



## 2010 HOLIDAY EDITION

To help keep our residents happy, SHO practices “meaningful engagement”. That means simply, that we provide special activities in many areas: intellectual, creativity, personal care, household functions, social, physical and spiritual. All of these activities enhance independence and quality of life for our residents. And it works! SHO’s residents and how they feel about services they receive are most important to our operations. This year, SHO asked our residents and families (where available) what they think of us.

Satisfaction surveys of residents and families are conducted in each residence and include 38 measures. Overall categories include activities, care providers, meals, resident rooms, overall facility, management and personal issues. Each measure is ranked on a scale of 1 to five, with one being poor and five being outstanding. Results of the surveys are used by each residence management team to develop action plans to improve services. **The combined average score for residents is 4.6 while the score for families is 4.5. These results indicate that SHO services are tops!** Featured are just three residence activities that undoubtedly led to these great ratings.

# OPTIONS

## ANOTHER GREAT YEAR AT SHO

SHO, our 14 residences and 500 residents have a lot to be thankful for. It’s been a good year. Some highlights.

- We completed resident and family surveys (see sidebar). A top rating!
- Our audit was just completed. We are financially and administratively sound. Another top rating!
- We had six perfect Colorado Department of Health surveys. Top ratings again!

How does all this happen? It’s our staff! Pretty amazing how committed folks are. Residence Administrators and Managers total over 86 years of combined service. Add the SHO leadership team’s combined 67 years and that’s over **150 years of service!** That doesn’t even count all the other employees, many who have been here for almost as long. Everyone in nonprofit work knows that staff isn’t here because of the extraordinary salaries they receive. So why do they stay? **All for the love of SHO and its residents.**

Ann Brown, Madison House Administrator for 11 years recalls, “I told them I would give them two years – eleven years ago. I love working for SHO! It’s the easiest job I’ve had, that is the easiest to enjoy myself. Everyone makes working here just great. Also, with my residents, all in their late 80s and 90s, it’s like they are Moms and Dads—this is clearly the way to stay young!”

And the money guru, Vicky Campbell, Controller for 18 years echoes Ann’s sentiments. “I like what I do, especially the mission. It’s not just about the numbers, it’s about the people. And we make a great team! I’m fortunate to work with everyone and “live” next door to The Barth Hotel. It’s wonderful to be able to just walk over and see first-hand, the people we help.”

Thanks to all the staff at SHO and we are planning on another 150 years!

In addition to our staff, we had some other highlights this year. An anonymous donor decided that the lobby at The Barth needed to look more like home. New tables, chairs, couches and a big screen television were installed and residents love their new living room.



SHO presented *Picasso at the Lapin Agile*, a play by Steve Martin. Critics consistently raved about the play—e.g. Craig Williamson, *North Denver Tribune* who noted “the annual summer production provides much-needed funds for SHO and a wonderful opportunity to see a quality production in a unique setting.” And the *Denver Theater Examiner’s* Deb Flomberg gave the show five of five stars—“spread the word about this little show that makes a big impact.” This was our biggest seller ever, with audiences at over 100 percent of projections.

But everything is not perfect. Increasing regulations take more staff time and energy, without the benefit of increased dollars. In fact, we saw cuts in our Medicaid reimbursements to the tune of about \$200,000. Still, SHO not only survives, but continues to thrive, because of generous donors just like you. Thanks!

**WE HOPE YOU’LL CONTINUE TO HELP US – JOIN OUR STAR CAMPAIGN**

## National Assisted Living Week

was the impetus for scads of activities at our residences. Everyone had a great time.



**Living Life**  
NATIONAL ASSISTED LIVING WEEK

- **Madison House** hosted its first annual all-day **BINGO MARATHON!** Residents were treated to non-stop bingo for eight hours, barely taking time for food and rest.



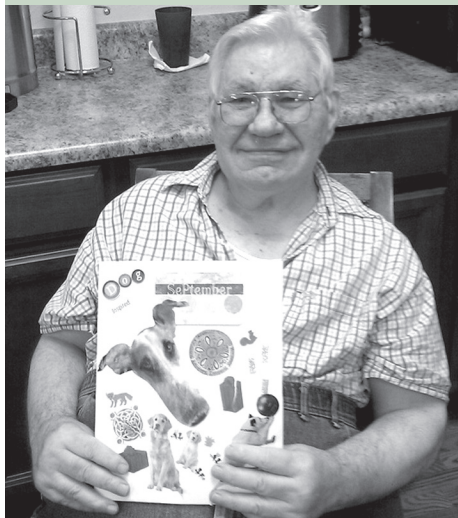
## PEOPLE AT SHO

We are lucky to have so many people involved and supporting us. In addition to our wonderful staff, please meet some others we are lucky to have!

**Meet Ruth Morton.** From coal oil lamps to computers—Ruth has seen it all in her 100 years!! Ruth just celebrated her 100th birthday at Mesa Vista where she shared some of her memories. In her early years, there were no refrigerators, washing machines, or supermarkets. In fact, there was no electricity when she was growing up. For plumbing, they had a “path” and “toilet paper was the trusty Sears & Roebuck catalogue.” Baths were in a wash tub with no hot water. Hours were spent baking bread, canning, rendering lard and making butter. “Fix it up, wear it out or do without!” was the family motto. Ruth was three with WWI ended, lived through WWII eating liver (only one ration stamp) and began watching television with “Fibber Magee and Molly.” Mesa Vista is lucky to have such an example of strength and self-sufficiency. What a role model!! Thanks Ruth!



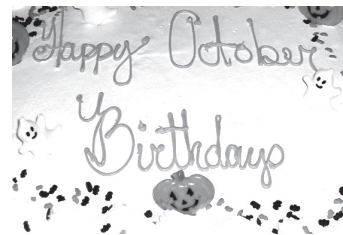
- **Park Hill** went “**CRUSING FOR LIFE.**” Skipper Iva Prinsen and her crew treated residents to an “Alaskan cruise” complete with a ship, special food, entertainment and even a trip to the aquarium to see real ocean creatures.



- **Cinnamon Park** recognized the wonderful lives and stories of its residents. So residents were encouraged to write **LIFE JOURNALS.** Journals were shared with family and friends who learned some fascinating stories from loved-ones.

## MEET THE BARTH VOLUNTEERS GLENNA MCKELVY, MARY KOLTZE, DAVE HERRENBRUCK AND JACQUI VESTAL.

Everyone loves a party—especially a birthday party. So loyal volunteers from Moye White, our downtown neighbors, have spent the last several years making sure residents at The Barth can celebrate every month. They bring the birthday cake and help to make the parties great fun. And that’s not all. The Barth has a “country store” where residents can “buy” things they like and need—toiletries, snacks, socks. These dedicated volunteers also provide “stock” for the store every month. Don’t know what we’d do without them!! Thanks!



## RESIDENT WISH LIST

Residents in our apartment buildings need household items! Many have experienced homelessness and are setting up their home starting from scratch.

Following is our first list of wishes. This list will be updated regularly on our website. We would love to have new or gently used items to give them. If you can help, please let us know. We’ll connect you so you can *improve someone’s life.*

- Marx** needs a vacuum
- David C.** needs a small microwave or toaster oven

Please join our monthly giving circle—it’s easy and painless for you and will mean so much for our residents! Join at [www.seniorhousingoptions.org](http://www.seniorhousingoptions.org). We also participate in Community Shares of Colorado—if your workplace participates, please think of us!