

*It's not about us; it's about the people we serve.*



# Community Report

Two Years of Extraordinary  
Accomplishments by  
Exceptional People!!

2020 / 2021

**Senior Life Resources**  
NORTHWEST

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# *A Challenging New Environment*

## 24 Months That Tested Our Resolve and Durability

Without an inkling of what lay ahead, we enthusiastically jumped into 2020 to pursue some ambitious goals and to achieve some significant milestones. Naturally, they were centered on face-to-face interactions, where we would form new relationships and enhance existing ones, as we further developed our services for our clients. These plans took a dramatic turn as COVID-19 spread throughout the world. Our clients needed us more than ever, but many of our tried-and-true ways to serve them quickly fell by the wayside.



Our staff's ability to quickly adapt to the new and challenging environment was a great reflection on their flexibility and passion for our mission. We soon realized the value of our established relationships that are based on trust and respect, internally and externally. The next 24 months tested our resolve and durability.



From March 2020 on, our staff tried many new ways to ensure that we provided the services our clients needed, while maintaining our same high standards. Protecting our clients' safety and sense of well-being was vitally important. We were all aware of the need to look out for each other and to safeguard our loved ones at home. So many staff found themselves with new roles and responsibilities, both at work and at home, as COVID-19 spread deeper and deeper into our

community. The protective measures we had to implement took their toll on our psyche at times; we bent and bowed as pressure and strain built, but our staff never broke. There was never a time when we felt we couldn't do it. In fact, thanks to the incredible passion, innovation, and grit of staff, our programs ended 2021 stronger than they began in 2020. What an incredible achievement by such brave and talented people.

Grant Baynes  
Executive Director



# 2020 and 2021: Two Years of Amazing Accomplishments by an Extraordinary Staff

## Meals on Wheels

From the onset of the pandemic, Meals on Wheels volunteers have worked hand in gloved hand with our staff to provide continued uninterrupted service to our senior community. As COVID restrictions isolated our senior populations, volunteers immediately and selflessly stepped in to help our team adapt.

Accomplishments include:

- Implementing in-house production of all frozen meals,
- Creating a diverse low-sodium menu,
- Building an emergency 4-week inventory of frozen meals,
- Staffing a vibrant Phone Buddies program,
- Supporting our seniors through consistent meal service, phone checks, and more,
- Packing & distributing thousands of bags of groceries, emergency meals, pet food, holiday gifts, Ensure, and wellness kits,
- Developing strong drive-thru and take-out meal programs.



From our seniors:

*The quality of the service is wonderful, and my delivery driver is outstanding and helpful. The volunteers should be so proud of their work! They bring joy to our lonely lives during the pandemic.*

*The love and energy that Meals on Wheels staff and volunteers pass on to us is so much more important than even the meals you provide. We are so grateful—thank you!*

*I can't thank your drivers enough for being so attentive to my father-in-law! When the volunteers delivered his meals yesterday, they realized that something was wrong with him, and your staff alerted me to go check on him. He is now in the hospital because he's had a stroke. This could have been so much worse if you folks hadn't checked on him. Thank you, thank you!*

## Home Care Services

Our staff rose to the challenge of providing the highest level of quality care while navigating the many hurdles that the COVID-19 pandemic threw in their way. Many new ways of providing this care had to be designed and implemented to maximize the safety to our clients, staff, and their families.



### Highlights:

- Purchased a property for the Home Care Services office in Walla Walla
- Relocated our Ellensburg office into a larger suite that was better suited for their growth and needs.
- Purchased a second office building in Yakima to prepare for future growth and parking needs.
- Added a Training and Education position to our team to assist providers in meeting their training and certification requirements.

### Senior Life Resources agency highlights:

- Administrative staff found new and creative ways to keep their support of the programs on track, even implementing new innovations such as a paperless Human Resources system, record recruitment, remote efficient and effective work practices for the Finance team.
- Construction of a new 6,100 s.f. office building on Fowler Street in Richland.

***While much of our country was shuttered by the global pandemic, the people of Senior Life Resources were out in force delivering on our mission "to preserve and enhance the quality of life at home, with dignity and care."***

***Thank you all from the bottom of our hearts!***

***The 2020/2021 Senior Life Resources Board of Directors***

# *A Story of Collaboration*

## **An Illustration of How our Staff are Committed to our Mission**



Seen in this photo are Meals on Wheels' Amy Cole, Home Care Services provider Areli Garcia, and their mutual client, Lyn. The picture celebrates a successful joint effort to restore heat to Lyn's home after two full years with no furnace.

Clyde Weber, a volunteer Meals on Wheels driver, learned that Lyn had been relying solely on space heaters for warmth, even through the coldest parts of winter. It was when one of Lyn's space heaters had broken that Clyde discovered why Lyn was often

bundled in blankets during her food deliveries. Clyde alerted our office to the problem, and Meals on Wheels staff immediately provided a new space heater as a stopgap measure. That provision was just the beginning.

Amy's initial efforts to find heating assistance for Lyn found little success. Fortunately, persistence paid off when Community Action Connections (CAC) offered encouragement. Their program could help, but there would be significant paperwork, which is where Areli took up the cause. Areli helped Lyn to assemble the required documents and to complete application forms. Coordinating with Areli, Amy provided transportation and copies of the documents, along with their safe return to the client.

Thanks to the combined efforts and caring of Amy and Areli, a successful outcome was achieved: Lyn now has a fully functioning furnace AND is taking advantage of the Energy Assistance Program to receive reduced power rates. Amy and Areli helped provide a life-changing improvement for Lyn when she had nowhere else to turn.

This story is just one of many examples of staff working above and beyond expectation. It is particularly poignant for the collaborative effort and tenacity, and it shows Senior Life Resources at its best: caring for and meeting the needs of our clients, preserving their dignity and independence.

Who wouldn't be proud to work with staff like Amy and Areli and all the many other dedicated SLR staff!



## OUR MISSION

To preserve and enhance the quality of life at home, with dignity and care.

## OUR VALUES

Quality, Excellence, Dignity, and Integrity

## OUR GUIDING PRINCIPLE

It's not about us; it's about the people we serve.

### *2020/2021 Service*

#### *Meals on Wheels*

2,931 individuals received meals.

440,542 meals were served as  
home delivery, drive-thru,  
or take-out.

617 volunteers donated 113,672 hours,  
providing more than \$2 million  
in labor.

#### *Home Care Services*

Over 4,000 clients received services.

Hours of care services provided  
in 2020/2021:  
1,616,728 hours total.

680+ Professional  
Home Care Providers  
and 40+ Supervisors/Managers  
provided care to our clients.

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