



Three Pillars

SENIOR LIVING COMMUNITIES



2013 - 2014 Community Benefit Report

A MESSAGE FROM MARK STRAUTMAN PRESIDENT | CEO

Dear Friends and Neighbors,

At Three Pillars Senior Living Communities, our commitment to community starts with our mission to fulfill the social, physical, and spiritual needs of the older adults we serve. We recognize we cannot do this without our dedicated staff and volunteers as well as the support of the larger community. Our commitment to community weaves into all we do –from quality resident care to providing a great work environment for our employees to our involvement in giving back to the local community.

As we look ahead, we remain unwavering in our pledge to be a strong community partner, as good stewards of our resources and the values we share. Thank you for your continued support.

Warm regards,



LIFESTYLE. VALUE. TRUST.

OUR MISSION

Three Pillars Senior Living Communities, sponsored by the Masonic Fraternity, takes pride in meeting the social, physical, and spiritual needs of older adults through high quality housing and services.

OUR VISION

We will be the Senior Living Community of choice in Wisconsin, grounded in all we do on Masonic Principles, for residents and other customers who will live lives of fully achieved personal satisfaction, and whose support is uniquely crafted to maintain the highest level of vibrant health and independence.

OUR DIFFERENCE

For over 100 years we have served thousands upon thousands of families and residents. Our dedication to our rich history of mission—based services exists as strongly today as it did in 1905. In fact, as a not-for-profit organization, we look at things a bit differently. For us it's mission first. Our proceeds are reinvested into the organization—not distributed to stakeholders.

We measure our success by the satisfaction of our residents—not the size of our bottom line. We value our staff as individuals; recognizing the important role they play in providing our residents with a quality lifestyle. However, most importantly, we are always guided by what is right—not by what is profitable.

CONTINUUM OF CARE

From independent living, catered | assisted living, skilled nursing, memory care, and rehabilitation, Three Pillars Senior Living Communities is able to provide appropriate care for those we serve. Our continuum of care model helps maintain stability for residents and families.

- Village on the Square – Independent living community
- MasonWoods – Independent living community located in Cecil, Wisconsin
- Wellness Connection – A 4,700 square foot wellness facility
- Compass Point – Catered | assisted living community
- Riverside Lodge – Memory care facility
- Hickory Suites – Short-term rehabilitation facility
- Masonic Center for Health & Rehabilitation – Skilled nursing facility with onsite physician-directed services and 24-hour nursing supervision

This year, the Wellness Connection offered more than **35** events to the community and **469** fitness classes. As many as **80** mature adults participate in Wellness Connection programming on any given day.

Hickory Suites provided therapy to

174 outpatients and **246** inpatients.

The average length of stay for these individuals was

22 days for all diagnoses.

90% returned to their previous living arrangements after their stay with us.



OUR IMPACT

ENRICHMENT

We strive to share our knowledge and resources wherever we can. Each year, we offer a variety of educational events and programming opportunities for our residents, employees, and the local community.

- **Lunch & Learns** – Our recurring Lunch & Learn programs are open to the community and provide an educational topic.
- **Job Skills Experience** – We welcomed five students with disabilities from Kettle Moraine High School who worked a total of 117 hours with our housekeeping and laundry department staff to learn important job skills.
- **Job Shadowing** – Our therapy department provided clinical placement for occupational therapy assistant and physical therapy assistant students from Mount Mary College, Milwaukee Area Technical College and University of Wisconsin – Milwaukee. The six aspiring physical, occupational, and speech therapists spent 480 hours learning the ropes alongside our skilled team.
- **Wellness Activities** – Through the Wellness Connection, we provide fitness classes, healthy cooking demos, free blood pressure screenings, and more.



OUTREACH

- **Opening Our Doors** – We believe our beautiful campus and facilities are something to be shared. We regularly open our doors for community groups to host meetings, classes, or special events in our campus common areas. More than 25 outside groups used our space for a combined total of 200 hours through-out the year.
- **Halloween Haunted Woods** – In 2013, we hosted our 21st Annual Halloween Haunted Woods event, which opened our fully decorated campus to nearly 1,200 visitors. As part of the event, attendees were asked to bring non-perishable food items. Enough food was collected to feed 60 area families.

DONATIONS

At Three Pillars, we recognize the importance of supporting and being involved in our local community. Each year, we partner with area organizations by sponsoring events and donating to causes, whether in dollars or time, that help the local community including:

- Alzheimer's Association Walk to End Alzheimer's
- Clement J. Zablacki VA Hospital
- Crippled Children Hospital of Minneapolis
- Dousman Chamber of Commerce
- Dousman Lions Club
- Dousman Derby Days
- Family Promise of Western Waukesha County
- Goodwill
- Hebron House
- The Hope Center
- Humane Animal Welfare Society (HAWS)
- Kettle Moraine Food Pantry
- Kettle Moraine High School & Dousman Chamber of Commerce Toy Drive
- Kettle Moraine High School Robotics Club
- Kettle Moraine High School Trivia Night
- Lake Area Free Clinic
- Lasers Luncheon
- Meals on Wheels
- Oconomowoc Area Chamber of Commerce
- Oconomowoc Rotary Club
- Oconomowoc Yellow Brick Run
- Pink Heals Lake Country
- Salvation Army
- Shakespeare Wealth Management Educational Seminar
- Shawano County Fair
- SummerStage Theater Company
- Wales Area Business Group
- Waukesha Interfaith Senior Programs
- Waukesha Women's Center
- Wisconsin Director of Nursing Council Scholarship Fund
- YMCA at Pabst Farms



3,000+ hot meals were prepared for area seniors in need through the Meals on Wheels program.

Volunteers from the greater community donated **2,260** hours of time at Three Pillars.

In addition, residents gave **4,500** hours in volunteerism.



70 toys



120 cookies



75 gift cards and gifts



599 knit items



were donated during the **11** holiday season to support organizations throughout the community.

OUR IMPACT

OUR TEAM

Our dedicated team consists of 297 employees, 104 of which call Dousman or Oconomowoc home. We are honored to be one of the larger employers in our area as well as an employer that provides the opportunity to do meaningful work.

INVESTING IN STAFF

Three Pillars is committed to investing in our staff by helping them reach their professional and educational goals. We believe this commitment is important in creating a supportive work environment where employees are encouraged to be their best while providing quality care to those we serve. We also encourage employees to broaden their knowledge and stay up-to-date in their area of work through conferences, seminars, and continuing education classes. We recognize that creating a work environment that encourages camaraderie and strengthens our culture is important too. That's why we host various team-building activities and staff appreciation events throughout the year.



This year,
we provided

\$10,279

in employee tuition reimbursement.



In partnership with the Glenn L. Humphrey
Masonic Lodge and the Cook Foundation,
we awarded

\$3,500

in scholarships
to **7** employees.



297
employees

104
from
Dousman or
Oconomowoc





“We are committed to nursing education at Three Pillars and helping our staff develop professionally. There are staff members who have progressed from Certified Nurse Aides to Licensed Nurse Practitioners to Registered Nurses through their time at Three Pillars.”

–Kitty Koloske, Director of Nursing



11 of our caregiving staff passed their state boards and became Registered Nurses.

“I have been on the board of Interfaith Senior Programs for two years and have also been part of their resource development and marketing committees. The opportunity to connect with volunteers representing many organizations and companies is a win-win. We share best practices, discuss issues facing the aging population and their caregivers, and work to find solutions. I am thankful that Three Pillars supports and encourages my involvement.”

– Kristie Minnickel, Senior Living Consultant

VOLUNTEERING

Many of our staff members share their talents by volunteering with various organizations such as:

- Cambridge Emergency Medical Services
- Cystic Fibrosis Foundation
- Rock River Thresheree
- Salvation Army
- Sullivan Emergency Medical Services
- WCTC Human Resources Advisory Committee
- Waukesha Interfaith Senior Programs
- Wisconsin Director of Nursing Council
- YMCA at Pabst Farms
- YMCA of Waukesha County

In addition, we are blessed with both community volunteers and resident volunteers who share their time across our campus.



Economic Snapshot

Fiscal year July 1, 2013 - June 30, 2014

Direct charitable care to residents:	\$31,000
Unpaid cost of Medicaid & other government programs:	\$2,000,000
Amount of Real Estate Taxes Paid:	\$35,000
Payment in lieu of taxes to Village of Dousman for support of emergency services:	\$30,000
Received Charitable Donations:	\$170,000
Gross Wages:	\$7,000,000

Fiscal Year 2013 - 2014

Wisconsin Masonic Home, Inc. Board Members

William Beetcher
Webster, WI

Larry Nines
Waukesha, WI

Frank Struble
Chetek, WI

Terry Brown
Wales, WI

H. Scott Paulson
Hudson, WI

Paul Tourville
Hartland, WI

Jeff Bryden*
Brookfield, WI

Ronald Pete
Superior, WI

Tom Walton
Janesville, WI

Bill Frazier
Mequon, WI

Barbara Ritchie°
Darlington, WI

Franz Wiggert
La Crosse, WI

Don Hensiak
Muskego, WI

Dan Slavik
Madison, WI

**Chair*
°Vice Chair

Allan Iding
Wauwatosa, WI

Monte Steiber
Prairie du Chien, WI

Three Pillars is an Equal Opportunity Employer. We consider all applicants for employment without regard to age, race, color, handicap, nationality, religion, sex, sexual orientation, veteran status or any other issues of unlawful discrimination. We are committed to the fair treatment of all persons, and this practice is demonstrated in all of our hiring, employment, training and compensation practices.