



# John Knox Village

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2024 Community Involvement Report

John Knox Village  
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## *Overview*

Successful businesses thrive in healthy and connected communities. That's why it's important that John Knox Village challenges itself to make the most of its community involvement efforts. Although monetary donations are significant, it's the power of the people – their expertise, skills, time and talents – that make the most impact in the communities in which the Village operates.

The Village's size as well as its diverse offerings of services and amenities enables it to allocate multiple resources toward its community involvement commitments. It shares facilities; facilitates the giving of time and talents; offers leadership and/or modest financial support to other not-for-profit organizations; shares entertainment; and promotes education and intergenerational activities. In turn, the Village benefits in a variety of ways.

- Achieving its mission, vision and values by enriching the lives of residents, associates and members of surrounding communities.
- Strengthening its position as a valuable community resource and leader.
- Increasing awareness of and understanding about the organization.
- Enhancing its image.
- Breaking down stereotypes about aging and older adults.
- Generating interest in residency at or use of its services.
- Promoting itself as a good place to live, work and with which to conduct business.
- Reinforcing the appropriateness of our not-for-profit status.

The Village's community involvement extends beyond volunteering and/or donations: it also continually works to become an even more sustainable, earth-friendly organization. What better way to make a positive impact within the communities it interacts with than by minimizing its carbon footprint for future generations?

The Village is committed to achieving its mission of "Enriching lives, building community" in Lee's Summit and beyond, and its community involvement efforts allow it to connect with and enrich the lives of thousands of individuals. This report is more than a showcase of the Village's generosity: it's the story of how it makes a difference in the communities it serves.

John Knox Village is proud of all that it has accomplished and is excited about the future.

## ***About John Knox Village***

- Founded in 1970, one of the first life plan communities in the nation.
- Not-for-profit organization 501(c)(3), run by a nine-member volunteer board of directors.
- Mission: To enrich the lives of older adults through community living – Enriching lives, building community
- Located in Lee’s Summit, Missouri, with home health offices in Prairie Village, Kansas
- Serves about 1,200 residents on its campus and about 5,000 community members who live in western Missouri and eastern Kansas annually.
- With about 850 associates on staff, one of the largest employers in Lee’s Summit

**Independent Living:** Residents enjoy maintenance-free living in freestanding homes, villas or apartment homes. On-campus amenities include an art studio; library; beauty salons; meeting and banquet rooms; bowling alley; chapel and prayer room; 9-hole executive golf course; two fitness centers; a convenience store; multiple restaurants and a coffee shop; 1,400-seat special event space; guest rooms; two indoor swimming pools and an outdoor pool; whirlpool; movie theater; media centers; community garden; woodworking center; crafting studio; dog park; veterans memorial; and more.

**John Knox Village Emergency Medical Services:** In addition to serving the Village campus, JKV EMS provides services to the cities of Lee’s Summit, Harrisonville, and Kansas City for interfacility transports for emergency and non-emergency transports. JKV EMS also has mutual aid agreements with the cities of Lee’s Summit, Missouri, and Raytown, Missouri, which enables them to respond during an emergency if the need arises. JKV EMS also runs a behavioral health van service to provide non-emergent transportation to patients in need of mental health care.

**Village Helpers In-Home Care:** Trained staff provide Village residents with person-centered care services, such as light housekeeping, shower assistance, companion visits, medication reminders, transportation, pet care and more.

**Village Home Health:** With offices in both Lee’s Summit, Missouri, and Prairie Village, Kansas, the Medicare-certified home health agency provides intermittent skilled care as ordered by a physician, including skilled nursing; physical, occupational, speech and respiratory therapies; and medical social work. Licensed health care professionals provide services to JKV residents as well as patients who live in 12 counties in Greater Kansas City.

**Village Assisted Living:** Licensed by the state of Missouri, Village Assisted Living offers 24-hour nursing assistance; medication management; regular housekeeping; three meals a day in its on-site restaurant; planned activities; exercise classes; an on-site therapy clinic; assistance with activities of daily living; and more.

**Village Assisted Living Memory Care 1, 2 and 3:** Each memory care neighborhood is licensed by the state of Missouri and provides a full range of services as well as a supportive and secure environment for residents with memory-related conditions. The facilities provide 24-hour highly supervised and interactive care; private and semi-private rooms; secured indoor and outdoor environments; monitoring systems in resident rooms; and more.

**Village Care Center:** The freestanding skilled nursing facility is licensed for 430 beds. Care neighborhoods provide 24-hour nursing services for long-term care, memory care, and Medicare-certified rehabilitative care.

**Village Hospice:** Village Hospice provides comfort-oriented services to assist individuals with life-limiting illnesses, who are in the final stages of their lives. The agency is licensed and certified by the state of Missouri and serves JKV residents as well as patients in western Missouri.

**Village Outpatient Therapy:** Serving patients who live in the surrounding community as well as JKV residents, Village Outpatient Therapy provides physical therapy, occupational therapy and speech therapy in our outpatient care clinic.

**Village Palliative Care:** Village Palliative Care assists patients at any stage of serious illness, injury or health condition, whether it is chronic, curable or life-limiting. The service focuses on improving quality of life by helping with uncontrolled symptoms such as pain, stress, incontinence or constipation, difficulty breathing or sleeping, fatigue, nausea, anxiety, depression or loss of appetite.

# ***Civic Engagement***

*By encouraging participation in community organizations, political involvement, activism and advocacy, the individuals who give their time enhance the lives of their families and their neighbors.*

## **Chamber of Commerce/Economic Development**

John Knox Village's involvement in the Lee's Summit Chamber of Commerce and the Lee's Summit Economic Development Council includes both leadership and financial support, which creates an optimum environment for economic growth and development.

Village leaders consistently serve on a variety of chamber committees, oftentimes in officer positions. Also, more than three dozen associates have participated in Leadership Lee's Summit, a nine-month education program.

Members of the Village community also volunteer at Chamber-sponsored events. For example, about 30 associates and members of their families serve food during the annual Oktoberfest in Downtown Lee's Summit.

Finally, associates acting as ambassadors for a variety of Village services, including Village Hospice, are active in area organizations such as the Kansas City Chamber of Commerce and the Raytown Chamber of Commerce.

## **Civic, Community and Not-for-Profit Organizations**

John Knox Village associates, residents and board members routinely volunteer for not-for-profit organizations. Although not sponsored or facilitated by John Knox Village, such involvement indirectly – yet positively – reflects on the Village. The organizations also benefit from the volunteers' leadership, intellectual capital and time. The following list are examples of the diverse organizations Village community members support: **Scouting America**, (formerly the Boy Scouts of America), **Citizens' Advisory Committee**, **Missouri Family to Family**, **Girl Scouts of the USA**, **Heartland Men's Chorus**, **The Humane Society of the U.S.**, **India Association of Kansas City**, **Junior Achievement of Greater Kansas City**, **Chandana Kannada Sangha Kansas**, **The Micah Ministry**, **KCUR-FM Public Radio**, **Lee's Summit Optimist Club**, **Lee's Summit Educational Foundation**, **Rotary Club of Lee's Summit**, **Lee's Summit Symphony**, **Noah's Bandage Project** and many others.

**Dr. Daniel Rexroth, John Knox Village president/CEO**, strongly believes in giving back to the community. He is a member of multiple boards and committees, including: **MidAmerica Nazarene University** – Chair, Board of Directors and Chair, Finance Committee; **Olivet Nazarene University** – Foundation Board of Directors, Vice-Chair; **Harvest Partners** – Vice Chair, Board of Directors; **Palestine Economic Development Corporation** – Board of Directors; **International Church of the Nazarene** – Audit Committee; **Kansas City District Church of the Nazarene** – Advisory Committee; **Lee's Summit Economic Development Council** – Board of Directors; and **Symbria Great Plains Pharmacy** – Board of Directors.

## **Political Participation**

John Knox Village leases space to the Jackson County Board of Election Commissioners for poll locations. Village residents volunteer at polling locations both on- and off-campus.

In addition to contributing to a strong voter turnout, Village residents are active in a variety of political endeavors and campaigns. They frequently invite and/or host elected officials and political candidates to speak at resident gatherings. The Village provides support to aid in these efforts from time to time.

## **Activism and Advocacy**

Members of the John Knox Village community routinely advocate for older adults and services for seniors in both state and national arenas. For example, Seniors For Justice is a resident-run, non-partisan group of individuals who discuss current events and, when appropriate, take action.

## **Public Safety Emergency Management**

John Knox Village Public Safety serves Village residents and associates; campus guests; and members of surrounding communities. The Village's ability and willingness to assist during an emergency or times of crisis helps take financial and staffing tension off stressed city and state programs. When emergency situations occur outside the Village campus, Public Safety leaders can allocate resources and labor to assist emergency response efforts when appropriate and without adversely affecting the safety or wellbeing of residents or associates.

Public Safety has partnerships with local, state, regional and national public service organizations to provide security assistance, emergency service administration and more. They have formed mutually beneficial partnerships with **local hospitals/health care facilities; Lee's Summit Fire and Lee's Summit Police; Jackson County Emergency**

**Preparedness; Jackson County Public Health; Missouri Department of Health and Senior Services; Missouri State Emergency Management Agency; the American Red Cross; Federal Emergency Management Agency (FEMA); Homeland Security; and other agencies.**

Public Safety provides multiple outreach services in Lee's Summit and other communities. Examples include:

- **Safety:** Security patrols at community events such as Lee's Summit Downtown Days.
- **Continuing Education:** The Village provides space for educational events, such as a regional Homeland Security emergency preparedness workshop. It also has furnished vacant buildings to Lee's Summit Police and other emergency services to use in training demonstrations.
- **Emergency Preparedness:** The Village routinely participates in emergency preparedness exercises both on campus and in surrounding communities, such as city-wide tabletop disaster drills conducted by the Mid-America Regional Council (MARC). Other activities include fostering relationships with city, state and national organization and overseeing continuing education exercises.
- **EMS Services Beyond the Village campus:** JKV Emergency Medical Services provides emergency and non-emergency interfacility transportation to patients in Lee's Summit, Harrisonville and Kansas City. It also has mutual aid agreements with the cities of Lee's Summit, Missouri, and Raytown, Missouri that enables JKV EMS to respond to emergencies if the need arises. JKV EMS recently added a behavioral health transportation service to help patients having a mental health crisis get the help they need. Finally, the Village is a member of a Kansas City metropolitan-wide emergency preparedness group.
- **Partnerships:** The Village has a closed Points of Dispensing (POD) arrangement with the American Red Cross. During a pandemic, the Village can provide space to allow large numbers of people to receive immunizations, in turn, reducing the demand on public dispensing sites and contribute to an effective emergency response.
- **Prescription Take-Back Collection Site:** The Village, along with the Lee's Summit Police Department, Lee's Summit Cares and the National Drug Enforcement Agency, hosts Prescription Take Back events for residents, associates and members of surrounding communities. As one of three collection sites located in Lee's Summit, the Village has collected more than 2,000 pounds of unwanted or no-longer-needed medication in about 10 years.

## ***Corporate and Community Philanthropy***

*John Knox Village offers modest financial support to organizations that host events or provide services with a measurable social impact within the community and/or encourage older adults.*

John Knox Village has three categories of giving.

- **Corporate** giving helps build awareness and integrates the organization into the local community. Examples of corporate giving include sponsorship of the Lee's Summit Chamber of Commerce golf tournament. The Village also supports the Lee's Summit Chamber of Commerce Oktoberfest celebration and Lee's Summit Symphony through donations of volunteer time and event space.
- **Community** giving helps make Lee's Summit and surrounding communities stronger. The Village contributes to a variety of organizations such as the Lee's Summit CARES and Lee's Summit Social Services.
- **Workplace** giving enables generous people to contribute to projects such as Operation Christmas Child. Individual departments also host their own drives such as sock-and-blanket drives for the City Union Mission.

## ***Cultural Offerings/Special Events***

*John Knox Village hosts a variety of special events that are open to all members of the community. These activities are a way to share resources and allow people to have a positive experience on the Village campus.*

- John Knox Village choral and instrumental groups performances are open to the public.
- The John Knox Village Community Theatre produces free shows.
- The Village hosts free concerts including performances by the American Legion Band; United States Air Force Jazz Band; the Heartland Recorder Orchestra Concert; and others.

# ***Donation of John Knox Village Facilities and Equipment***

*Enabling groups to meet in appropriate settings helps promote John Knox Village as a good community resource and allows the organization to break down stereotypes about aging.*

## **Meeting Spaces/Tours**

Because of the availability of meeting spaces with varying capacities, several organizations offer classes/seminars/meetings on the Village campus. For example, JKV has donated space to **Lee's Summit CARES; Missouri League of Nursing; Essential Tremors Support Group; Lee's Summit Chamber of Commerce; National Association of Health Care Assistants; Toastmasters International; and other groups** at a value of about \$20,000.

In addition, Village residents involved in civic/church/retiree groups hold meetings on the Village campus. The Village also regularly hosts campus tours for area schools, scout troops, professional groups, etc.

## **The Pavilion at John Knox Village**

Multiple times a year, John Knox Village donates its special event venue, The Pavilion at John Knox Village. The donations fulfill a variety of needs, such as bringing entertainment that might not otherwise be possible in Lee's Summit. In other cases, community meetings and programs are enhanced because of The Pavilion's amenities and services. The Village donates the venue at a value of about \$50,000 (figure based on rental rates). Examples of events include:

- City of Lee's Summit Annual Meeting
- Lee's Summit R-7 School District events
- Lee's Summit Mayor's Outreach Breakfast for Community of Character
- Lee's Summit Chamber of Commerce annual banquet
- CLAIM Medicare Enrollment event
- Homeland Security Emergency Preparedness workshops

## **Support Groups and Bereavement Support**

John Knox Village hosts support groups for Village residents as well as members of the surrounding community, such as an Alzheimer's Support Group, multiple Parkinson's Support Groups and an Essential Tremors Group.

Village Hospice bereavement services offer opportunities for healing from loss, including Hope for the Holidays Workshop and the annual Memorial Service and Butterfly Release. Grief support is available for the families of all patients for up to 13 months after their loved one has passed.

## **Surplus Equipment**

John Knox Village donates equipment, supplies and/or gently used items to other not-for-profit organizations, such as the Surplus Exchange and the Lee's Summit Hope House. Schools, camps, childcare facilities, nursing homes and churches also have received surplus supplies.

# ***Education***

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

## **EMT Pathways Training Program**

In 2022, John Knox Village unveiled a training program to enable new security officers to earn their emergency medical technician-basic (EMT-B) license while on the job. As part of the training, associates attend a 40-hour first responder medical course. They also shadow another security officer who already has their EMT-B license when responding to medical calls. Finally, the trainee also enrolls in a five-month EMT Basic program; when associates complete the course and earn their license, they will receive up to \$1,000 for tuition reimbursement.

## **EMT-B Training at the Herndon Center**

John Knox Village Public Safety also works in partnership with the Herndon Career Center in Raytown, Missouri, to train students to become Emergency Medical Technicians.

## **Emergency Training Institute**

Since June 2006, the JKV emergency medical service department has offered paramedics and emergency medical technicians the chance to earn continuing education units of credit (CEUs) via the John Knox Village Emergency Training Institute as well as initial Emergency Medical Technician training.

## Lee's Summit R-7 School District Involvement

John Knox Village supports Lee's Summit R-7 School District in a variety of ways, including the well-established Partners in Education program and the new Diploma Plus program. Diploma Plus embeds career exploration through the K-12 experience by connecting the classroom to business and industry support to help students graduate with confidence and skills. The Village provides professional resources, such as mentors who assist with student projects. For example, the Village hosted a technology learning event where students worked one-on-one with residents to help them with their mobile phones, tablets and other personal technology.

## Mentoring Program

Since 2001, John Knox Village has partnered with the University of Missouri-Kansas City School of Medicine to provide "well elderly" residents to mentor first-year medical students. The Mentoring Program enables future doctors to learn from residents about the normal processes of aging, which helps students to see past negative stereotypes. It also teaches the students how to relate to people as a whole person, not just a patient. The program has helped to shape an entire generation of physicians by making them more sensitive to issues affecting older adults and helping them become more effective communicators and better listeners.

## VIP (Virtual Intergenerational Project)

Thanks to a partnership between John Knox Village and the University of Central Missouri, students and residents are breaking down barriers between generations. The VIP Project pairs Village residents (VIPs), and students in the Child and Family Development program. The assignment promotes communication and understanding between generations.

## Student Internships/Classroom Partners/Work Exploration/Job Shadowing

John Knox Village routinely partners with educational institutions to offer students learning opportunities.

- **Internships/Clinical Rotations.** Multiple departments host student interns to help them gain important on-the-job experience while they are learning a trade or completing a degree. Participants must be high school, technical school or university students. Some internships follow school curriculum, while others are left up to the individual and the Village. The Village typically offers internships in Nursing, Therapy, Marketing, IT, Dining/Nutrition, Music Therapy and Social Services. In the last five years, the Village has hosted about 50 interns.
- **Job Shadowing.** Students with an interest in learning more about a specific career path often shadow associates in their chosen field for a day or more. The students are typically associated with a school program or community organization, but occasionally individuals with an interest will reach out. For example, students from Pro Deo Youth Center visit Village restaurants and participate in hands-on activities to learn about opportunities in the hospitality industry. Students involved with the Lee's Summit R-7 School District **Gaining Real-life Experience and Training (GREAT) program** learn important work and life skills by assisting staff in dining, activities and nursing departments to build skills that will help them find employment after they finish the program.
- **Career Opportunities.** In addition to working with local school districts, colleges and universities, Human Resources representatives have partnerships with a variety of local and regional organizations committed to helping people find rewarding work, such as the **Community Services League, Job One, Ability KC, Life Unlimited, Healing House KC, Kauffman Real World Experiences, Kansas City Metropolitan Healthcare Council** and **many others**. The team attends events within a two-hour radius of the Village to educate and inform participants about the Village and the rewards of working with seniors. They also provide guidance and advice to students who are deciding on a career and/or looking for employment.

## *Environment/Sustainability Efforts*

*John Knox Village strives to be a sustainable, earth-friendly organization.*

### Notable "green" efforts include the following.

- Establishing a recycling program to collect paper, aluminum, cardboard, glass, plastics and batteries.
- Using technology and software solutions to decrease printing and paper usage.
- Reducing energy usage by investing in new equipment and lighting. For example, Village dining venues use induction cooking to reduce energy usage; the Village uses LED bulbs throughout campus and no longer uses incandescent or fluorescent replacement bulbs; and, finally, as equipment is replaced, the new equipment is designed to operate at a higher level of efficiency, which saves energy. Our new buildings and cottages look to



employ newer technology which also improves energy usage.

- Reducing the number of miles driven by the transportation vehicle fleet and business vehicles.
- Adding a “biofuel” vehicle to the fleet, which runs on conventional fuel or natural gas.
- Hosting multiple solar panel arrays on roofs throughout the Village.
- Repurposing cabinets, windows, tile, furniture, office equipment, etc. Scrap metal is taken to a scrap yard rather than a landfill.
- Incorporating electric cars into the Public Safety security fleet – when fully charged, the cars operate for up to 110 miles and use zero gas.
- Participating in Evergy’s Clean Charge Network. The Village installed three electric vehicle charging stations consisting of nine stalls. The public-use stations are in parking lots at The Pavilion and The Meadows. The third station is located near the public safety offices.
- Building parking garages that have access to electrical vehicle charging stations.
- Using recycled asphalt mix that meets project parameters for paving projects throughout the JKV campus.
- Composting leaf-and-yard waste to reduce the use of chemicals around campus and keep waste out of landfill.
- Using ZooPoo fertilizer from the Kansas City Zoo and Aquarium around the campus.
- Providing space for two beehives near the John Knox Village Resident Gardens.
- Partnering with KC Can Compost, an organization that collects restaurant food waste for composting. In late 2023, the Village also took steps to expand the program and enable residents to compost their own kitchen scraps.
- Using more environmentally friendly take-away containers, decreasing the use of plastic straws, increasing the use of low-energy equipment and recycling fryer oil in the Village’s restaurants.
- Replacing the traditional three-compartment sinks in the restaurants with environmentally friendly heated soak tanks. Staff fill the tank with fresh water once a month and add carbon removing powder. (Staff needed to replace water in the three-compartment sink every 2 to 4 hours to ensure proper water temperature and chemical strength.) Any equipment that needs soaking and/or scrubbing is placed in the tank from 2 to 24 hours, and then rinsed and dried – without any scrubbing or use of corrosive cleaners. At the end of the 30-day cycle, the now gray water is drained or transferred into an irrigation holding tank.
- Hobby Hut volunteers reuse wood and other recyclable materials to make toys for area children.

## ***Industry/Professional Involvement***

*Involvement in industry and professional organizations aids in building the knowledge and skills of John Knox Village associates, introduces new ideas to the organization and enables Village associates to share expertise.*

### **Industry Involvement**

John Knox Village is active in LeadingAge Missouri and LeadingAge, which enables Village leadership to remain informed of industry trends and innovations. Members of management attend state and national conferences, make presentations at the conferences, serve on state and national committees, and hold positions of leadership.

The Village’s general and professional liability insurance company, Caring Communities Insurance Company (CCIC), shoulders the advanced risk management and quality healthcare responsibilities for other not-for-profit life plan communities around the nation. The Village was a key player in the establishment of this innovative risk-financing program. What’s more, the Village’s involvement in CCIC has resulted in significant savings, which enables it to better meet community involvement goals and commitments.

### **Professional Involvement**

- ***Boards of Directors and Advisory Board Participation:*** In addition to participating in professional associations, several Village associates are members of the boards of directors, committees and/or advisory boards for various organizations, such as: **Lee’s Summit Medical Center, Saint Luke’s East Hospital, UCM Child and Family Development Board, Lee’s Summit Symphony Board** and multiple others.
- ***Professional Associations:*** Multiple members of the management team belong to the local chapters of professional associations; a number also hold leadership roles at the local, state and/or national level. Examples of industry associations that associates are members of include: **American Chef Association, American Health Information Management Association, American Hospital Association, American Society for Healthcare Risk Management, American Society of Safety Engineers, Association for Healthcare Foodservice, Board of Certified Safety Professionals, Full Employment Council/ Eastern Jackson County Workforce Board, Health Care Compliance Association, Jackson County Professionals in Aging, Kansas State Advisory**

**Board for Hospitality Management, Missouri Association of Medical Staff Services, Missouri Association of Nursing Home Administrators, Missouri Hospice and Palliative Care Association, Missouri League for Nursing, Missouri Restaurant Association, National Association of Home Care & Hospice, National Alliance on Mental Illness, National Hospice and Palliative Care Association, and dozens more.**

## ***John Knox Village Board of Directors***

*Because good governance is vital in business, one of the most valuable assets the business community can offer is intellectual capital.*

The John Knox Village board of directors consists of volunteers who offer business insights and help make decisions about strategy and direction that help the Village achieve its mission. The board has three residents and six individuals who live in surrounding communities.

Most board members belong to a variety of professional and civic organizations and are (or were – prior to retirement) prominent in their professions. Examples of board members community involvement have included: **Artists Helping the Homeless, Community Services League, Cornerstones of Care, Eastern Jackson County Workforce Investment Boards, Emeritus Member of the American College of Physician Executives, Fellow in the American College of Physicians, Gillis, International Municipal Attorneys Association, Johnson County Mental Health Association, Kansas City Municipal Assistance Corporation, and many other organizations.**

## ***John Knox Village Foundation***

*Established in August 1983, the John Knox Village Foundation enables residents and friends of the Village to make tax-deductible contributions to projects and funds.*

- The Foundation has raised funds to purchase state-of-the-art ambulances, contributed toward the beautification of the Village campus and assisted with other projects that benefit the Village and surrounding communities. The Foundation also has purchased items to assist AARP Tax Aide volunteers.
- The Foundation funds projects for John Knox Village departments and programs including the Hobby Hut, chaplain’s program, performing arts, Village Care Center, Village Hospice, fitness center, JKV Food Pantry, resident financial assistance and others.
- The Foundation established the Legacy Brick Program to raise funds for fitness initiatives throughout the continuum. The organization has a long history of funding health and wellness programs, including the Squire Anderson Fitness Center at the Villager Inn and the fitness center at The Meadows.
- The Foundation staff and a committee of residents, associates and community members host annual galas and have raised hundreds of thousands of dollars.
- Finally, the Foundation secures grants from a variety of local foundations to fund programs and purchases that enrich lives and build community. For example, the Foundation helped purchase equipment for the Village Care Center rehabilitation department with grants from the Greater Lee’s Summit Health Care Foundation.

## ***Volunteer Opportunities***

*Members of the John Knox Village community are always ready to lend a helping hand.*

### **Village Volunteer Program**

The John Knox Village volunteer program benefits Village residents, the corporation and surrounding communities in a variety of ways. During 2023, 214 volunteers recorded 17,815.50 hours of service.

The Village offers a variety of volunteer opportunities, such as companionship visits; assistance with special events and activities; and transporting residents in wheelchairs throughout all levels of care. The Village also has volunteer opportunities specifically designed to support veterans.

### **Village Hospice Volunteer Program**

Village Hospice has a group of volunteers who play an important role in the last stages of life for hospice patients. Along with a warm and caring attitude, each volunteer brings a unique set of life experiences and skills. They assist with direct patient care, community impact and administrative support. In 2023, volunteers contributed 917 hours.

Volunteers assist with a variety of tasks. For example, volunteers are instrumental in providing respite to the families of hospice patients, as well as fulfilling the 11<sup>th</sup> hour role by sitting with patients in their final moments. There are

pet volunteers; volunteers who help in the bereavement department; volunteers for the Music and Memory program; a volunteer who makes Memory Bears; and volunteers who make lap robes. Volunteers who are veterans also are paired with clients who are veterans as part of the Veteran-to-Veteran program.

## ***Conclusion***

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