

The Kendal Corporation is a not-for-profit organization committed to meeting the needs of older persons through communities and services provided in accordance with the principles of the Religious Society of Friends.

KENDAL[®] TOPICS

SUMMER 2005

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WOW!!...and Whew!

a message from John Diffey
President and Chief Executive Officer, The Kendal Corporation

This is a special issue of *Topics*. In it we celebrate the culmination of over a decade of planning, design, and construction all pointed to events of the past few months.

In late April, Kendal at Granville opened to greet its first residents on a campus near Denison University in central Ohio. Just three weeks later, Kendal on Hudson welcomed its first residents to their new homes on the banks of the Hudson River in Westchester County, New York.

We share our joy in these events with you in this issue of *Topics*. They signify the extension of Kendal's mission of service to two new areas. And they represent over a decade of labor in each of two locations—and the close collaboration of future residents, staff, and volunteer boards there with board and staff here.

Each community began as an idea within a small group, in a conversation roughly paraphrased as "I wish we had a Kendal community here. Do you suppose we could..." In Granville, it began with two visionary and determined couples who asked us to make a trip out so we could meet their friends—including leaders at Denison University, in Granville, and in Licking County—and talk together about how we might work together to create a Kendal community there.

In Westchester County, it began with two fortuitously simultaneous conversations—one in the Purchase Quarterly Meeting of the Religious Society of Friends, the other at Phelps Memorial Hospital—in which each group spoke to the dilemma of older people having to leave the area to find what they were seeking in the way of retirement communities. When those two conversations and Kendal were brought together, the



dreams of Quaker leaders and Phelps leaders began to move slowly, and now one could say inexorably, toward physical reality, for there were many challenges along the way.

In the pages that follow, you will see some of the first pictures from these two newly opened communities and some of the people who are bringing them to life. To our readers, we hope that you enjoy this celebratory issue of *Topics* and that you will have a chance to visit one or both of these two new Kendal communities soon. To our colleagues here, and to all of our colleagues and friends in Ohio and New York who have labored long, hard, and successfully to bring these communities into being—bravo!

Joyfully and Gratefully,

John Diffey

We Are the *Magic!*

by Hariett Stone

Kendal at Granville Founder and member of Kendal at Granville Board of Directors
and The Kendal Corporation Board of Directors

Shortly before dedication day I was sitting on my porch, reading a book. In this quiet moment I suddenly looked up and thought—I'm really here! I can look across to a neighbor who is also really here! I had dinner in the community center which is really here—with founders who are also really here. This isn't a dream or a diagram anymore. It's happened! Kendal at Granville exists! I live here! It's magic!



And June 16 was a magical day for Kendal at Granville. It was our official dedication and ribbon-cutting, and the magic was everywhere! First the skies cleared and early showers gave way to sunshine. Weather magic! And the crowds came, and the smiles were magic. The original four founders cut the ribbon to loud cheers! Scissors magic! The pioneer founders who had already moved in—despite mud and other expected and unexpected glitches kept their good spirits and membership in the “giggle squad”—Great sports magic! Those

founders still to come plus townsfolk and kinfolk and local officialdom came and admired and ate...and ate!... the never ending buffet. Food magic! And those who had labored, and believed and persevered despite big bumps in the road, felt joyful and fulfilled—perseverance magic! And all those who had a part, founders, the Kendal at Granville board, The Kendal Corporation staff, township trustees, our dedicated marketing staff who translated a dream and a diagram into these beautiful buildings—People magic! We are the magic!! In our hands and hearts is the opportunity to fulfill the promise of Kendal at Granville: to create a community of excellence; service at the highest standard by the staff; and fellowship among all to reflect Kendal's value of respect for all. We have the promise of magical days together.

P.S. Just before leaving for the Columbus airport last week, a fellow founder and new resident stopped me in the community center and asked if the light on the stove went out when it got to the set temperature, or just stayed on. I had to think for a bit—and then realized that since moving in on April 27, I had never turned on the oven!



Above: Kendal's new “village” with Denison's campus on the horizon.
Right: Founders wave a joyful welcome on Dedication Day.

A limited number of accommodations remain.

Dedication Day at *Kendal at Granville*



Left to right above: Dave and Dee Richards, and Jane and Jack Heller, members of the original group behind the project, complete the ribbon cutting honors.

Celebration Speeches Sharing



Above right: Doug Helman, Executive Director, addresses the guests and Founders. Below: a sumptuous buffet from the brand new Kendal at Granville kitchen.



Guests enjoyed guided tours. Take a mini-tour with the pictures at right. Top to bottom: main entrance to the community center; the library; the health center courtyard; the swimming pool; the fitness center.



Call 740-321-0410, or visit the web at www.kag.kendal.org.

Barn Raising — Kendal Style

Judy Braun, Director for Affiliate Services, The Kendal Corporation: The start-up teamwork evident among Granville and Hudson staff from the very early stages of opening was impressive to behold and helped staff gain appreciation for each other's jobs. Even more thrilling to see was the system-wide teamwork in play before the doors to the new communities even opened. Staff from other Kendal affiliates and from corporate worked alongside the new staff and helped everywhere from the kitchen to the storage rooms to resident apartments.

Over several years, staff from throughout the system have worked and traveled tirelessly to support, coach, assist, and do whatever needed to be done—both from afar and on site. For anyone who has wondered how Kendal can ensure that its core values continue to be expressed in new communities as our system grows, I say spend a short time with the staff at Hudson and Granville and you'll know that the Kendal difference is alive and well.



ABOVE: Judy Braun, Director for Affiliate Services for The Kendal Corporation, lunches in Hudson with Kyle O'Loughlin-Cahill, Kendal on Hudson Health Services Administrator.

Glad we could help...

Steve Jewell, Executive Director of Kendal at Lexington: Being part of Granville's start-up was a reaffirming and fulfilling event as an executive director. It was a terrific opportunity to see a new Kendal emerge, and to see essential core values expressed in word and action by new members of the Kendal team.

Deanna Jensen Jones, Accountant at Kendal at Hanover: I enjoyed the collaboration most. At Hudson, the dining and finance departments, with assistance from information services staff of Hudson, Hanover, and corporate, worked closely to ensure that the Comcash system worked for both areas. I also got information from additional affiliates about the tax setup. It was truly a group effort, and very fulfilling to see everything finally come together.



Steve Jewell, Executive Director of Kendal at Lexington readies a chandelier in Granville.

Carole Klingler, RN, Director of Nursing at Kendal at Oberlin: Granville staff were eager to learn the "Kendal Way," open to ideas, and asked good questions. Granville "adopted" our basic chart order and many forms, and my Kendal at Oberlin teammates and I reviewed payroll, staffing, chart audits, housekeeping, and environmental concerns. The state inspection was deficiency free, so together we all did an excellent job.

Janie Bibbie, Human Resources Director at Kendal at Ithaca: I will always remember start-up here at Kendal at Ithaca. I felt very comfortable knowing that if I needed information, or some encouragement, other Kendal HR directors and Kendal corporate staff were always helpful to me. It was a pleasure to be able to provide that same type of assistance to Kendal on Hudson.

...and thank you!

Robin Trotter, Human Resources Director at Kendal on Hudson. With the unfailing energy and wonderful assistance of staff members from The Kendal Corporation and affiliates, getting things up and running was much easier and more fun. The idea of collaboration among the affiliates has truly come to life here at Hudson. Staff members from around the Kendal system are almost fixtures here...and we couldn't have done it without them!

Marshall Edens, Director of Facilities Services at Kendal at Granville: I will never underestimate the power of experience and the little things I never would have thought of. There wasn't anything these people wouldn't do no matter how dirty or menial. They saw what needed to be done and it was done. I can only hope that when it's my turn to return the favor, I can be as much of an asset as they were for us.

What a *Beginning!*

by Jim Oltman, Kendal on Hudson Founder and member of Kendal on Hudson Board of Directors and The Kendal Corporation Board of Directors

Some of us, proud new residents of Kendal on Hudson, have been engaged with this project from the very beginning. For twelve years we've searched for a site, chosen a developer and an architect, settled on a design, and dealt with the seemingly endless process of community meetings, regulatory approvals, raising money, hiring staff, and starting—long before the first founder moved in—to build a community.

Now, after twelve years, seeing the buildings rise and reach completion, we are actually making a new home in this beautiful place, and it is almost overwhelming. There are people at other Kendal communities who have experienced something like this, and they are well aware how fortunate Kendal founders are: it's not given to many to see a dream come true in such a concrete reality.

Of course there have been glitches. We're still working on punch lists, and some of us are more accustomed to punch lists than others. But I've noted that there is an evident diminution in complaints and apprehensions among even the most nervous. It happens almost from the moment they enter the dining room and see the amazing panorama of the Hudson spread out before them. And for lingering doubters, the food trumps all!

It's wonderful, too, to see the Kendal System working at its best as we take our first steps at Kendal on Hudson. Federalism is alive and well. From the hiring of our first staff, who visited other Kendal commu-

nities and were mentored enthusiastically in the early stages, to the frequent presence of Kendal Corporation staffers who visit and pitch in with even the most hum-drum tasks, the exciting push to opening made eager Kendalites of our staff as well as our new residents.

There's no doubt that the Kendal name has been a great draw in recruiting staff. The quality of the staff, no matter what their assignments, is exceptional, and many have come to us because "I wanted to work in a Kendal." The sense of teamwork is remarkable; the tone of staff interaction is as good as anything I've seen anywhere—and it is all reflected in the cheerful and mutually respectful interaction between residents and staff. *What a beginning!*

Ed. Note: In the next [Topics...](#) pictures and story covering Kendal on Hudson's October Dedication Day and Celebration. A limited number of accommodations remain. Call 914-922-1062, or visit the web at www.kohud.kendal.org.



Looking across the terrace toward the Hudson River.



Cruz Martinez of dining services chats with resident Sydney Hinds.



Resident Elizabeth Wolfe and canine friend get a helping hand at the elevator from Peter Kitaura of dining services.



Jim Oltman

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