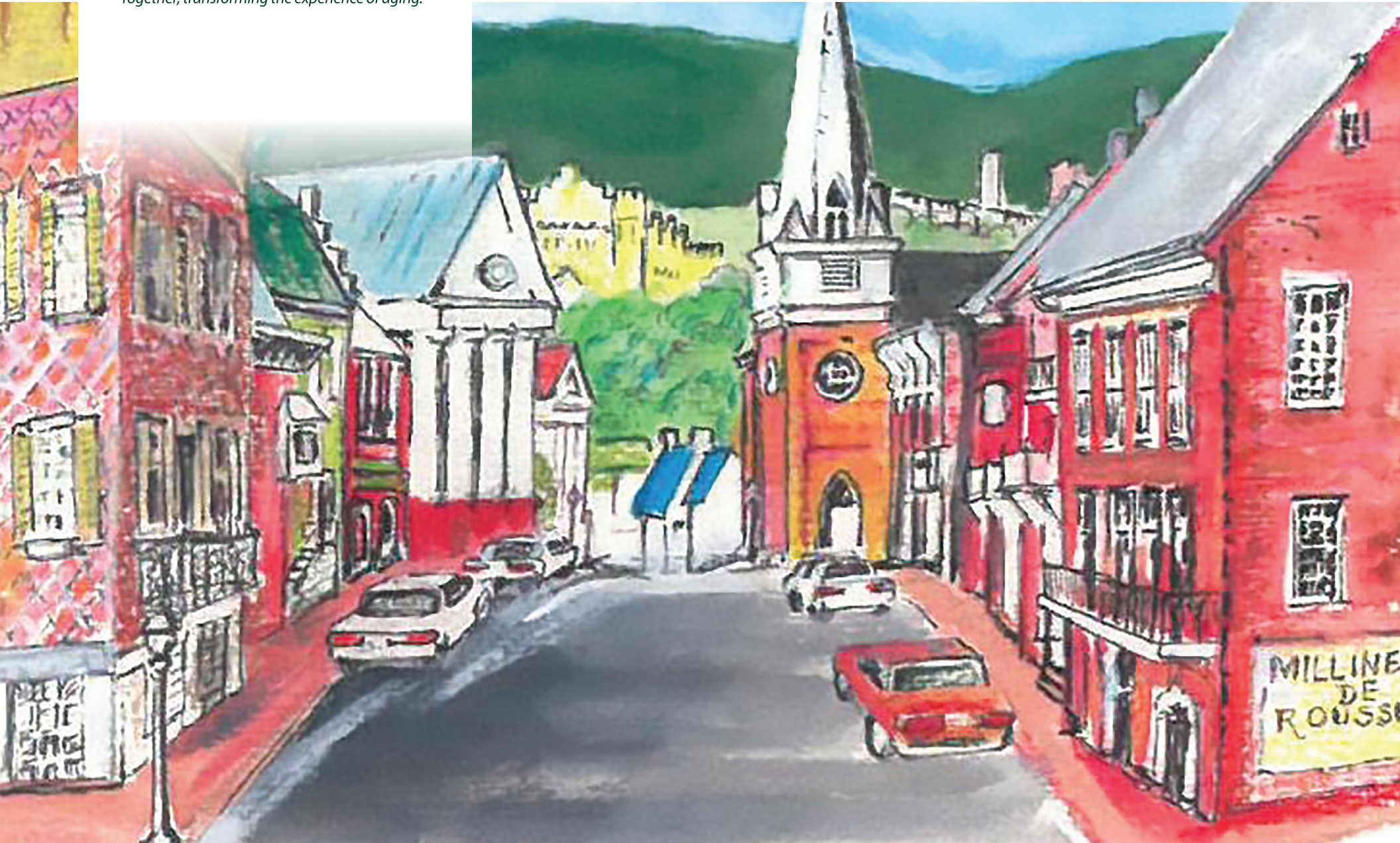


KENDAL[®] *at Lexington*

Together, transforming the experience of aging.®

2020

..... IMPACT REPORT



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On behalf of Kendal at Lexington, I am pleased to present this first Report on Community Impact.

Kendal at Lexington strives to meet the emotional, physical, educational, and cultural needs of our current residents and those who will seek our services in the future, including those in the broader community of Lexington, Buena Vista, and Rockbridge County.

We are fortunate to be situated in an ideal location where natural beauty and cultural opportunities abound, and we recognize and appreciate the strong connections and support we have from the area and its residents.

The COVID pandemic has had a significant impact on all of us. I'm proud of the dedication and steadfastness our community exhibited in these challenging times despite hardship and loss of friends and loved ones.

In 2020, Kendal at Lexington celebrated our 20th year. It was a year we will never forget. We offer this report to highlight some aspects of the relationship between Kendal at Lexington and our broader community.

Sincerely,
Jan Bigelow
CEO



WHY WE DO WHAT WE DO:

Concerned citizens joined together in 1995 to form the Lexington Retirement Community Board to explore the possibilities of establishing a local retirement community for area citizens. After five years of study, the group elected to partner with The Kendal Corporation, a leading not-for-profit organization of retirement communities, and Kendal at Lexington was founded.

Today, Kendal receives support from a strong, involved board of directors, made up of people from the broader community, who work with residents and the administration.

The community provides homes for approximately 200 independent living residents in 150 apartments and cottages, up to 20 assisted living residents in the Webster Assisted Living Center and rooms for as many as 60 individuals who require skilled nursing care and long-term care in the five-star-rated Borden Health Center.



Jan Bigelow, CEO

The mission of Kendal at Lexington, a not-for-profit Life Plan Community grounded in Quaker values, is to provide opportunities for a diverse population of older adults from Lexington, Buena Vista and Rockbridge County, Virginia and beyond, to live in a vibrant, caring community that promotes healthful and meaningful aging.

The mission includes a commitment to:

- provide quality, person-centered care;
- employ and support a competent staff;
- be alert to emerging trends in the care and interests of the age demographic we serve;
- maintain a sound financial operation;
- actively engage in the life of the geographic community;
- be stewards of our environmental resources; and
- maintain and expand resources available to support residents, both current and future, who may need financial assistance.



KENDAL'S IMPACT ON LONG-TERM CARE AND THE ECONOMY:

Kendal's Borden Health Center is Open To All Area Residents

In the early 2000s, the Stonewall Jackson Hospital board decided that they would no longer operate their aging, 50-bed Extended Care Facility.

With the desire to have the residents remain in the community, they turned to Kendal to see if a new nursing care center could be built as a part of the Life Care Community. With much celebration, most of the extended care residents and staff moved to the new facility in 2002. The Borden Center (now 60 beds) continues to serve all residents of the Rockbridge area.

The renovated and expanded Webster Assisted Living Center serves 20 residents, including individuals from the broader community.



The Borden Health Center:

- Provides the only not-for-profit skilled nursing center in Rockbridge County.
- Welcomes residents with lower incomes and with different payer sources, such as Medicaid, Medicare, insurance and private pay. Typically, 30%-40% of Borden Center residents are Medicaid recipients.
- Serves predominantly the local population. On average, five in six residents at the Borden Center are from the broader Rockbridge area.
- Strives to deliver the finest care and services possible and establish a sense of well-being among all residents.
- Focuses on person-centered care, involving residents as active participants with the multidisciplinary health services team in determining the type of care that will provide an enriched life.
- Was renovated completely in the past year to provide greater person-centered care.
- Will provide outpatient physical and occupational therapy for the broader community in a new state-of-the-art therapy center, which is opening later this year.

KENDAL'S ECONOMIC IMPACT

The Organization

Kendal at Lexington is a major contributor to our local economy as an employer, as a consumer of goods and services, and as a taxpayer in the City of Lexington and Rockbridge County.



\$300,000+ in real estate taxes
to the City of Lexington & Rockbridge County



150+ employees with an
annual payroll \$6 million+



\$1 MILLION in food, equipment &
supplies purchased from Shenandoah businesses



\$40 MILLION invested in a
campus-wide construction project



\$168,000 Hero Pay Bonus program



**Provides meeting space and swimming pool to
organizations and individuals in the
broader community**



150 gifts distributed to Valley
Program for Aging Service (VPAS)

- Kendal has more than 150 employees and an annual payroll exceeding \$6 million, providing competitive wages and generous benefits for full-time staff.
- Over the past five years, Kendal has invested \$40 million in a campus-wide construction project.
- Kendal spends more than \$1 million annually with Shenandoah Valley businesses for the purchase of food, equipment, supplies, and services.
- Kendal pays over \$300,000 in real estate taxes to the City of Lexington and Rockbridge County.
- Kendal provides residents of Lexington and Rockbridge County a place to retire with a lifetime of care without having to leave.
- Kendal supports local nonprofits with monetary donations and partners with others in providing sponsorships.
- Kendal has not eliminated positions or terminated employees because of the pandemic and initiated a Hero Pay Bonus program of over \$168,000.
- Kendal provides meeting space and swimming pool use to organizations and individuals in the broader community. This practice had to be suspended during the pandemic but will resume as soon as COVID precautionary measures are lifted and it is safe to do so.
- In 2020, Kendal Charitable Funds granted \$5000 to partner with Boxerwood Nature Center and Garden to plant trees to repair the riparian buffer along Woods Creek, help abate carbon emissions, and beautify the area.
- Kendal donated more than 150 bags of useful gifts to Valley Program for Aging Service (VPAS) to distribute to older adults in our area through the Santa to a Senior Program.

KENDAL'S ECONOMIC IMPACT

The Residents

- Of approximately 200 independent residential living residents, about 50% move to Kendal from outside the area, increasing the local population.
- Shop at local stores, dine at local restaurants, enjoy area entertainment, and seek local health services.
- Pay personal property, income and sales taxes that support public services.
- Donate time and resources to local organizations while supporting the arts, environment, social services, and other important initiatives.
- Bring or keep capital in the community, which is invested in local banks and investment firms.
- Recently formed a Volunteer Engagement Committee to further develop the relationship between Kendal and other nonprofit organizations.



Shop and dine locally



Keep capital in the community



Created a Volunteer Engagement Committee



Donate time and resources



Pay personal property, income and sales taxes

KENDAL, LOOKING AHEAD

We will keep working to ensure that Kendal at Lexington is the best possible community for active retirees, those seeking continuing life care, and members of the Kendal and broader community in need of care at the Borden Health Center.

LEARN MORE

Stay up to date on what's happening at Kendal at Lexington by visiting our website at kalex.kendal.org.

Front cover artist: John Winfrey



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2020

I M P A C T

R E P O R T

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CONNECT WITH US



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