



COMMUNITY CONNECTION

Retirement Housing Foundation's Team Newsletter



Team members,

I'd like to introduce you to Community Connection, RHF's monthly employee newsletter.

It is another tool we have created to facilitate communications between RHF and our team members in the field.

In the RHF Strategic Plan, increasing transparency with our residents and staff was identified as one of the four (4) pillars of that plan. Creating an internal communications system was determined to be an important part of that pillar.

The first part of that entire system is this newsletter. Daniel Tomerlin is the editor of Community Connection and will be heading up RHF's internal communications efforts. As the newest member of RHF's Communications department, Daniel reports directly to Chris Ragon, VP of Communications.

This is your newsletter. While we want it to be a source of information on what is going on at the national level of the organization, we also want it to supply you with information that you feel is important to your work for RHF.

Some of the departments that will be contributing monthly to this newsletter includes; Human Resources, Risk Management, and Operations. We plan to highlight a community and/or staff in each newsletter.

Let us know what you'd like to see included in the newsletter. You can send your ideas to Corporate-Communications@rhf.org.

Property Spotlight



Regency Apartments

**1531 6th Place SE
Mason City, Iowa**

- Dylan Williams, Mgr – Dylan.Williams@rhf.org
- Maintenance position is currently open.
- A three-story, 40-unit community located within walking distance of many banks, shopping areas, and medical facilities in Mason City, Iowa.
- Affordable, non-profit, older adult (62+) community with several apartments equipped to accommodate those who are mobility impaired (also available to those over the age of 18).

Welcome to the family!

Employee Referral Program

We are excited to announce that Employee Referral Program payments have been increased! Our workforce is a tremendous source of pride for RHF, so who better to recommend candidates whose skills align with our mission than the employees that support our goals on a daily basis? Many employees have already taken advantage of this program, and we hope this increase encourages others to do the same.

If you refer someone for employment and that person is hired, you will be eligible for the following payment:

- If the referred employee works 30 hours or more per week, **you will receive \$1000 (increased from \$250)** after they complete 6 months of active employment.
- If the referred employee works less than 30 hours per week, **you will receive \$500 (increased from \$100)** after they complete 6 months of active employment.

Employees are only eligible to receive two referral payments per calendar year. In order to be eligible to collect the referral payment, the person you refer must write your name on the employment application prior to being hired with RHF. If more than one employee's name appears on the employment application as a referral, the

amount will be divided evenly between the employees mentioned. Employees can only be "referred" once. For example, an employee cannot work for 6 months, resign and then come back again as a new referral. Both employees must be currently employed with RHF to receive the referral payment — former employees are not be eligible.



Employees are responsible for requesting this referral payment within 3 months after the referred employee has completed their 6 months of employment. You will need to complete a "Payment Request for the Employee Referral Program" form, which is posted on the Human Resources Intranet or you can ask your supervisor. All referral forms must be approved by the Administrator/Manager and Regional Manager.

If you have any questions, please contact the Human Resources Department.

2022 Holiday Toy Drive

RHF's national toy drive celebrated 25 years this December! Thanks to our generous donors and volunteers, the Toys for RHF Kids program raised more than \$45,000 this year and delivered toys and gift cards to 1,700 children living in our communities across the country.

Our "RHF Wrappers" at Harbor Tower and Angelus Plaza lovingly wrapped the

toys before loading them onto Santa's sleigh and RHF elves at the communities helped distribute them alongside Santa.

Thank you for making the holidays merry and bright for RHF kids!



Job Openings

Visit the [Human Resources intranet page](#) for current RHF job listing including these most recent postings:

- Receptionist - Office Assistant - Corporate - Long Beach, CA
- Janitor - Oak Knoll Village - San Antonio, TX
- Business Office Assistant - Park Place - Seattle, WA
- Office Assistant - Deaconess Zane and Krafft - Cleveland, OH
- Assistant Manager - Deaconess Zane and Krafft - Cleveland, OH
- Service Coordinator - Dogwood - Milledgeville, GA
- Property Manager - Cocalico - Ephrata, PA

Did You Know?

- 2022 W-2s are now available electronically in UKG to view, download, and print — paper W-2s have also been sent out.

HAVE IDEAS TO CONTRIBUTE TO THE NEWSLETTER?

Email your contributions to Corporate-Communications@rhf.org

Your idea could win you a gift card!

RHF Formalizes Its Commitment to Diversity, Equity and Inclusion

As next steps to implementing its new strategic plan, RHF launched its DE&I initiative in February 2022. Working with a consultant, the RHF Board of Directors and senior leadership focused on 5 initial areas:

1. Understanding our why and taking stock of RHF's progress to date
2. Creating a space for dialogue, learning and forward movement
3. Identifying a common language and understanding around DE&I
4. Framing the work ahead
5. Identifying opportunities and measurements of success

Additionally, a cross-section of RHF team members across the organization and representing a variety of job functions, geographies and backgrounds were asked to serve as a DE&I Core Group to help shape and lead the development of the framework of RHF's DE&I plan.



Influence. Voice. Representation

Last year, affordable housing and national office staff were invited to participate in two surveys to help provide baseline data around perceptions, needs, experiences, barriers and opportunities. Recognizing that our collective work to adopt and maintain a culture of DE&I is a journey, this assessment illuminated RHF's current state (current Culture of Equity – COE) related to those efforts and identified best practices.

Four key pillars were outlined for RHF's Diversity, Equity & Inclusion work in the years ahead.

1. Strengthening organizational culture
2. Training and development
3. Policy review, analysis and updating
4. Building internal communications structures and processes

We look forward to sharing updates to our work and practices in the months ahead as our DE&I plan rolls out across the organization. If you are interested in serving on RHF's DE&I Core Group, please email Stephanie.titus@rhf.org.

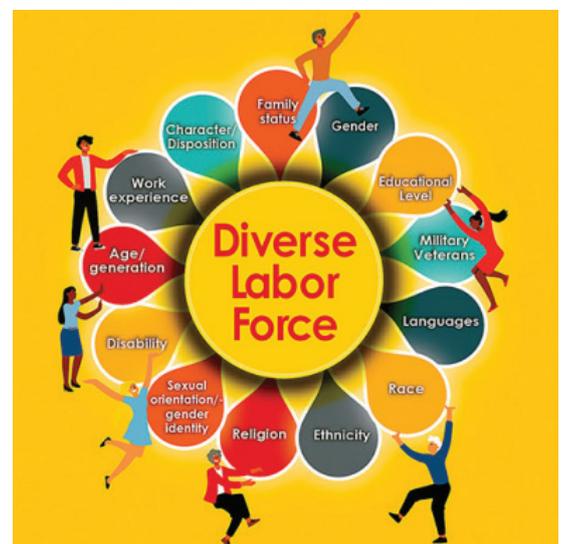
COE Findings

Perceptions do not always reflect reality. However, organizational perceptions matter and offered a window into opportunities for Retirement Housing Foundation to strengthen its commitment and practice of inclusion and equity. The following represents a summary of the weighted averages for each of the 10 organizational factors measured by its COE assessment. They are ordered by weighted average (highest to lowest).

Assessment Factor	Weighted Average out of 4	Assessment Factor	Weighted Average out of 4
Donors & Volunteers	2.95	Staff & HR Policies	2.73
Communications	2.94	Commitment to Equity	2.70
Mission Impact	2.90	Data & Metrics	2.69
Board Leadership	2.87	Vendors	2.66
Senior Staff	2.84	Organizational Culture	2.63

Opportunities and RHF's DE&I plan focus was based on the COE findings:

- Developing a consistent understanding of what DE&I is and why it matters to RHF's work, mission and organizational development
- Formulating a DE&I vision that builds on that consistent understanding of what DE&I is and why it serves RHF's work
- Ensuring consistent leadership perspective, commitment, understanding and communication aligned with that vision
- Developing HR approach and policies and internal communications to support that vision
- Building knowledge and capacity around foundational DE&I principles and best practices



RHF Partners with Swift Bunny

RHF is excited to announce our new Employee Feedback initiative.

We have chosen to partner with Swift Bunny, an independent survey company, who specializes in Employee Feedback and Engagement. Swift Bunny will be conducting confidential surveys, analyzing your feedback, and providing recommendations regarding where we might improve in our company-wide employee engagement. Swift Bunny will allow us to compare our survey results to other companies in the industry.

Our goal for this program is to have a better understanding of employee morale, satisfaction, and engagement here at RHF. Your opinions and candid feedback are important to us, and these surveys are one of the ways we hope you will share your experiences. The results of these surveys will also be shared with employees in upcoming meetings with our supervisors and company leaders.

We will use your feedback to:

- Help us improve our policies and procedures
- Address issues that affect employees engagement
- Seek out creative solutions and suggestions to improve our company's performance and ultimate success.

We recognize measuring employee engagement must be a continual effort on our part, not just once or twice a year. We will begin with inviting all employees to participate in a baseline Employee Engagement Survey. From that point

forward, surveys will be automatically triggered based on specific employee lifecycle events you might experience. For example, newly hired employees will receive surveys pertaining to their new hire onboarding experience, all employees will receive a survey around the anniversary of their hire date, and if your role should change within the company or a new supervisor joins your team, you will receive a survey. We will even be asking for your feedback on initiatives we launch based on your previous suggestions.

We invite each of you to take this opportunity to provide your feedback by participating in the surveys you receive. Your responses to these surveys help us gauge employee satisfaction and engagement as well as measure our progress on strategic goals that include creating opportunities for recognition, training, development, advancement, and leadership. And please know the input you provide will be critical in helping us understand how to best support all of our employees in their careers with RHF. We thank you in advance for participating.



Driver Safety

For RHF employees that drive as a part of their job, please keep the following safety tips in mind.

Backing up:

- Do a walk-around inspection before backing up, look for any obstructions, pedestrians, bike riders, etc.
- Know your blind spots and how far the bumper sticks out. If you are uncertain, shut your car off and get out to verify how much space you have.
- Do not rely on only your mirrors or camera when backing up — turn completely around and look out the rear window.
- Back up at a very slow speed — you will have more control.
- If you are in doubt at any time when backing up, get out and make another inspection.

Changing lanes:

- Do not change lanes at railroad crossings or intersections. Most accidents occur when entering, traveling through, or leaving intersections. Be aware of your position and any other vehicles around you.
- Know where your blind spots are and check them often.
- Know the conditions around you and move accordingly.
- Signal lane changes at least 100 feet in advance — Use center and left lanes for passing only.
- Keep mirrors clean and correctly adjusted.

Following Distance:

- Maintain a distance of at least one car-length for every 10 mph of vehicle speed.
- In heavy traffic or poor weather conditions, decrease speed and increase following distance.
- Keeping a safe distance allows you extra time to react to unexpected situations.
- Be aware of your stopping distance. Leave yourself a safety cushion.

Speed Management - reduce speed for:

- Weather and road conditions
- Traffic density
- Lighting / visibility
- Remember that increased speed has an increased fatality rate

