


Soaring to New Heights

Reflections | TEL HAI RETIREMENT COMMUNITY 2016-17 ANNUAL REPORT

An aerial photograph of the Tel Hai Retirement Community, showing a cluster of modern, multi-story apartment buildings with light-colored roofs and walls. The community is nestled in a lush green landscape with rolling hills, fields, and scattered trees. In the background, more distant hills and a small town are visible under a clear sky. The overall scene conveys a sense of tranquility and a high-quality living environment.

*“But those who wait upon
the Lord will renew their
strength. They will soar
on wings like eagles; they
will run and not grow
weary, they will walk
and not be faint.”*

—Isaiah 40:31

As we reflect on Tel Hai's achievements and successes during the last year, we have reached new heights... literally and figuratively.

Whether it's viewing our beautiful community landscape from the fifth floor of StoneCroft, our newest and tallest vantage point on campus, to impacting resident care with technological improvements and innovative partnerships, we are soaring upwards!



Together, let's take flight and view how we're soaring to solutions, milestones, engagement, enrichment, glory, and unity. Looking forward, we'll preview our dreams for the future.



The Premise Studio

In November 2016, we marked the retirement of Joseph J. Swartz, who served as Tel Hai's president since 2001. Joe's transformative impact on our ministry resulted in exceptional growth and change, paving the way for our current and future achievements. His tenure was marked by his visionary leadership that included a strong work ethic, humility, and passion for the field of aging services.

Under his guidance, Joe provided the strategic planning and decisive leadership that resulted in Tel Hai's largest and most rapid expansion effort in our history. This effort included a 25-year campus master plan that was executed in eight short years. Always community-minded, gracious and patient, he served residents, families, donors, his fellow team members and the

Tel Hai Retirement Community Board of Directors 2016-2017
Left to Right: J. David Shenk, President & CEO; Cindy Petersheim, Retired Fundraising Executive; Stephen Crane, Hospital Chaplain; Marlin Hershey, Mennonite Economic Development Associates; Lonnie L. Martin, Lancaster Bible College; Joanne B. Belson, Retired Educator; Larry S. Shaub, *Treasurer*, Alvernia University; Robert H. Hoffman, Retired Electrical Engineer & Business Owner. Seated: Douglas W. Brubaker, *Chair*, Brubaker, Inc.; William F. Colby, Jr., *Vice Chair*, Barley Snyder, LLC. Not Pictured: Wendel L. King, The Comprehensive Companies; Gary R. McEwen, *Secretary*, Berks Homes.



LeRoy Petersheim, former Administrator who served from 1973-1991, speaks with former President & CEO Joseph J. Swartz, who served from 2001-2016.

With his impressive depth and variety of professional work in the field of aging services, Dave has already begun his journey to lead our growing community into the future. Insightful, analytical, and a motivated team player, Dave has truly "taken flight."

From operational improvements that enhance the retirement lifestyle experience to increased retention and recruitment efforts, I hope you enjoy *Reflections* as we recognize all our achievements have been made possible through God.

May He continue to bless our community for years to come.

Douglas W. Brubaker

Douglas Brubaker
Chair, Board of Directors

Board of Directors with respect and love. Joe defined servant leadership.

The year also marked the arrival of J. David Shenk, who was appointed as President and Chief Executive Officer. Dave's appointment resulted after a 10-month board-directed search process, which included engaging the consulting services of Mennonite Health Services (MHS).

Dave brings extensive non-profit leadership experience to Tel Hai, and has direct administrative responsibility for the overall operations of Tel Hai facilities including Tel Hai Services, Inc., and its subsidiaries.



Shenk and Brubaker

The Premise Studio

In the past year, I've received a generous, warm welcome into the community of Tel Hai. I've met many of you... from residents to volunteers to team members. I've heard your stories, your experiences and your dreams for your community. Each day, I see compassion in action and witness the superb care provided by our dedicated team members.

I'm thankful that God led me to Tel Hai. For more than 20 years, I have worked in the field of aging services. I've served in a number of executive leadership roles at other Anabaptist Life Plan Communities like Mennonite Home Communities, Landis Homes Retirement Community, and most recently Souderton Mennonite Home and Dock Meadows.

I've been provided the distinct opportunity to shape and effect change at Tel Hai. As you'll read in "Soaring to Dream" on page 17, we will engage our team members in new ways to advance the mission of our community. We have much to do, and God's plans are great!

J. David Shenk

J. David Shenk
President and CEO

Always committed to our core value of stewardship, this year we endeavored to exercise responsibility, care, and discernment in the use of resources entrusted to us through a commitment to vision, creativity, excellence, benevolence, and accountability.



This past fiscal year, the financial reports include a full year of operations for StoneCroft Commons, StoneCroft's Bluestone and Greystone Apartments and a nearly full year for the Wood's Edge neighborhood cottage expansion located on Bay Tree Court. The year also included the finalization of Grandview Commons and new resident spaces provided at The Hillside Amenities of Tel Hai.

The performance for Tel Hai was a loss of \$577,922. Tel Hai grew cash during the fiscal year and was able to increase cash held in investments by more than \$2 million while spending nearly \$12 million on capital expansions. Tel Hai reached the debt covenants in place with all financing organizations. Tel Hai continued efforts to stabilize future interest costs by refinancing a variable interest rate. This portion was fixed for ten years at 2.82%. This refinancing created a need to write off prior debt, at a cost of \$134,702.

The balance sheet indicates the continued growth in property and equipment with nearly \$12 million in investments into the future with the start of Brownstone Apartments. Advanced fees increased with the deposits for Brownstone Apartments and Maple Knoll Townhomes.



Sales from Tel Hai's ReSale Shop support the *Care Assurance Fund*, which helps offset the cost of care for residents who outlive their ability to pay for the care they require.



The Premise Studio

Service revenue grew slightly with StoneCroft Apartments and the additional Wood's Edge cottages complete for the year. Realized investment income continued to grow with strong market performance.

To optimize operational performance, Tel Hai entered into a captive to help level off costs from the team member health insurance program. The program had strong results and helped Tel Hai continue the tradition of providing this important benefit while improving costs.

This year marked the successful achievement of several fundraising initiatives, all made possible through the generous contributions of Tel Hai residents, team members, vendors, family members and friends of the community. They included the 27th Annual Tel Hai Cup golf tournament, a first-ever Tribute Celebration and 'Stay at Home' Gala, Concert Series Donor Dessert Reception, and Heritage Society luncheons.

Investment proceeds from the *Care Assurance Fund* provided \$196,143 to help offset a portion of the cost for uncompensated care for residents who outlive their ability to pay for the care they require. The ReSale Shop had a record-breaking year with gross sales of \$42,558 for the *Care Assurance Fund*. The funds are generated through the sale of items that are sorted,

processed, priced and sold by resident volunteers.

The retirement of Joseph J. Swartz prompted a successful President's Endowment, along with a matching gift appeal which provided \$48,026 for the *Care Assurance Fund*. Additionally, Tel Hai was fortunate to receive a generous bequest in the amount of \$104,247, designated to help offset uncompensated care through the *Care Assurance Fund*.

The Good Samaritan Fund assisted 28 employees by providing \$16,169 in various distributions for essential needs and emergency services, including food, heating oil and car repairs. During the past year, 23 people were awarded Edwin M. & Sarah E. Wright Scholarships. This important fund financially assists team members and their children with educational scholarships.

The data included in these pages reflects a summary of the financial statements issued by our independent accountants. As part of their review, Tel Hai received a "clean opinion"—the highest level of assurance provided by auditors and another exceptional highlight.

M. Sue Verdegem

M. Sue Verdegem
Senior Executive Vice President
Finance & Administration



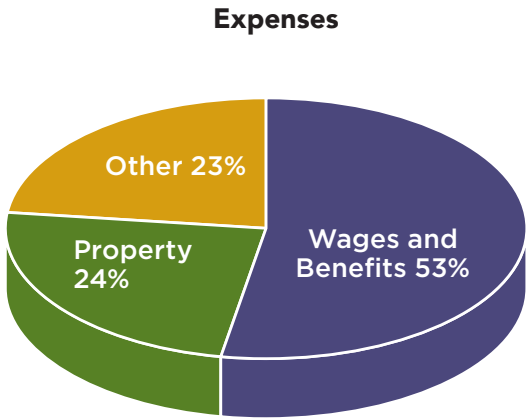
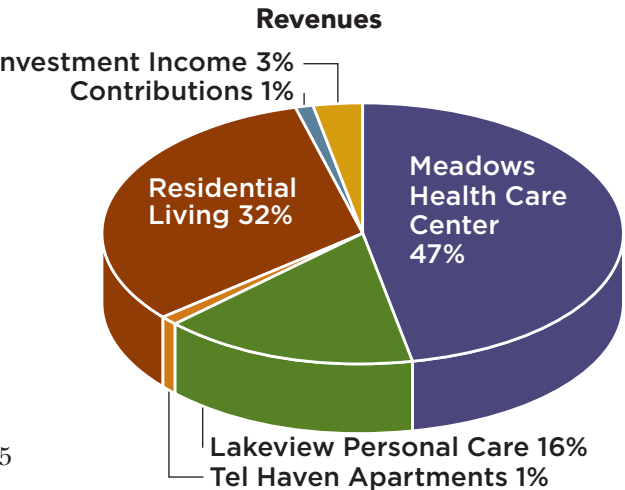
The Premise Studio

Verdegem



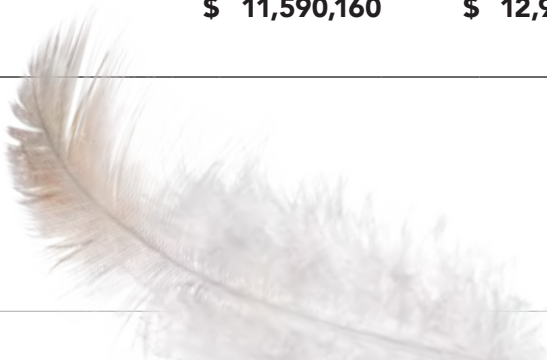
Consolidated Balance Sheets
Year Ended June 30, 2017

Assets	2017	2016
Current assets	\$ 16,058,745	\$ 15,956,178
Assets whose use is limited	2,017,792	1,944,688
Assets whose use is limited by donors/board	3,702,613	3,412,459
Property, plant and equipment	108,124,666	103,973,896
Other assets	3,211,636	2,866,084
Total Assets	\$ 133,115,452	\$ 128,153,305
Liabilities		
Current liabilities	\$ 9,056,699	\$ 3,556,037
Long-term debt	46,912,558	46,841,150
Advanced fees	70,656,542	69,930,473
Other liabilities	2,074,681	2,832,752
Total Liabilities	\$ 128,700,480	\$ 123,160,412
Net Assets		
Unrestricted	\$ 712,359	\$ 1,494,792
Restricted	3,702,613	3,498,101
Total Net Assets	\$ 4,414,972	\$ 4,992,893
Total Liabilities & Net Assets	\$ 133,115,452	\$ 128,153,305



Statement of Revenues and Expenses
for Fiscal Year 2017

Revenues	2017	2016
Net direct service revenue	\$ 33,180,694	\$ 32,273,105
Contributions	523,182	404,827
Realized investment income	891,478	860,473
Other income	778,476	523,416
Total Revenues	\$ 35,373,830	\$ 34,061,821
Expenses		
Wages, benefits, and contracted services	\$ 19,721,136	\$ 19,083,340
Depreciation and amortization	7,961,244	6,263,111
Bond interest and fees	1,091,514	1,103,683
Other expenses	8,664,698	7,601,547
Total Expenses	\$ 37,438,592	\$ 34,051,681
Excess of Revenue Over Expenses	\$ (2,064,762)	\$ 10,140
Unrealized Gain (Loss)	\$ 1,521,542	\$ (1,232,076)
Loss on Extinguishment of Debt	(34,702)	(154,918)
Increase (Decrease) in Net Assets	\$ (577,922)	\$ (1,376,854)
Uncompensated Care (Assistance to Individuals)	\$ 4,112,555	\$ 3,985,740
Investment in Property and Equipment	\$ 11,590,160	\$ 12,966,664



In years past, the community of Tel Hai has continued to grow. As we mark the end of another fiscal year, we reflect on another period in our history where we are soaring to new milestones. New accommodations, new amenities—and most importantly—new residents!



In support of our campus master plan, the community has experienced a successful reservation effort of all accommodations for the Phase 4 expansion initiative, including 45 Brownstone Apartments. Additionally, 10 Maple Knoll Townhomes were successfully reserved as part of the community expansion effort.

From the ground up, Brownstone—the final wing of accommodations adjoining StoneCroft—has taken shape throughout the year. The five-story structure includes expansive apartment homes, under-building parking for 28 vehicles, and common spaces for additional amenities, hobbies and resident functions.

This expansion of the Tel Hai lifestyle features nine floor plans, ranging from one bedroom to two bedrooms with a den, all with access to the full continuum of care available on campus.

The foundation (left) of Brownstone Apartments is laid and tied into the existing hallways of Greystone Apartments (above).



The Premise Studio



Construction began in September 2016, and we anticipate welcoming residents in December 2017. Project partners include architectural design by RLPS Architects, MEP engineering by Reese Engineering, structural engineering by Zug & Associates Ltd., site engineering by RGS Associates, construction loan through M&T Bank, site work by Lyons & Hohl, and our general contractor, Paul Risk Construction.

Announced in 2016, the Maple Knoll Townhomes construction project is replacing nine aging cottages with 10 new townhomes. Positioned to maximize natural light, hillside views and privacy, this loft-living concept is nestled within Maple Knoll, Tel Hai's oldest and most mature neighborhood.

Ranging in size from 1,745 to 2,409 sq. ft., the townhomes offer customizable living with two, two-story floor plans that bring a distinct architectural advantage for those desiring multi-floor living, extra storage space, and a one- or two-car oversized garage.

Site work commenced in May 2017, construction began in July 2017 and we anticipate welcoming residents in January 2018. Project partners include architectural design by BH Design+Build, site engineering by RGS Associates, site work by Lyons & Hohl, and our general contractor, Berks Homes.



Residents enjoy The Hillside Amenities of Tel Hai, which have added expansive amenities including an outdoor amphitheater (above) and a bocce court (right) just to name a few.



Also in 2016, we opened The Hillside Amenities of Tel Hai. This dynamic community space now provides an additional venue for activity programming, events and gatherings. Adjacent to the entrance of StoneCroft, the complex features a tennis and pickleball court, versatile clubhouse called Grandview Commons, a dynamic outdoor amphitheater and performance space, multipurpose event lawn, resident gardens, walking paths and additional parking.

The Premise Studio

With an aim to equip, educate and engage our team members, Tel Hai focused on continuous improvement efforts throughout the year that invested in employee retention initiatives while increasing the resident experience.



The Premise Studio

Tel Hai hosted several on-site Nursing Assistant Training Program sessions throughout the year, in an effort to train and retain nursing assistants.

New to Tel Hai, a Dementia Care Task Force was established and a multi-phase dementia training course for team members was implemented. Spanning months, this collaboration with the National Council of Dementia Practitioners provided practical, hands-on education regarding Alzheimer's disease and dementia care.

Culinary Services launched a peer-mentor "Champion Training Program," and several additional team members were ServSafe certified through the National Restaurant Association.

Meanwhile, Human Resources coordinated a Nursing Assistant Training Program in partnership with Harrisburg Area Community College to train and retain qualified nursing assistants within clinical areas in the community.

With ever-increasing and evolving care regulations, PointClickCare

was selected and launched as the electronic medical records software throughout the community, which includes comprehensive pharmacy fulfillment. Intacct, an accounting software system, was also introduced, along with several information technology and security initiatives to equip team members in servicing residents, their families and guests.

A new employee wellness program called Passport to Health was introduced, in cooperation with Attentive Health. The program aims to motivate team members to maintain or increase their personal health and well-being through dynamic activities and challenges.

During the year, Tel Hai welcomed regulatory inspections and surveys by the Pennsylvania Department of Health for Meadows Health Care Center, the Pennsylvania Department of Human Services for Lakeview Personal Care, and the Pennsylvania Department of Aging for Adult Day Services. Making significant progress to provide enhancements and quality service, Meadows Health Care Center was awarded a "Five-Star" overall rating from the Centers for Medicare & Medicaid Services (CMS).



To encourage employee engagement, Culinary Services launched a Champion Training Program and Team Member Appreciation Program this year.

In March 2017, Tel Hai announced two new home health care provider partnerships with BAYADA Home Health Care and South-eastern Home Health Services. This gives residents and their families the choice of which agency may best meet their home health care needs. In June 2017, Therapy Services also expanded their services by partnering with Symbria Rehab to provide on-site respiratory therapy.

Tel Hai's Children's Learning Garden, of Bright Horizons Family Solutions, was awarded a \$12,000 grant from the Keystone STARS program, which promotes continuous improvement through quality standards.

Each February, we honor outstanding staff performance during our Employee Celebration event.



The Premise Studio

Left to Right: Holly Groff, Director of Benefits; Sarah Sullivan, Director of Wellness; Diane Whitman, Restorative Nursing Assistant; Pauline Keetley, Director of Culinary Services; Sharon Canull, Director of Finance.

Diane Whitman, Restorative Nursing Assistant in Meadows, was honored as Employee of the Year for her commitment to living out the mission and vision of Tel Hai.

Sharon Canull, Director of Finance, was honored as Leader of the Year for three decades of dedicated service and exceptional leadership.

Sarah Sullivan, Director of Wellness, was honored as Rookie of the Year for her impressive contributions during her first year of employment.

Peggy Bradley, former Health Services Coordinator, and Holly Groff, Director of Benefits, were honored as the Harmony Award winners for their unwavering teamwork and service to fellow team members.

Pauline Keetley, Director of Culinary Services, was awarded the Business Partner Leadership Award. Pauline was also honored by Cura Hospitality, Tel Hai's culinary provider, with the Cura Customer Service Award and the Elier National High Impact Leader Award. Elier Group is the parent-holding company of Cura Hospitality.

The Employee of the Quarter program is designed to recognize individuals who continually demonstrate a high commitment to customer service, exceptional teamwork, stellar problem-solving skills, significant innovation, and who model our Tel Hai values. We honored the following individuals during the fiscal year: Jackie Bean, Mary Bradford, Michele Gall, Jean Gendall, Norma Lopez Reyes, Mindy McLaughlin, Tom O'Neill, and Pat Swisher.

At Tel Hai, “life enrichment” isn’t just a slogan. Together, Tel Hai team members and residents strive to impact the lives of others with innovative service opportunities and campus-wide improvement initiatives.



Throughout the year, Tel Hai opened our doors, spaces and programs to share enrichment opportunities with the greater community. This includes the Annual Day in the Country open house in May, the Annual Merchant’s & Community Services Faire in November, and the ever-popular Holiday Bazaar in December.

The Life Enrichment Committee and Concert Committee plan dynamic events, seminars and concerts also attended by the community. Special to 2016, Tel Hai concluded our 60th anniversary celebration year with a “Summer Spectacular” outdoor concert and fireworks show featuring the Mahoney Brothers in *Jukebox Heros Live*. Combined, these events brought thousands of visitors to our 149-acre campus.

New this year, the StoneCroft Aquatics Center was the “home pool” to three teams, including the Twin Valley Aquatic Club and the newly added Coatesville Aquatic Club and Bishop Shanahan High School swim team. In addition, enrollment in Tel Hai’s youth swimming lessons program has swelled to hundreds annually.



Top to Bottom:
Tel Hai hosted a 60th Anniversary Summer Spectacular outdoor concert by the lake. In March, the Annual High School Art Exhibit was seen by more than 400 attendees.



Ginny Stoltzfus (center above) and on right, was honored as the 2017 Volunteer of the Year.



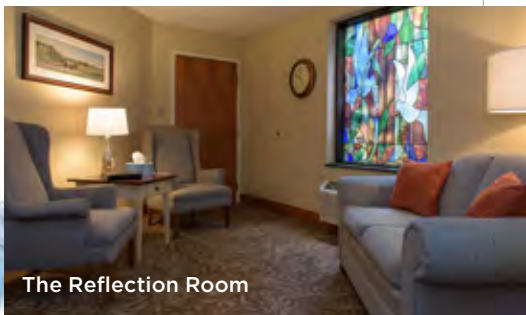
In March 2017, the campus welcomed 400 attendees to the Annual High School Art Exhibit, featuring 190 student pieces from three area high schools. Hosted in the StoneCroft Center for Worship & Performing Arts, the showcase featured eight mediums including drawing, painting, photography, ceramics, sculpture, design, mixed media and printmaking.

A critical piece of our life-enrichment puzzle, the Volunteer Program logged 43,165 hours of service in the last year by 412 committed individuals. At the 2017 Volunteer Recognition Banquet in April, Tel Haven resident Ginny Stoltzfus was honored as Volunteer of the Year. Ginny’s worn many hats at the community, including resident, volunteer and team member, since moving to Tel Hai in 1982.

The Tel Hai Sew Creative worked on 14 projects this year and hosted their annual “Sew-In,” which produced 95 valor quilts benefiting veterans. Annually, the group share their gifts and talents with other organizations to fulfill a need, such as pillowcases for children with cancer at the Children’s Hospital of Philadelphia or dresses for children at Marla’s House of Hope orphanage in Belize.

Adding to last year’s achievement of becoming an official Monarch Butterfly Waystation, the Farmers’ Club celebrated being recognized as the 2016 “Garden of Distinction” by the Pennsylvania Horticultural Society.

On the campus-improvement home front, the Décor Committee focused on enhancing the resident, guest and family experience. This included flooring, paint and artwork renovations to Hillcrest Apartments, new flooring in the Meadow’s Meadowbrook neighborhood and creation of the Reflection Room. This new space, located near the Chapel entrance, is a private, quiet and designated space for residents and families to gather for rest, reflection or prayer.



The Reflection Room

The Premise Studio

Witnessing the Holy Spirit at work in many ways throughout our community and beyond, we glorify Him as we reflect on another year of achievements, blessings and successes.



During the spring, Tel Hai welcomed Adam Teferi, a Palmer Theological Seminary intern pursuing his Master's of Divinity. An immigrant who fled war-torn Ethiopia in 1990 and a father of five, Adam's personal ministry was a blessing to the community as he shared his life experiences through bible studies, hospital visitations, and bedside companionship.

In January 2017, Tel Hai resident and retired pastor Dr. Dan MacDonald joined with the Jerusalem Center for Biblical Studies to host a tour of Israel for Tel Hai residents and several local church members. Often referred to as the home of the 5th Gospel, the 10-day spiritual pilgrimage of the Holy Land was guided by Dr. Willis Britt, a Methodist Bishop from Mississippi. Britt has conducted tours of the Holy Land for more than 30 years. His expertise in the scriptures, archeology, and history of the land gave a once-in-a-lifetime experience at key biblical sites. Tel Hai Chaplains David Hicks and Tim Herr provided trip support.

The Premise Studio

Adam Teferi (left) served as a seminary intern while pursuing his Master's of Divinity, under the direction of Chaplain Tim Herr (right).



Left: Chaplain David Hicks baptizes Tel Hai resident Chuck Hossack in the Jordan River. Right: The tour group at the Temple Mount.

The Pastoral Services team led another healing 13-week Bereavement Support Group called "GriefShare." The special weekly seminar is designed to help residents, family members, team members and individuals from the greater community rebuild their lives after losing a loved one. Providing a safe and supportive environment while navigating the grieving process, the group explored God's healing power and grace.

In April 2017, Tel Hai hosted a Good Friday breakfast with special speaker Dr. MacDonald, who explored the sites associated with Jesus' death, including Calvary and the Garden Tomb.

Additionally, April marked the 3rd Annual Women's Retreat titled "Hope in Every Season of Life" with special speaker Dona Sensenig of the Spanish Health Ministry in Kennett Square.

In addition to Sunday and Wednesday morning services in both the Chapel and StoneCroft Center for Worship & Performing Arts, the department enjoyed a year of hosting Catholic Mass, Vesper Services, liturgical communion, and special holiday services. The outdoor amphitheater—located at The Hillside Amenities of Tel Hai—was utilized for a beautiful Easter sunrise service celebrating the resurrection of Christ.

Aimed to share in ministry enrichment, Tel Hai's "Faith Connections" is an outreach partnership which enhances the communication between faith-covenanted churches and conferences and our community. Tel Hai would like to thank all our participating congregations:

- Conestoga Mennonite Church
- Fairview Evangelical Presbyterian Church
- Goodwill United Methodist Church
- Honey Brook Presbyterian Church
- Maple Grove Church
- Parkesburg Baptist Church
- Twin Valley Bible Chapel
- Atlantic Coast Conference of the Mennonite Church USA

Tel Hai values the impact of our ministry on individuals within the greater community, including Honey Brook Township, Honey Brook Borough, Chester County and beyond. The Community Engagement Committee—which leads Tel Hai’s outreach efforts—focused on providing support to chronic hunger initiatives, increasing access to health care services for seniors, and supporting anti-poverty initiatives for children. Together, we can achieve more.



Tel Hai team members served meals at the Twin Valley Food Bank and supported Alzheimer’s research at the Walk to End Alzheimer’s.

Throughout the year, Tel Hai partnered with the Twin Valley Food Bank (TVFB), the Honey Brook Food Pantry (HBFP) and the Shepherd’s Kitchen at the Honey Brook Presbyterian Church to combat hunger. From community meals to kitchen cleanup efforts, we recognize the many hands and hearts that make each organization a success.

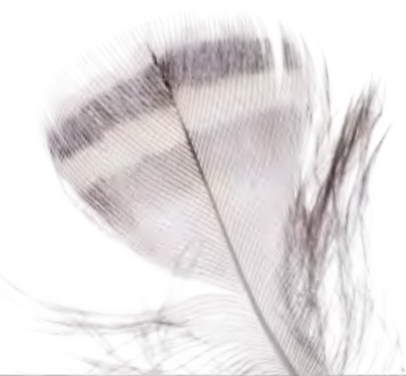
Tel Hai partnered again with the Rotary Club of Twin Valley in September 2016 to support the “Empty Bowls” initiative. Residents and team members handcrafted 20 bowls in the Fireside Ceramic Center, which were then used at a November fundraising event to support hunger-fighting organizations throughout the world.

In October 2016, our Annual Toiletries Drive was held to benefit the HBFP, in which 1,557 items were collected to support more than 100 families. In March 2017, Tel Hai hosted our Annual Food Drive that collected more than 720 pounds of food for TVFB and cash donations for the HBFP.

In September 2016, Tel Hai residents, team members and family members supported dementia-related research at the Lancaster “Walk to End Alzheimer’s” at Clipper Magazine Stadium.

Promoting cancer care and prevention research, Tel Hai created our own “Campus Walk-A-Thon” in May that supported the American Cancer Society’s Relay for Life effort. The 12-hour continuous walk was well attended, with 88 team members and 33 residents and guests participating.

We partnered with the Miller-Keystone Blood Center in both January and June, resulting in our most successful blood drives to date, with 121 pints of blood from 177 participants.



In December 2016, the generosity of residents was noted as together, we provided toys for 200 children through the Salvation Army “Angel Tree” Toy Drive.

In June 2017, Tel Hai team members supported the Hearts in Hands Community Center at Indian Run Mobile Home Park by leading a three-day summer swim camp. More than 40 children, ages 5 to 12, enjoyed youth swim lessons and informative talks on first aid, pool safety, and safe sun behaviors.

The 2016 Summer Youth Program hit a record 55 registered youth, an impressive 25% increase from the previous year. Local children provided their time and servant attitudes in areas throughout the community from Culinary Services to Facilities Services. A special program with a significant impact, Tel Hai is appreciative of the families, parents and team member-mentors who make this cooperative outreach a success.

Coordinated by residents Jerry and Rocky Nichol, Tel Hai partnered with Conestoga Mennonite Church and Church World Services to assist in furnishing a New Holland apartment for a Congolese refugee family. Arriving in May, Salala and Veronica relocated from Tanzania, where they lived since 1998 after fleeing war-torn Congo. The ReSale Shop provided essential furniture, household items and day-to-day necessities for the family of six, including two girls and two boys.



Top Left to Bottom: The generosity of the community is noted in various activities through the year including the Salvation Army Toy Drive, swimming lessons to local children at the Indian Run Mobile Home Park, the Summer Youth Program, and furnishing of a New Holland apartment for a Congolese refugee family.



Welcoming a new year means coupling our dreams for our community's continued success with embracing new challenges and opportunities. In 2017-2018, we will enhance the value of our community through investing our time, energy and financial resources in the refinement of our campus master plan, programming, and services.



We look forward to welcoming 55 new households with the opening of Brownstone Apartments and Maple Knoll Townhomes during the winter months.

Brownstone also brings the addition of several new campus amenities, including a 21-seat theater, sewing room for textile arts, indoor conservatory, model railroad train room and additional meeting spaces. It will be rewarding to watch these spaces come to life with new activities and happenings.



New Brownstone amenities include an indoor conservatory (top left) and 21-seat theater (middle left) (Early rendering now modified).



Maple Knoll Townhomes



The Premise Studio

Tel Hai plans to develop and execute a twofold employee engagement effort aimed to increase retention and reduce turnover.

First, the Management Team will delve into research and devise actionable items to improve focus areas identified in our recent Gallup Q12 Employee Engagement Survey results.

Second, a Retention Task Force will provide recommendations and an implementation plan to retain skilled team members in clinical positions.

Tel Hai will continually improve on the delivery of clinical services to residents of all levels of care through identifying unmet needs and refining existing processes and procedures. We hope to expand the autonomy and lifelong enrichment of residents through “living in place” initiatives involving departments such as Wellness, Therapy Services, and Home Care Services.

We will further develop our organizational relationships and partnerships with CHAPa—the Covenant Health Alliance of PA—and 12 other Mennonite and Brethren retirement communities

in Pennsylvania. Serving as a post-acute care service network that assists in achieving mandates of the Affordable Care Act, we will continue to work together to manage care contracts, improve care outcomes and reduce costs.

Lastly, we will continue to invest in long-term infrastructure improvements while making sound business and financial stewardship decisions that add value to occupancy, retention and operational initiatives.



The Premise Studio

Tel Hai Retirement Community Management Team: Front Row, L to R: Cynthia Dallara, Administrator, Lakeview Personal Care; Sarah Sullivan, Director of Wellness; Toni Balla, Director of Purchasing. Seated, Row 2, L to R: Sharon Canull, Director of Finance; Catherine Yoder, Vice President, Marketing & Communications; J. David Shenk, President & Chief Executive Officer; M. Sue Verdegem, Sr. Executive Vice President, Finance & Administration; W. Katie Buck, Administrator, Residential Living. Seated, Row 3, L to R: Pauline Keetley, Director of Culinary Services; Michele Dombach, Vice President, Development; Tamara D. Jacobs, Director of Adult Day Services; Janice Williams, Administrator, Meadows Health Care Center; Amy Whary, Director of Volunteer Services. Standing, L to R: Kristin Hoffman, Director of Therapy Services; Holly Groff, Director of Benefits; Tim Herr, Vice President, Pastoral Care & Corporate Compliance Officer; Bruce Hartshorne, Executive Vice President, Operations; Rachel Cessna, Program Administrator, Child Day Care; Calvin Roggie, Director of Information Technology; Jolene Weaver, Director of Communications. Not Pictured: Keeli Looper, Vice President, Human Resources; Scott Miller, Director of Facilities Management; Courtney Schwartz, Director of Nursing.

Mission Statement

Motivated by Christ's love for all, our covenant is to provide a vibrant, caring community that enhances the lives of those served.

Vision Statement

To be an innovative Christian community, to inspire respect and purpose for each individual, and to excel in providing quality service.

Core Values

Integrity, Compassion, Trust,
Stewardship, Community



Discover how we're
Soaring to New Heights
through inspired living,
abundant activities, and the
rewards of connecting with
residents, team members,
volunteers and community.

Please join us at
www.telhai.org/connect to explore
"Life on the Hill"!

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