

Directions

A Bi-annual Newsletter of The Hickman

Spring/Summer 2018



Life in the Anna T. Jeanes Building

The Hickman was excited to open the Anna T. Jeanes Building with a ribbon cutting ceremony on March 16th. Over 100 people attended, and they enjoyed touring and learning more about The Hickman's new building.

Once licensing was received, residents began moving into the personal care neighborhoods on the second and third floors in April, and into the first floor secure memory care neighborhood in May.

To get a better understanding of life in the Anna T. Jeanes Building, Hickman staff members, Ebbie Alfree and Jen Harris, spent time with some of the new residents to hear about their experiences. They were joined by Dick, Donna, Josie, Marie, and Pete.

All five residents agreed that the location is convenient and the building is beautiful and

bright. They also mentioned how much they are enjoying receiving assistance from The Hickman's staff, participating in fun activities, and dining with friends while eating wonderful food.

Josie commented, "West Chester has been my home for 88 years. I lived five blocks away and watched this building go up. I wanted to continue living in this area after my husband died, but knew I couldn't manage my home by myself anymore, so I decided to move into The Hickman. I love that I'm still in my neighborhood and can still visit my old friends, and make new friends, here at The Hickman!"

Marie commented, "I enjoy being closer to family and living in the Borough. I moved here from Drexel Hill. The Anna T.

Continued on page 3.

The Hickman Announces Art of Caring 2019 Co-Chairs and Date



Crissy Bowden



Nancy Pine, Esq.

The Hickman is excited to announce that Crissy Bowden and Nancy Pine, Esq. will Co-chair the 2019 Art of Caring on Saturday, March 30th, at Oakbourne Mansion in Westtown. Ms. Bowden was the Chair of the 2018 event and Ms. Pine, a Hickman Board Member, was on the committee.

The Hickman brought back Art of Caring in 2018 after a four-year hiatus to focus on the organization's capital campaign to build The Hickman's new Anna T. Jeanes Building. A dedicated committee worked hard to reimagine the event for its return at the exquisite Oakbourne Mansion. The tagline for the event was *Passport to Art*.

Guests enjoyed delectable cocktails and fare prepared by John Serock Catering while using their passports to bid on silent auction items and visit the four live artists (Susan Curtin, Angie Gifford, Nanci Hersh,

Continued on page 3.



From left to right: Residents of the Anna T. Jeanes Building—Pete, Marie, Josie, Donna, and Dick.



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Charles "Ebbie" Alfree III
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Growth and Change

By Executive Director Pamela Leland, PhD

“Growth is not merely a harmonious increase in size, but a transformation.” -Maria Montessori

A few years ago I was working as a consultant to an organization that was concerned about its declining membership. My role was to assess the efforts that had been implemented to spur growth.

The result of their efforts to grow were quite modest. While there were various reasons for their limited success, one of the more significant factors was that the behaviors that would have fostered growth did not widely occur. There was a recognized need for growth and there was an investment of new resources to support growth by the leadership. Yet those throughout the organization who carried the mission forward each day, who said they wanted to grow, were unable (or unwilling) to change – *to do things differently* – so that growth could occur. And without a change in behavior, there could not be a different outcome.

I've been thinking a lot about this issue of growth and change as we have opened the Anna T. Jeanes Building to the community. Welcoming new residents into our community, which now includes a secure dementia neighborhood, has invited us to change in almost every aspect of our operations. Whether it is in Dining or Activities or Housekeeping or

Resident Care, we are asking ourselves: *How do we maintain the intimacy that is a hallmark of The Hickman community? How do we maintain the quality of the residential experience as we grow from 40 residents to more than 100? How do we help our staff, our residents and their families, value the changes that are needed? How can we foster a welcoming attitude towards change?*

We are fortunate to have an amazing group of staff here at The Hickman who are committed to caring for those who live here. And the positive behaviors I observe day-in and day-out arise from an awareness that regardless of our role – whether a Server, a Facilities Tech, a Bookkeeper or member of the Leadership Team – ***We are all caregivers.***

Keeping our focus on the residents invites us to do whatever is needed to keep them well and safe. It is, indeed, an exciting time of growth and change in our community.



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Anna T. Jeanes—Continued from page 1.

Jeanes Building is so homey and beautifully decorated. I look forward to watching the children on the playground when school resumes.”

Pete’s favorite part of the community is the activities. He said, “You can roll into one thing and onto another!” All five love that they are still living in a neighborhood and get to be a part of a wonderful community.

To read more about the discussion and to see additional pictures, visit www.thehickman.org/Jeanes



Representatives of The Hickman Board and the Project Team at the March 16th Ribbon Cutting Ceremony.

Art of Caring—Continued from page 1.

and Elva Hurst) whose creations were part of the live auction.

The event was a great success, exceeding the \$70,000 goal! The funds raised supported The Hickman’s Resident Assistance Fund. The Fund supports residents who are facing financial hardships and ensures they remain living in their home surrounded by friends and The Hickman’s caring staff.

Additional information about the 2019 event will be coming soon. You won’t want to miss it!

To see additional pictures from the event, visit www.thehickman.org/AOC.



Guests participating in the Live Auction at The Hickman’s Art of Caring: Passport to Art



Fascinator Artist Angie Gifford

Help Us Welcome Our Newest Team Members!



Hugh Bleemer

Director of Marketing & Community Relations

A resident of West Chester, Hugh brings 25 years of experience in sales and marketing to his position with The Hickman. He is excited to spread the word in the greater community about the gracious and comfortable living found at The Hickman.



Danielle Favaro

Business Manager

Danielle has over 20 years experience in Business Finance. She is eager to help out in any way she can. Danielle is able to assist with billing or other business related needs.



Marquita Jacobs

Nurse Manager

Marquita brings a wealth of nursing experience to The Hickman. She has been a LPN for 16 years. Prior to that, Marquita served as a CNA for six years. Her 22 years of experience in the nursing field has all been in senior living. In addition to caring for our residents, Marquita is looking forward to implementing a wellness program to improve the overall health and quality of life for all the residents.



Patti Knowles

Community Life & Dementia Services

After receiving her master’s degree in Gerontological Services, Patti spent the past 25 years working in a variety of roles within the Chester County Department of Aging. She has also worked in nursing homes, adult day cares, and personal care homes. Her diverse background will greatly benefit The Hickman. She will lead her team to provide superior care for our memory care residents, as well as host activities and create new programming for all Hickman residents.



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The Hickman Thanks the 2018 Art of Caring Sponsors:

Sketch Level: Martha Boston & Christopher McKenney; Ken & Tina Witek.



Fulton Bank



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Woman's | **ENCORE**

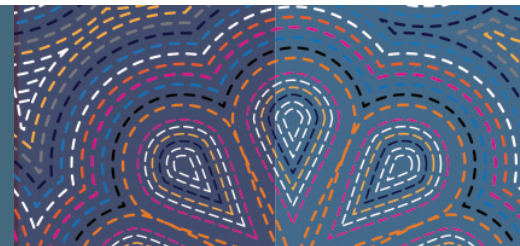


Design Level: Blue Dog Printing & Design (in-kind); Evelyn Brownlee; Buckley, Brion, McGuire & Morris LLP; Richenda Davison; Jeffrey House & Kathy Adams-House; Robert & Mary Kolimaga; Lamb McErlane PC – Attorneys at Law; Pamela Leland & Renna Van Oot; Lenhardt Rodgers Architecture + Interiors; J. Dean & Nancy O'Banion; Dr. Ronald & Susan Petrocelli; Hank & Julie Schellenger; West Chester Downtown Foundation; and WSFS Bank.

Inspiration Level: The Alfree-Leverage Family; BAYADA Home Health Care and Hospice; Benchmark Construction; Brandywine Valley Heating & Air Conditioning, Inc.; Brock & Company, Inc.; DNB First; DSM Biomedical; Freeman's; Ann & Steven Hutton; The Jazz Kats (in-kind); Diane Kauffman-Smith; Donald A. Kidder; Di & Dallas Krapf; Matt & Dianne Krasney; Charles & Jane Mack; Manatawny Still Works (in-kind); Ellen Millick; Mutual of America; Stephen Olsen; Rothwell Document Solutions, Inc.; John & Doris Rudibaugh; A. Roy Smith; Betsy Stratton; and William Bunch Auctions & Appraisals (in-kind).



If you would prefer not to receive future correspondence from us, please email us at info@thehickman.org and we will remove you from our mailing list. Thank you.



SINCERE THANKS

Contributions designated or pledged to our Capital Campaign between Jan. and Dec. 2017

INDIVIDUALS

Charles "Ebbie" Alfree, III
 Dr. Nelson Aspen
 Martha Boston & Christopher McKenney
 Evelyn Brownlee
 William H. Bunch
 The Delphais Family
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 Karen Engeseth
 Howard & Alison Frysinger
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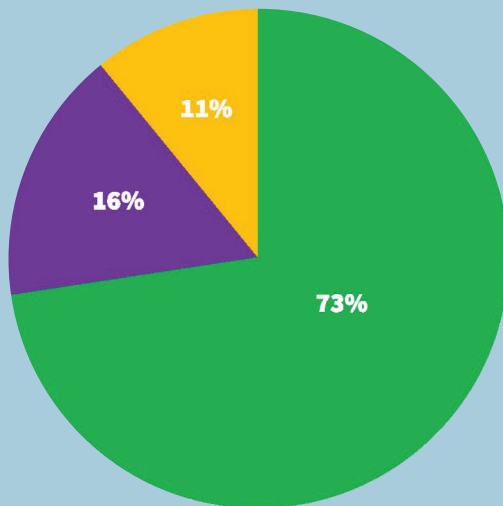
*Matching Gift

When a donor makes a gift to The Hickman, he or she becomes our partner in fulfilling our mission to serve older adults. **We are grateful to these donors who made philanthropic gifts in 2017.**



Summary Balance Sheet Annual Operating Report (as of December 2017)

Revenue

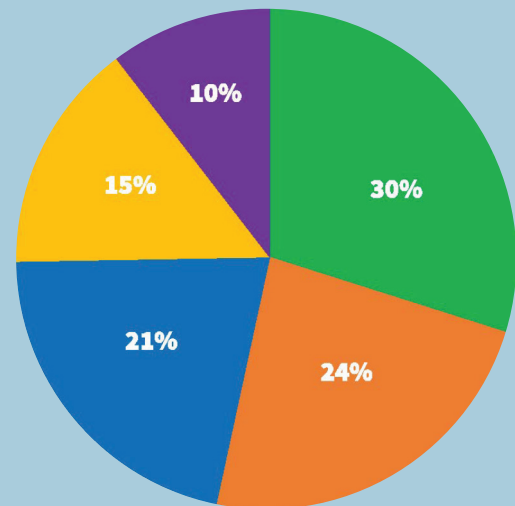


The Hickman's Total Revenue for 2017 was \$2,364,435.

This includes:

Program Revenue \$1,716,305
Charitable Gifts \$390,133
Investment Income \$257,997

Expenses



Facilities \$1,016,574
Resident Care \$797,273
Management \$725,142
Dining \$504,503
Advert/Development \$354,538
Total Expenses: \$3,398,030

SINCERE THANKS

to our 2017 Financial Contributors

Walnut Street Circle \$5,000-\$1,000,000

Anonymous
Roger and Sarah Bancroft Clark Foundation
Charles C. Knox Charitable Trust
Willistown Friends Meeting Trust

Marshall Street Circle \$2,500-\$4,999

Martha Boston & Christopher McKenney
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Ken & Tina Witek

High Street Circle \$1,000-\$2,499

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First Presbyterian Church
Greater West Chester Sunrise Rotary Foundation
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Debra & Robert Sparre
West Chester Downtown Foundation
Grantmaking Endowment
West Chester Monthly Meeting
Wilmington Monthly Meeting

Biddle Street Circle \$500-\$999

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Richenda Davison
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Assistance Granting Group
Mark Snyder

Betsy Stratton
United Way of Chester County
Eva Verplanck

Franklin Street Circle \$300 - \$499

Birmingham Monthly Meeting
Boxcar Brewing Company
Alexandra Dow
John Haley
Lansdowne Monthly Meeting
Edward & Susan McCusker
William & Barbara Patten
Richard & Patricia Schramm
Catherine Starkweather & Daniel Oldman
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Chestnut Street Circle \$150 - \$299

Robert & Judith Adams
Robert & Nancy Bernhardt
Crissy & Jeff Bowden
Marianne & John Byrne
Richard Davis
Lara & Tom Dushkewich
Karen Engeseth
Katharine Gibson
Goshen Monthly Meeting
David Hollingsworth
Joan & Roger Huggins
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David & Sallie Jones
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*Matching Gift