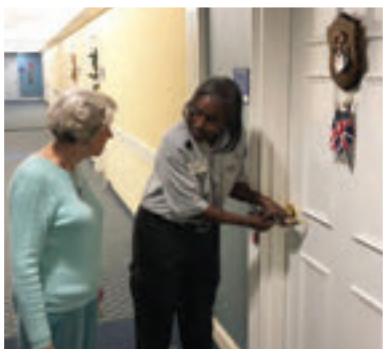
FUNCTION  
SETUPS

## 3,519

HOUSEKEEPING  
WORK ORDERS  
COMPLETED

## 15,042

VISITORS  
SIGNED IN  
BY SECURITY



## 31,447

ENGINEERING  
WORK ORDERS

## 593,241

POUNDS OF  
LAUNDRY WASHED

## 810

PURCHASE  
REQUESTS  
EVALUATED,  
PRICE CHECKED  
AND COMPLETED

## 48,450

COPIES OF  
*THE WESTMINSTER  
CANTERBURY TALES*  
PRINTED AND  
DISTRIBUTED

## 567,613

MEALS  
PREPARED

# TRIBUTE PROGRAM

Donors of these gifts wished to pay tribute to friends' lives and accomplishments. These gifts benefited the 2018 Annual Fellowship Fund unless otherwise designated by the donor. Westminster Canterbury Foundation notifies the families of those being memorialized or honored as gifts are received.

## MEMORIALS

Barbara H. Arnall  
Nancy Cottingham Baker  
Marietta Z. Barnes  
John W. Bates  
Paul B. Bates  
Alan Belew  
Katharine H. Belew  
Priscilla S. Belt  
Irene P. Benton  
Suzanne C. Berry  
Jean B. Biscoe  
Donald L. Bowers  
Gerard W. Bradley  
Clyde W. Bradshaw  
Julia B. Brenaman  
Henry W. Brockenbrough  
Mary L. Brockenbrough  
Catherine E. Bryant  
Theresa T. Caldwell  
William R. Campbell  
Dorothy Carney  
B. N. Carter  
Richard H. Carter  
Hunsdon Cary  
John B. Catlett  
A. Charles Chase  
Norman S. Chattin  
Margaret Christian  
Mary Anne Clause  
Cynthia Colley  
Edna T. Collins  
Alice Coor  
Frances V. Cox  
Irene P. Craig  
Kathleen B. Craig  
Virginia W. Crittenden  
Martha O. Davenport  
Edward G. Davis  
Roselyn P. Davis  
Joan L. Deming  
Overton D. Dennis  
Carol W. Dickinson  
Mary Lou Doherty  
Beatrice B. Dunn  
Helen M. Durham

Samuel M. Eason  
Mary B. Easterly  
Janet W. Edwards  
Anne Elliston  
Rebecca D. Ferguson  
Margery J. Fleet  
Lewis B. Flinn  
Sally E. Flinn  
Frances B. Forsyth  
Ashby M. Foster  
Mary N. Foster  
Margaret F. Foy  
George C. Freeman  
Reginald H. Fuller  
A. Paul Funkhouser  
Gladys S. Fussell  
Josephine L. Garber  
Garland W. Garrett  
Nancy F. Gillette  
Alan R. Gladstone  
Christine K. Graham  
Barbara T. Grant  
George O. Gregory  
Lloyd T. Griffith  
Spotswood B. Hall  
William Hamilton  
John T. Hanna  
Charles M. Hanson  
Page V. Harmon  
Yolanda G. Harrell  
Jane H. Harris  
Thomas B. Hartless  
Anne P. Heath  
Anne H. Hendrick  
Arthur C. Hendrick  
Edmund W. Hening  
Bryan B. Higgins  
Maria B. Hoar  
Margaret W. Hoffmann  
Philip C. Holladay  
Adolf U. Honkala  
Jacqueline M. Hoofnagle  
Betty J. Hopkins  
George W. Hopkins  
Helene L. Hopson  
Dorothy W. Howard

Norman T. Humphrey  
Edward C. Irby  
Kathy W. Ivins  
C. Foster Jennings  
Barbara Ethel Gray Jensen  
Robert F. Jett  
Jehan B. Johnson  
Anna G. Jones  
Frances L. Jones  
Joan F. Jones  
Joanne L. Jones  
Roxanna E. Joynes  
Alexander J. Kay  
Helen H. Kelly  
Constance C. Keve  
Audrey C. King  
Frances R. King  
Harold C. King  
Virginia Wight Lamb  
Edward E. Lane  
Thelma L. Lindemann  
Ann R. Long  
Katharine W. Long  
Ray Lovelace  
Mary Earle Mackall  
Avril Mary Makhlof  
Lucille K. Martin  
Patricia S. May  
Dola C. Mayo  
Ethel G. McGehee  
Hunter H. McGuire  
Francis H. McMullan  
Donald W. McVay  
Kathleen Y. Merrill  
Charles B. Miller  
Robert M. Miller  
William T. Miller  
Anne F. Miller  
Rosa M. Morgan  
Lura Caldwell Morrison  
Ann E. Moss  
Mary Sue Neal  
Ernest L. Neer  
Virginia S. Newton  
Robert G. Nixon  
David R. November



H. Scott November  
 Neilson J. November  
 Jo Ann W. O'Hara  
 Eleanor W. Oppenheimer  
 Floretta S. Owens  
 Nancy M. Phillips  
 J. D. Pitts  
 Thomas N. Pollard  
 Roberta H. Pope  
 Rachel M. Price  
 William A. Pusey  
 Rebecca G. Putney  
 Kathryn W. Randolph  
 Stanley Reed  
 Alice C. Richardson  
 Frances M. Rives  
 Louise W. Robertson  
 Lena Hundley Roden  
 Henry P. Royster  
 Barry E. Saunders  
 Philip J. Schwarz  
 Russell C. Scott  
 Peter G. Seaman  
 Edward L. Smith  
 Joyce L. Smith  
 Virginia H. Snellings  
 W. Holt Souder  
 Rosalie H. Spott  
 Claire L. Stephan  
 Ann H. Stubbs  
 Frank J. Stumpf  
 Katherine N. Sydnor  
 Beverly C. Talbott  
 Frank Talbott  
 Margaret T. Talman  
 Helen M. Tanner  
 Maymie H. Terry  
 Anne Cary Tilton  
 Sally L.D. L. Todd  
 Rose W. Tucker  
 Florence G. Tullidge  
 Thomas H. Tullidge  
 Sarah E. Ussery  
 Frances B. Valentine  
 Ellen Z. Vick  
 Philip S. Viener  
 Jane H. Ware  
 Leslie A. Wetlaufer  
 Helen S. Wetzel  
 Virginia H. White  
 Harry C. Whitlock  
 Jacqueline C. Whitmore  
 Antoinette Whittet  
 Daniel R. Wilkinson  
 Julia A. Williams  
 Nancy B. Witherington

Virginia T. Woodward  
 Elizabeth L. Wright  
 Page P. Wright  
 William M. Wright

## HONOREES

Robert E. Adler  
 B.R. Almond  
 Anne A. Arnest  
 Logan Augustine  
 Dorothy L. Barrett  
 Rose H. Barsalou  
 Leslie A. Bell  
 Bill Berry  
 Alma N. Bingham  
 Joe Anne F. Brabham  
 Maude Brown  
 Charles Caldwell  
 Christopher M. Carney  
 Arla C. Chase  
 Bettie M. Church  
 Robert E. Coles  
 Lucie L. Crews  
 J. R. Cross  
 Doris D. Davis  
 Nellie H. Dickenson  
 Cary T. Doyle  
 Erlene G. Eason  
 Clint Edwards  
 Juanita T. Elmquist  
 Charlotte Evans  
 Heather Fain  
 Frances B. Fitzgerald  
 Margery J. Fleet  
 L. A. Frederick  
 Mary Chester H. Griffith  
 Betty Sue Hadra  
 Elizabeth T. Harris  
 Nellie Harry  
 Robert G. Hetherington  
 Billie Grace Howell  
 Emma M. Hubbard  
 Delores A. Hull  
 Mary P. Hutter  
 Marietta B. Jones  
 Florence D. Kalbacker  
 Patricia R. Kawana  
 John D. Lambert  
 Donald D. Lecky  
 Gladys E. Lewis  
 Grace B. Lindner  
 Janice R. Lorenz  
 Anne T. MacDonald  
 Ross MacKenzie  
 Wilana K. Madden  
 William S. Michaux

Thomas M. Miller  
 William T. Miller  
 Ken Miller  
 Lauren Nash  
 Stephanie P. Neal  
 Lucy B. Negus  
 Neill G. Nelson  
 Sara Belle November  
 Kathleen Pender  
 Jane W. Peters  
 Gregory V. Primavera  
 Patricia P. Pusey  
 LaVerne A. Ramsey  
 Susan R. Ramsey  
 Catherine T. Ray  
 Virginia F. Redick  
 Inger V. Rice  
 Turner C. Richardson  
 J. deVeaux Riddick  
 Joseph E. Rudder  
 R. Jackson Sadler  
 Jean H. Salmon  
 Elizabeth Seaman  
 Connie Serota  
 O. Benjamin Sparks  
 Elizabeth A. Stallings  
 Irving R. Stubbs  
 Burrell W. Stultz  
 John E. Thornton  
 Lowell S. Ukrop  
 Ben B. Ussery  
 E. Massie Valentine  
 Howard C. Vick  
 Eleanor B. Wallace  
 Jeanette M. Welsh  
 Westminster Canterbury  
 Parsons Health Center First Floor  
 Westminster Canterbury Richmond  
 Clinic Staff  
 Cynthia M. Wilkinson  
 Joan B. Wood



# 4

YOU INSPIRE

## Sharing

Nancy Bain has always loved music. When she became a resident here, she found that she could share that love with others by volunteering to play the piano at many of the events. She plays regularly at services for Pastoral Care, leads the music for the monthly sing-a-long and rouses the choir at every Conversations with John meeting. “Music sets the tone for the entire event. It’s very important.”





# live spiritually

PASTORAL CARE IN 2018

1,248

WEEKLY  
SERVICES

156

RESIDENT AND  
COMMUNITY  
VOLUNTEERS

38%

INCREASE IN  
WORSHIP  
ATTENDANCE

5,625

PASTORAL CARE  
INDIVIDUAL VISITS

3

PASTORAL CARE  
SPECIAL INTEREST  
EXCURSIONS

6,392

LENTEN JOURNEY  
BOOKLETS  
DISTRIBUTED



144

DIFFERENT  
CHURCHES  
OR FAITH  
COMMUNITIES WITH  
RESIDENT MEMBERS

1<sup>ST</sup> & 3<sup>RD</sup>

FRIDAYS  
SHABBAT  
SERVICES

2,006

ATTENDEES  
TO

34

PASTORAL  
CARE  
LECTURES

WESTMINSTER CANTERBURY FOUNDATION

# INSPIRING GENEROSITY

WESTMINSTER CANTERBURY FOUNDATION grew out of our roots in faith. Simply put, the Foundation exists to nurture the spirit of generosity in each of us. You, our donors, join us to strengthen what our community does best – spiritual support, the arts, wellness, healthcare excellence, memory care, workforce development and intergenerational magic! Your support encourages innovation that improves lives. Our top priority, our Fellowship Program, provides security and peace of mind to seniors-in-need.

## Who?

FELLOWSHIP IS  
COMPLETELY  
ANONYMOUS

## 114

RECEIVED FELLOWSHIP  
SUPPORT IN 2018

## \$4,100,000

COST TO SUPPORT AT  
LEAST 110 INDIVIDUALS ANNUALLY.  
PART OF THAT COST  
IS COVERED  
BY ENDOWMENT.

## Fellowship Provides:

LIFE CARE  
HOUSING  
THREE MEALS A DAY  
MEDICAL EXPENSES  
ALL THE VITAL  
LIVING WE OFFER



## 72%

OF FELLOWSHIP  
RECIPIENTS ENTERED  
WITH FINANCIAL AID

## 28%

OUTLIVED  
THEIR RESOURCES

## 88%

ARE WOMEN

## 46%

ARE AMONG OUR  
MOST VULNERABLE  
LIVING IN  
ASSISTED LIVING  
OR PARSONS  
HEALTH CENTER





TOGETHER we envision a greater Richmond area poised to expertly meet the evolving needs and expectations of the fastest growing age segment of our population – those 65 and over. We know we have a role as an advocate for seniors and we plan to be a leader at the table. Gifts to our Areas of Greatest Need provide financial support for projects and programs that make the biggest difference in the vibrant lives of our residents. Your generosity allows us to test new ideas to see if we can solve problems and challenges facing our organization and our industry. As those solutions present themselves, we share the results with other organizations that may be able to adapt them for their own use.

**\$1,400,000**

GIVEN TO FELLOWSHIP  
ENDOWMENT  
TO STRENGTHEN OUR  
COMMITMENT TO  
SENIORS-IN-NEED

**\$5,103,891**

TOTAL GIFTS  
RECEIVED  
FROM GENEROUS  
DONORS IN 2018

**\$1,000,000**

CHALLENGE GIFT  
RECEIVED FOR THE  
SPIRITUAL ENRICHMENT CENTER,  
A NEW DESTINATION TO  
DEEPEN YOUR SPIRITUAL LIFE

**THANK YOU**

so much for your support!

If you have questions, please  
contact Gayle Hunter Haglund at

Westminster Canterbury Foundation at 804.264.6702.



5

## YOU INSPIRE Wellness

Resident Mary Douglas Erikson starts her day by walking four miles in neighboring Bellevue. When she returns her work out continues with weights. She is also a regular in the weekly High Intensity Strength Training classes. She is the chair of our Resident Wellness Committee and a believer in proactive health. "It's important to keep moving, stay strong and always work on your balance. The healthier you are, the faster you recover if something does happen."



# live strong

WELLNESS IN 2018



3

FARMERS  
MARKETS  
HOSTED  
ON CAMPUS

1,400

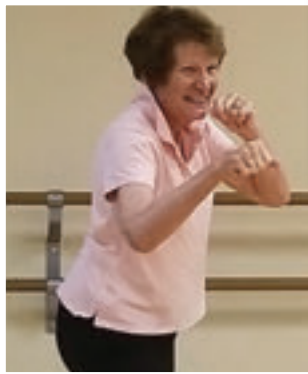
MASSAGES  
GIVEN

105

MILES SWAM BY  
ONE RESIDENT  
IN OUR POOL

4,956

MILES WALKED  
BY RESIDENTS  
DURING THE  
WALKING  
CHALLENGES



120

PARTICIPANTS  
IN THE  
ADVENTURES  
IN WELLNESS  
SPECIALTY  
CLASSES

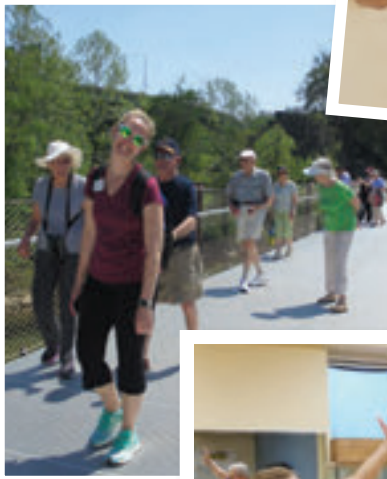
1,248

GROUP  
EXERCISE  
CLASSES



520

AQUATICS  
CLASSES





# 6

YOU INSPIRE

## Creativity

Before moving here, Nancy Smithson only touched pottery when shopping. Now there is little she enjoys more than the feel of clay between her fingers. Every week she is in the McGue-Millhiser Arts Studio letting her inspiration take shape. From doilies to leaves, to rollers to beads, Nancy is fearless in trying new techniques just to see if she can make it work. "I saw a vase in a magazine for \$450. I said to myself, 'I wonder if I can make that.' I did!"





YOU INSPIRE

## Community

Resident Vivian Lesane and the always well-dressed Bentley are a well-known duo on campus. What some don't realize is that Vivian is not Bentley's owner, she is his godmother. Resident Brenda Varley gladly shares Bentley with Vivian. He gets twice as many walks; Brenda gets some me time, and Vivian gets a handsome companion while she exercises. It's a win-win for everyone. "He's such a charmer. I just adore him and he helps me to meet new friends on our walks. This is such a lovely way to stay healthy."





8

YOU INSPIRE

# Learning

Interested in learning Latin, studying the Science of the *Times*, or delving into the golden years of baseball? Then resident Ann Archer has the teacher for you. Ann has been coordinating the Seniors Summer program here for the past six years. The on-campus courses are free, fun and always packed with residents wanting to learn. “We have several residents who are educators. They love the chance to teach, and everyone enjoys learning. The program benefits everyone.”







# 9

## YOU INSPIRE Family

Maybry has been coming to Westminster Canterbury to visit family for as long as she can remember – literally. First as a baby when her great-grandmother was a resident. Then weekly when her grandfather, Jim Courtney, moved in. Maybry and her grandfather would spend the day together three times a week, playing in the pool and enjoying lots of ice cream. Now Maybry brings along Mackenzie, her baby sister. Jim and Maybry made a deal that when Mabry gets her driver's license, she will become his chauffeur. They have one year to go!



# live connected

RESIDENT SERVICES IN 2018



10,028

SALON  
APPOINTMENTS



43

NEW RESIDENTS  
ATTENDED  
MEET AND GREETs

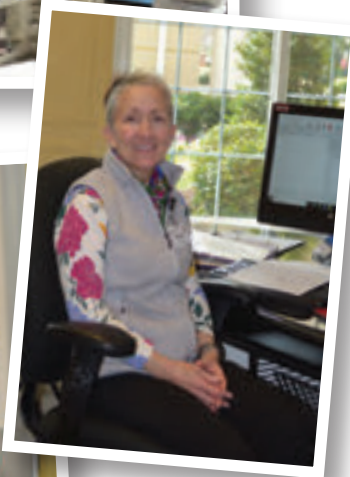
2,264

RESIDENTS  
RODE THE  
GROCERY STORE  
SHUTTLE



6,248

RIDES  
PROVIDED BY  
TRANSPORTATION



45

RESIDENTS WERE  
ASSISTED WITH  
IN-HOUSE MOVES

1,863

RESIDENT  
PACKAGES  
PROCESSED  
IN DECEMBER



900+

PIECES OF APPAREL  
PURCHASED  
FROM  
THE GALLERIA

1,568

WAKE-UP  
CALLS





# live confident

FINANCE, HEALTH INFORMATION MANAGEMENT,  
INFORMATION TECHNOLOGY,  
SALES AND MARKETING IN 2018

## 4,212

INFORMATION  
TECHNOLOGY  
HELP REQUESTS  
FROM RESIDENTS

## 1,531

INFORMATION  
TECHNOLOGY  
HELP REQUESTS  
FROM STAFF

## 6,392

HEALTH INFORMATION  
RECORDS  
PROCESSED

## 171

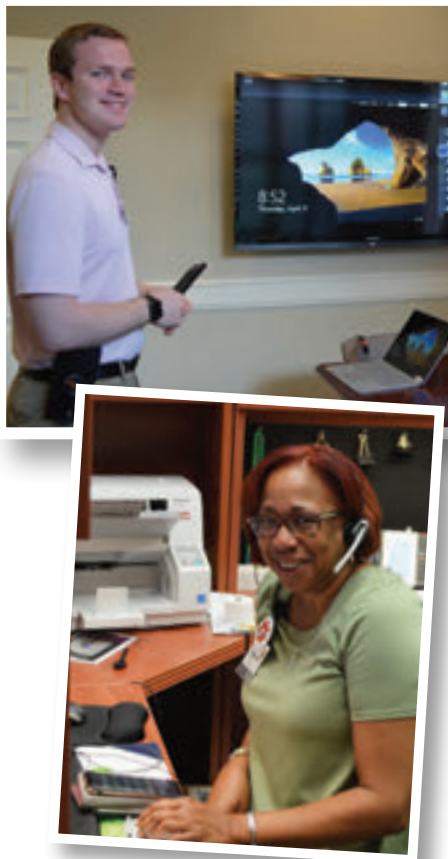
NEW APPLICANTS

## 69

MOVE-INS

## 1,025

SALES  
APPOINTMENTS



## 120,000+

RESIDENT HEALTH CHART  
DOCUMENTS REVIEWED BY  
HEALTH INFORMATION  
MANAGEMENT

## \$21 million

IN GROSS  
ENTRANCE FEES

## 15,600

ACCOUNTS  
PAYABLE  
INVOICES  
PROCESSED

## 562

INDEPENDENT LIVING  
RESIDENTS

## 145

ASSISTED LIVING  
RESIDENTS



## 149

HEALTH CENTER  
RESIDENTS

# 10

YOU INSPIRE

## Joy

Resident Scott Boyer stepped into a role in *The Nutcracker* in the 1970s and hasn't stopped dancing since. The Concert Ballet of Virginia is made up of almost 100% volunteers. As Artistic Director, Scott helps their inherent abilities and strives for excellence, whether they are dancers, set designers, choreographers or costume makers. "We have parents who initially come just to bring their children, but then they realize, 'I can sew, I can paint, I can contribute!' That's what I love – for people to discover they are their own individual and they have a unique gift capable of bringing joy."





# live artfully

CULTURAL ARTS IN 2018

48

PERFORMANCES



262

ART CLASSES

43

OTHER EVENTS  
HOSTED



117

SPECIAL INTEREST  
ART WORKSHOPS

20,180

ATTENDEES  
TO EVENTS  
IN OUR  
SARA BELLE  
NOVEMBER  
THEATER



7

WINE AND  
DESIGN CLASSES

92

AVERAGE NUMBER  
OF RESIDENT  
ATTENDEES TO  
STUDIO ART  
OFFERINGS  
EACH MONTH

1,323

RESIDENTS  
ATTENDED OUR  
WCR FORUM  
LECTURES





# In Review

Fiscal 2018 was another successful year for Westminster Canterbury. Due to strong operating results, bond covenant requirements were exceeded. Our waiting list remains strong for all areas of independent living. Westminster Canterbury was affirmed an A-/Stable rating in November 2018 by Fitch Ratings and reported a stable outlook due to Westminster Canterbury's favorable market position, improving operating performance and overall balance sheet strength.

In fiscal year 2018, there were 69 new sales, which yielded gross entrance fees of \$21 million dollars. This was a significant factor as Westminster Canterbury finished the year with a debt service coverage ratio of 2.98, exceeding the bond covenant. Days cash on hand was very strong at 1,045 days, and the reserve ratio continued strongly at 161.5%.

Westminster Canterbury Foundation continues to be a vital element of our mission to provide financial support for seniors-in-need. By the end of fiscal 2018, a total of 114 residents were able to live at Westminster Canterbury because of the financial assistance they received from the Foundation's Fellowship Program. The 2018 actuarial valuation indicated that Westminster Canterbury's obligation to provide future services to residents did not result in a liability as of September 30, 2018.

## OCCUPANCY

As of September 30, 2018, the community includes 502 independent living apartments and houses, 92 assisted living apartments, 72 memory support apartments, and 158 health center apartments for a total of 824. Occupancy for independent living residences was 93.5% and for the Mary Morton Parsons Health Center was 90.5%. Occupancy for the assisted living residences was 87.3%. Assisted living consists of Avalon, Pavilion, Monticello, and The Gables.

## REVENUES

Revenues decreased by \$5,468,000 over the prior year. This was due to a \$7,324,000 decrease in investment income, a \$1,172,000 increase in other income and a \$519,000 increase in earned entrance fees.

## EXPENSES

Expenses increased by \$3,046,000 over the prior year. This was due to a \$1,059,000 increase in general services, a \$861,000 increase in administrative expenses, a \$448,000 increase in resident services, a \$429,000 increase in depreciation and amortization and a \$212,000 increase in interest expense.



# Consolidated Financial Information

WESTMINSTER CANTERBURY MANAGEMENT CORPORATION & SUBSIDIARIES

YEARS ENDED SEPTEMBER 30, 2018 AND 2017

## Assets

Current Assets	2018	2017
Assets Limited As to Use, Less Current Portion	\$22,570,820	\$15,347,107
Investments	8,842	1,586
Interest in Perpetual Trusts	193,217,861	198,249,017
Pledges Receivable, Net of Current	2,103,727	2,062,064
Property, Plant and Equipment, Net	513,995	—
TOTAL ASSETS	<u>137,199,875</u>	<u>126,024,330</u>
	<u>\$355,615,120</u>	<u>\$341,684,104</u>

## Liabilities and Net Assets

Current Liabilities	2018	2017
Bonds Payable, Less Current Portion	\$15,161,033	\$12,094,469
Fair Value of Interest Rate Swap	85,919,196	89,669,291
Entrance Fees	—	38,413
Other Liabilities	116,693,208	113,139,592
TOTAL LIABILITIES	<u>982,594</u>	<u>5,031,598</u>
	<u>218,756,031</u>	<u>219,973,363</u>
NET ASSETS	<u>136,859,089</u>	<u>121,710,741</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$355,615,120</u>	<u>\$341,684,104</u>

## Revenues

Resident Services	2018	2017
Earned Entrance Fees	\$38,426,439	\$38,261,621
Investment Income	15,752,013	15,232,797
Contributions and Other Income	8,650,918	15,974,514
TOTAL REVENUES	<u>12,545,788</u>	<u>11,374,246</u>
	<u>75,375,158</u>	<u>80,843,178</u>

## Expenses

Direct Resident Care	2018	2017
General Services and Utilities	14,632,511	14,184,025
Administrative, General and Marketing	19,278,964	18,220,371
Fundraising and Grants	13,598,440	12,737,442
Depreciation and Amortization	385,414	347,622
Interest	10,994,171	10,565,279
TOTAL EXPENSES	<u>3,382,929</u>	<u>3,171,280</u>
	<u>62,272,429</u>	<u>59,226,019</u>

OPERATING INCOME	13,102,729	21,617,159
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## OTHER INCOME (LOSSES)

Unrealized Gains (Losses)	2018	2017
Change in Fair Value of Interest Rate Swap	(1,010,269)	725,724
TOTAL OTHER INCOME (LOSSES)	<u>38,413</u>	<u>169,050</u>
	<u>(971,856)</u>	<u>894,774</u>

## EXCESS OF REVENUES, GAINS AND OTHER SUPPORT OVER EXPENSES AND LOSSES

	12,130,873	22,511,933
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## OTHER CHANGES IN UNRESTRICTED NET ASSETS

Changes in Plan Assets and Benefit Obligations and Other Changes	2018	2017
	(846,980)	362,369
INCREASE IN UNRESTRICTED NET ASSETS	<u>\$11,283,893</u>	<u>\$22,874,302</u>

Summarized information from 2018 Audit. The Auditor's report for fiscal 2018 is available from the Finance Office by request at (804) 264-6056.



## Our Vision

*Inspire Generosity*



## Our Mission

Growing from our roots in faith, we nurture the spirit of generosity of Westminster Canterbury Richmond to ensure the best life possible for our residents and to cultivate leadership in senior services.

## Who We Are

Donors to Westminster Canterbury Foundation support Fellowship and areas of greatest need, and they share their passions. The Foundation's **FELLOWSHIP PROGRAM** provides need-based financial support to more than 100 people each year. Since 1975, more than 550 people have received aid totaling \$73 million and every resident is assured that no one will ever be asked to leave due to an inability to pay through no fault of their own. Gifts to the **AREAS OF GREATEST NEED** are utilized for Innovation Grants and other essential priorities. Donors who **SHARE THEIR PASSIONS** support programs such as healthcare excellence, memory therapies and spiritual support, chaplaincy programs and internships, wellness and fitness programs, enhancements and scholarships for the Child Development Center, workforce development and thriving creative programs that include studio and performing arts. Leadership in senior services is made possible by the Foundation every year.

You, our generous donors, are precious to us.

Your inspiring generosity to Westminster Canterbury Foundation can be felt and seen everywhere – from performances and art classes to excellent healthcare, wellness activities, unparalleled memory support and spiritual depth. Your impact is felt by all who receive Fellowship support and know the security and peace of mind we promise every resident.

OUR HEARTFELT THANKS TO EACH OF YOU.



# WESTMINSTER CANTERBURY RICHMOND

1600 WESTBROOK AVE.  
RICHMOND, VA 23227

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