

2019 ANNUAL REPORT

Plymouth
Place
Senior Living

*Living out our Mission, Vision,
and Values through Results*



Welcome to Plymouth Place

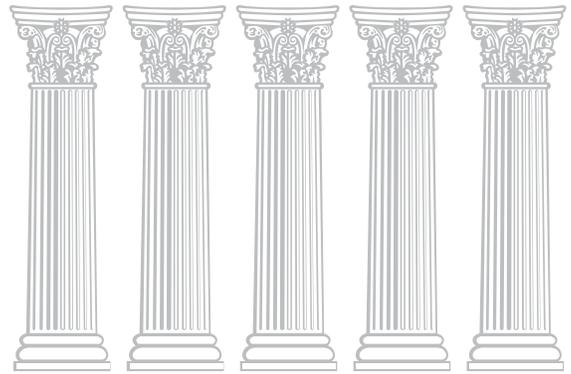
Celebrating 75 years of excellence, we are a community of residents, families, associates, and leadership dedicated to honoring the past and building for the future.



John H. Finley, the first president of Plymouth Place, laid our foundation when he stated,

“A happy home means more than anything in prolonging a useful life.”

Our mission remains to empower residents to live out their lives in a faith-filled environment, while honoring and cherishing the individuality and dignity of each person.



Five Pillars of Excellence

In 2018, Plymouth Place leadership implemented Studer Group’s Pillars of Excellence for healthcare organizations. With equal focus on the 5 Pillars, we have a measurement by which we weigh all organizational decisions. Not only does this model lend to success today, but it ensures a strong foundation for our next 75 years.

*People
Service
Quality
Stewardship
Growth*

These guiding principles have enabled Plymouth Place to achieve a year of great success and truly live out our mission, vision, and values through admirable results.



5 Star Rating



Only 2% of all Lifeplan communities in the state can boast a 5 star rating in all 5 categories from the Centers for Medicare & Medicaid Services; Plymouth Place is proud to be among them.



People

We are a community where our residents' and our associates' voices are heard, where mutual respect and care is simply who we are.



Newly certified as a Great Place to Work®, Plymouth Place associates' anonymous feedback puts us among the most well-respected companies in the world for our outstanding workplace culture.

With our Employee Council and Resident Council, we regularly assess what has the most meaningful impact on the community as a whole to ensure satisfaction on both sides.

Employee Retention



82.5% / 72%

Plymouth Place
2018

National Average
2018



Service

Service to others abounds inside our walls, but it also reaches into our greater community. We are proud to support numerous area nonprofit organizations financially, as well as with our time, event space, and donations.

Our commitment to service earned Plymouth Place the La Grange Park Business of the Year in 2018, as well as subsequent wins of Leading Age Illinois's Community Impact Award – in 2018 for our Rock Steady Boxing program, and in 2019 for our "InterGenerational" partnership with LATTE Theater.



Community Memorial Foundation



aging care connections
Because Aging Well Matters



UNITED CHURCH OF CHRIST



Interfaith Community Partners
Driving Independence for Older Adults

LADSE

The LaGrange Area Department of Special Education

Living out our Mission, Vision



Quality

From nursing care to life enrichment programming, from the dining experience to gracious, yet comfortable décor throughout the building, quality is paramount at Plymouth Place.



With an overall “High Performing” rating, Plymouth Place is a U.S. News & World Report Best Nursing Home. Our excellent staffing ratios and quality measures helped us achieve this nomination, but most importantly, enabled us serve more than 500 Health Care Center residents in 2018.

In addition to excellent nursing care, our Health Care Center and Greg’s Place memory neighborhood residents enjoy beautifully redesigned living spaces. From the moment you walk in the door and experience the renewal of the lobby to the newly refreshed Skyline Lounge on the 8th floor, you can feel our commitment to quality.

“I wanted to express my appreciation for the quality of care my mother received during her stay. Throughout the course of her admission, my mom was treated with kindness, respect, and, most importantly, skilled care.”

Laura Mantello
Daughter of a Rehabilitation Resident

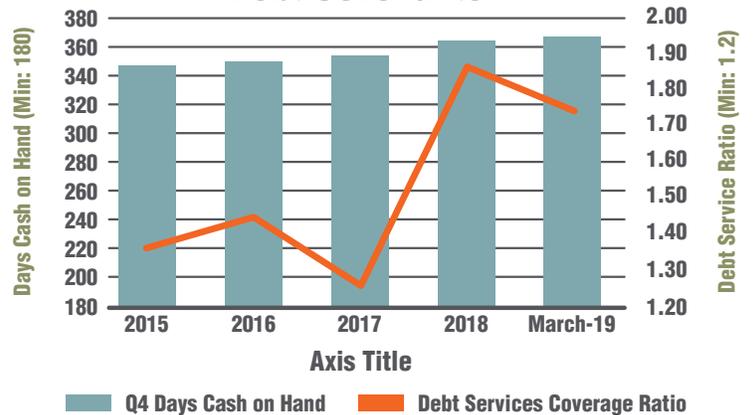


Stewardship

As a nonprofit senior living community, it is the responsibility of the leadership team and board of directors to be good stewards and make wise financial decisions to protect the longevity of our organization.

Over the last year, positive fiscal improvements that also positively impacted resident lifestyles have brought Plymouth Place to a position of financial stability that allowed for the lowest monthly service fee increase in over a decade.

Debt Covenants



Quality, and Values through Results



Growth

Part of who we are is what we are becoming, and we have exciting and impactful plans in store.



Our residents deserve to live well and have access to the best right here inside their home. Our clinic redevelopment gives space for a state-of-the-art pain clinic and the support of physiatrists to follow our residents' well-being. We are expanding our rehabilitation offerings and revenues by participating in a joint venture. We launched a culinary master plan to redevelop our dining experience. We are well underway with a task force to determine what lies ahead for the East portion of our campus. The through-theme is a commitment to growth.



We may be celebrating 75 years, but the best is yet to come.



*Honoring the Past,
Building for the Future*

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