



COMMUNITY CONNECTION
Retirement Housing Foundation's Team Newsletter



RHF's 62nd Anniversary Celebration and Conference

RHF's 62nd Anniversary Celebration and Management Conference took place February 22 to 24 in Long Beach, California. Over the course of the three-day event, senior leadership shared the vision for RHF's future by outlining the new strategic plan, guest speaker Dr. Rosalind Cohen introduced the concepts behind diversity, equity, and inclusion, and our 2023 RHF award winners were honored for their hard work and dedication.

We would like to thank everyone who participated for making this year's celebration a huge success!

Please join us in congratulating RHF's 2023 award winners:

- Dr. Darryl Sexton - 2023 Rex Chapman Award (Posthumously)
- Dr. Barbara White & Patti LaPlace - 2023 Friend of the Elderly
- Cheryl Barker - 2023 Resident of the Year
- JoAnn Montelongo - 2023 Manager of the Year
- Ansley Thompson - 2023 Social Services Coordinator of the Year
- Vona Palmer - 2023 Volunteer of the Year



2023 Rex Chapman Award



2023 Friend of the Elderly Award



2023 Resident of the Year



2023 Manager of the Year



2023 Volunteer of the Year



2023 Service Coordinator of the Year

Property Spotlight



The Concord 275 E. Cordova Street Pasadena, CA

- Lorena Sosa, Mgr
Lorena.Sosa@rhf.org
- Frances Lee, SSC
Frances.Lee@rhf.org
- 14-story, 148-unit independent living community, close to shopping, churches, restaurants, and the local Senior Center
- Recently underwent an \$18,585,000 renovation
- Affordable, older adult (62+) community with several apartments equipped to accommodate those who are mobility impaired.

Annual Physical Exam Program

Keeping our employees happy and healthy is a top priority at RHF and, as such, we encourage all employees to get an annual physical exam. As an incentive, RHF will give employees that get their annual physical a \$100 Target gift card!

In order to be eligible:

- The date of your annual physical must be 12 months or more from your last physical.
- You must work a minimum of 20 hrs per week and have completed three months of employment.
- You must currently be employed with RHF.
- Within three months of your exam, you must mail a completed copy of the [Annual Physical Exam Certification Form](#) into:
*Retirement Housing Foundation
Human Resources Department
911 N. Studebaker Rd
Long Beach, CA 90815*
- Gift card will be mailed to the address listed on the form
- Employees in the national office may simply hand their completed form into the Human Resources Department.



We encourage everyone to get their annual checkup to screen for diseases, identify any issues that may lead to medical concerns, update immunizations, and maintain a healthy lifestyle.

Job Openings

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

- Director of Philanthropy - Long Beach, CA
- Maintenance Technician - St. James Park - Los Angeles, CA
- Maintenance and Janitor - Loess Hills Estate - Glenwood, IA
- Social Services Coordinator - Oak Knoll Villa - San Antonio, TX
- Janitor - Oak Knoll Villa - San Antonio, TX

Philanthropy Thanks You

The Philanthropy Department was excited to be back in person and to see everyone who attended the 62nd Anniversary Celebration and Management Conference. Thank you to everyone who signed up to be RHF Team Givers and donated to our programs at the various tables and Thursday night's Worship Service. All together, we received more than \$2,900 for RHF Charitable Foundation's funds, supporting affordable housing and benevolence programs.

We look forward to seeing many more of you in person in San Antonio, Texas later this spring.

RHF Team Givers Spotlight

RHF staff contribute to the mission every day through their work with residents and by maintaining our communities. Additionally, many staff members choose to donate to RHF Charitable Foundation's funds, which help create new and preserve existing affordable housing, and provide our residents with

benevolence programs that improve their quality of life.



Thank you all for your generosity and to those of you who have shared with us why giving back is important to you.

Would you like to share with us why you are an RHF Team Giver?

Send us an email: philanthropy@rhf.org

Did You Know?

- You can find more information on each of the 2023 RHF award winners in the [Spotlight section](#) of our website.

HAVE IDEAS TO CONTRIBUTE TO THE NEWSLETTER?

Email your contributions to Corporate-Communications@rhf.org

Your idea could win you a gift card!

The Results Are In - RHF's 2023 Engagement Survey

As detailed in last month's newsletter, RHF rolled out its Employee Feedback Loop in partnership with Swift Bunny, an independent survey company specializing in Employee Feedback and Engagement. Surveys were available from January 23rd – February 13th and

RHF's leadership team received an executive summary of our survey results compared to other companies in the industry on February 15th.

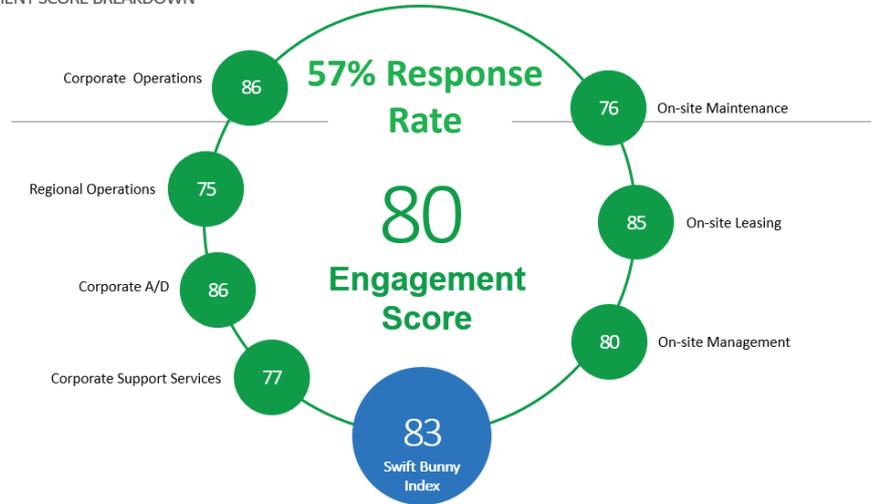
RHF will continue to utilize Swift Bunny to conduct confidential surveys, analyze your feedback, and provide recommendations regarding where we might improve in our company-wide employee engagement. Swift Bunny will allow us to compare our survey results to other companies in the industry using the Swift Bunny Index (SBX).

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.

We thank each of you that took this opportunity to provide your feedback by participating in the initial engagement survey. 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.

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

ENGAGEMENT SCORE BREAKDOWN



Key Findings

Top Strengths

RANK	PRIORITY	SCORE	SBX	SWIFT FACTOR
1	Customer satisfaction a priority to me	96	98	I
2	Volunteering, giving encouraged	93	90	I
3	Know how to be successful in role	90	89	F
4	Able / encouraged to take PTO	88	87	W
5	Enjoy job	88	88	S

Top Opportunities

RANK	PRIORITY	SCORE	SBX	SWIFT FACTOR
1	Incentives motivate me	65	73	S
2	Compensation is fair	65	71	S
3	Company values employees	70	77	I
4	Adequate internal company communication	71	77	T
5	Issues responded to within 24 hours	72	78	T

S - Satisfaction

Discover whether associates find working for the organization to be fulfilling and rewarding.

W - Workplace

Find out what your team members think it is really like to work at your company, day in and day out.

I - Integrity

Gauge whether the company's values, culture, and work environment align with those of the employees.

F - Future

Learn how optimistic associates are - or are not - about their career path within your organization.

T - Teamwork

Discover whether associates feel connected to and supported by their co-workers, peers, and members of other

Rapid! Paycards

For employees who are not able to enroll in direct deposit but still want the benefits of receiving their paychecks electronically, RHF offers Rapid! Paycards as a secure, convenient option. Rapid! Paycards are funded with your net paycheck amount, or an amount of your choosing, each payday. Unlike regular bank ATM/debit cards, pay cards are not tied to a bank account. Rapid! Paycards offer many advantages over paper checks including:

- Funds are FDIC insured — cards can be easily replaced if lost or stolen and any unused balances fully restored.
- No worries about weather or other events preventing on time delivery of paper checks to your community!
- Pay cards provide a cleaner method to store your money and to pay for goods and services. No need to handle coins or bills.
- You incur no check cashing fees with a pay card and have many ways to obtain cash and perform other transactions with no fees.
- RHF saves money when you receive your pay electronically because it costs less to process wage payments electronically than by paper check.
- No need to visit a bank or check cashing store - cards are funded automatically on pay day.
- Never miss your pay – card will be funded even if you are not at work on pay day.

Additionally, Rapid! Paycards offer a convenient website and mobile app to check your balance, find an ATM, see transactions, and receive deposit notifications. If you are interested in signing up for a Rapid! Paycard, speak with your manager for more information or contact payroll@rhf.org.

rapid!
PAYCARD

GET PAID THE EASY WAY

Save time and money every payday with rapid! PayCard

- No more standing in line to cash checks
- No more check-cashing fees
- No more coming to work to pick up your check
- No more lost checks
- No cost to enroll. No credit check required!

Use the card to access your money when it's convenient for you

- Use it at ATMs² to get cash whenever you need it.
- Shop with it at your favorite stores, at restaurants, to buy music online and more. Use it anywhere Visa® Debit Cards are accepted.
- You can even pay bills³ with the rapid! PayCard and get cash back at participating merchants.

Retirement Housing Foundation is offering you a great new benefit — getting paid on the rapid! PayCard® Visa® Payroll card. You can have your pay automatically deposited to the paycard, giving you instant access to your money the morning of every payday.

¹ Because this is not a credit card, your credit will not be checked.
² Cardholder has no charge free access to ATMs[®] and Money Pass[®] services. Fees apply to all other ATM networks, plus other ATM network may charge. Limits apply.
³ This optional offer is not a Payment N.A. product or service nor does it involve any other offer.
The rapid! PayCard® Visa® Payroll Card is issued by Payment N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. This card can be used everywhere Visa debit cards are accepted.
Important information for opening a Card account: To help the federal government fight the funding of terrorism and money laundering activities, the USA PATRIOT Act requires all financial institutions and their partners to obtain, verify, and record information that identifies each person who opens a Card account. What this means for you: When you open a Card account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

Prevent Slips, Trips and Falls

Slips, trips, and falls are a leading cause of accidents and cost the company on average over \$14,000 per incident. Last year alone RHF had 14 employees injured in slip, trip, or fall accidents with projected costs to the company exceeding \$190,000. Use the following tips to work safely and avoid slips, trips, and falls:

- Keep the floor clear. Remember to keep hoses and electrical cords out of walkways.
- Keep the floor clean. Clean up grease, water and other liquids immediately.
- Install non-skid mats in walkways and handrails in stairways.
- Climbing and reaching high places will increase your chance of falling. Use appropriate gear for tasks in these cases. For instance, use a sturdy step stool with hand rails when climbing and reaching high places is required.
- Know where wet floor signs are located and use them to warn others of spills. Remove them once the spill is cleaned.
- Wear slip resistant shoes. Do not wear leather soled shoes in slippery work areas. In rainy, snowy, and icy conditions, wear appropriate shoes.
- Maintain floors and walkways — fix cracks, holes, and uneven surfaces.
- Follow safe practices when carrying objects. Large or unwieldy loads may impair your vision — take multiple trips as necessary to carry items safely.
- Use floor treatments where continual problems exist.
- Walk, do not run.

