Bringing Joy to Seniors
About Palolo Chinese Home

Palolo Chinese Home is a private, 501(c)(3) non-profit charitable organization and has been serving Hawaii’s seniors for more than 120 years. Originally, Palolo Chinese Home was established to serve Chinese plantation workers who had no families in Hawaii. Today, it serves all, regardless of race, religion, nationality, or ethnic origin.

Our Mission

To educate, support, and care for seniors, and their families by providing a continuum of quality care in a culturally sensitive family setting.

Our Vision

To be a top nationally ranked and locally revered senior care provider of choice. and to be an employer of choice by Hawaii’s professional caregivers.

Our Original Chartered Mission (1941):

- To assist and care for the aged and indigent;
- To maintain homes for them;
- To alleviate human suffering and distress; and
- To carry on works of charity, mercy and benevolence.
Core Values and Beliefs

T.R.I.B.E. – a group of interlinked families and communities sharing a common culture

Teamwork
We expect each member of the caregiving team to have great sense of dedication and loyalty. We want to work with professionals who are well trained and love to work as a team. Our common goal to provide the highest quality of care for the elderly.

Respect
We listen actively to our residents and families. We give straightforward, truthful answers. We will attend to the needs of our residents in a professional and honest manner. We will have mutual respect between members of the caregiving team to provide a positive productive atmosphere for all.

Integrity
We have the resident’s best interest in mind. We strive to maintain the highest standards in our care. We will never compromise to what could be considered questionable behavior.

Benevolence
Palolo Chinese Home is the altruistic creation of the unbiased kindness to do good for the elderly. We will continue to expand and grow with that altruism in mind. It is vital for us to be empathetic and alleviate the suffering of the elderly. We will care for each resident as a member of our family.

Excellence
Our goal is to provide the best care. We are a positive, fun, happy and home-like place for our residents and families. Palolo Chinese Home will be the “Home of Choice” desired by the community. We are the ultimate destination for complete care. Our aim for Palolo Chinese Home is to be the recognized model for senior care on a local, national and international level.
2018 Board of Directors

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Albert Q. Y. Tom

Leadership Team
Darlene H. Nakayama, RN, MS, CRRN
Chief Executive Officer

Darin Yoshimoto
Administrator

The blessing of “long life” is universally celebrated. At Palolo Chinese Home, the character for longevity (shou) has long been used as a symbol. The artist, by adding two brush strokes, has incorporated the Chinese character for people or mankind (ren), and the result is an image of a roof embracing long life — our wish for you. The unbroken circle signifies our mission of continuous care and respect for our kupuna (elders). Logo designed for Palolo Chinese Home by Clarence Lee.
Meeting the Growing Demand for Senior Services

There is a great need for quality care for seniors in the community and Palolo Chinese Home has the privilege of continuing to meet this need. We celebrated a great year of delivering quality care to seniors and their families in 2018.

Palolo Chinese Home has become a preferred provider for care. Based on satisfaction surveys of seniors and family members, we are successfully meeting or exceeding their expectations. This is important to us because we want to be well positioned to meet the needs of seniors, now and into the future. By 2020, the number of seniors age 65 or older is expected to increase to nearly 79,500 residents.

Investing in the construction of our Palolo Nursing and Rehab Center was the right thing to do and this has been validated by our high occupancy rates. In 2018, the occupancy rate for skilled nursing facility was 91%. Occupancy for our adult residential care home was even higher at 97% for 2018.

Palolo Chinese Home also recognizes many seniors want to remain in their own homes as they grow older. Our Palolo Wellness Program, which provides a comprehensive list of home care services was in high demand. These services included companionship, light housekeeping, personal care services, and other services in the homes. The number of hours for home care services increased from 12,008 hours in 2017 to 12,216 hours in 2018 to meet the community’s growing need.

Our Meals-to-Go program also experienced significant growth. There was nearly a 30% increase in demand for meals. We delivered a total of 41,300 meals served in 2018, up from 31,657 meals in 2017.

Delivering Positive Outcomes

In 2018, Palolo Chinese Home had an increase in nursing home utilization as evidenced by a total of 37,415 inpatient nursing home days. In partnership with Genesis Rehab Services, more than half the residents or 55% admitted for rehab therapy were successfully discharged home, while slightly more than a third of the residents received palliative and hospice care.
These numbers indicate positive health outcomes and providing the best quality of life for residents continue to be top priorities at Palolo Chinese Home.

Multiple Acknowledgments for Quality Care

In March 2018, Palolo Chinese Home received the Embracing Quality Award from Providigm, a company that creates quality improvement solutions for healthcare organizations. Palolo Chinese Home is the only skilled nursing facility in Hawaii that received this prestigious award for preventing hospital readmissions for its residents in the previous year. Preventing readmissions to a hospital is an indication of the quality of care a resident receives after being discharged from the hospital.

Providigm’s Readmission Prevention Award is given to nursing facilities that have prevented readmissions for a 30-day period and have a readmission rate of 5% or less, based on a minimum of 25 qualified assessments during the year. In addition, Palolo Chinese Home received Providigm Advanced Quality Assurance and Performance Improvement (QAPI) Accreditation in 2018.

In June 2018, Palolo Chinese Home received a Bronze Award from the American Health Care Association (AHCA) for continuous improvement. The AHCA program is a progressive, three-step process that encourages continuous learning, development, and execution of integrated quality systems. The bronze award recognizes providers that have developed a foundation for continuous quality improvement.

In October 2018, Palolo Chinese Home was named by U.S. News and World Report’s as one of the best nursing homes in the nation for 2018-2019. Palolo Chinese Home was rated as an overall top-performing nursing home in Hawaii and the U.S., based on data from the U.S. Centers for Medicare and Medicaid. Over the past year, Palolo Chinese Home’s efforts have been recognized by major organizations in the healthcare industry.

Senior Day Care

In 2018, Palolo Chinese Home also served more clients in our Senior Day Care Center, which climbed from 69 clients in 2017 to 77 clients in 2018. Palolo Chinese Home remains one of the few senior day care programs in Honolulu that is available seven days a week.

As with other healthcare organizations that are operating in an environment with low unemployment rates, Palolo Chinese Home experienced challenges with recruiting staff to meet the increased demand for senior day care and home care services, despite offering very competitive, above-market wages.
The Senior Day Care program provides respite for working family members who cannot safely leave their loved ones at home alone during the day. It also provides a full range of activities for seniors to ensure they remain physically active and socially engaged.

Community Education
In 2018, Palolo Chinese Home launched a series of community education sessions on topics of interest to seniors and caregivers. This venue has allowed Palolo Chinese Home to gather valuable information on the needs of attendees to get a pulse of the community’s needs.

The monthly sessions also allow staff to interact with the community to hear firsthand about their caregiver challenges and to point them in the appropriate direction for care and to generate ideas for future educational sessions.

In addition, we held our first Palolo Senior Health and Wellness Day, with numerous guest speakers on timely topics impacting seniors and their families.

Extensive Volunteer Support
Volunteers played a key role at Palolo Chinese Home in 2018.

- In 2018, 40 student volunteers from Punahou School donated a total of 280 hours by performing songs and music, and participating in interactive games and other activities with Palolo Chinese Home residents and senior day care participants on two Saturdays each month or visiting individually on their own from February to May 2018.

Encouraging youth to become more involved in their communities transforms them into change agents and leaders to strengthen our communities.

The Punahou School students were part of Dr. Laura Chang-Blust’s Mandarin Chinese IV Honors class. The volunteers fulfill Punahou School’s requirement for students to participate in a SECR (Spiritual, Ethical, Community Responsibility) course, and Dr. Chang-Blust encourages her students to volunteer at Palolo Chinese Home each year as a class.

Thanks to the generosity of The Harry and Jeanette Weinberg Foundation’s “Educating the Heart” program, the Mandarin Chinese Honors class students were able to combine their volunteer time with a charitable contribution of $5,000 to Palolo Chinese Home.
We are grateful for the because of their consistent, unwavering support to support our mission of caring for seniors and their families.

We would like to share a heartfelt mahalo to all of our donors, volunteers, staff and partners. With your ongoing support, Palolo Chinese Home will be able to continue to provide quality care to seniors.

Mahalo nui loa,

Eric K. Watanabe, CPA
President, Board of Directors

Darlene Nakayama, RN, MS, CRRN
Chief Executive Officer

Future Outlook

Palolo Chinese Home would not have been able to achieve positive results in 2018 without the generous support of our donors and volunteers.

Roosevelt High School students also donated their time to Palolo Chinese Home, volunteering to do yard and kitchen work four hours each week for a total of 180 hours for the year.

A number of other organizations provided a total of 250 hours of entertainment to the residents. This included volunteers from the Tzu Chi Foundation, which visits Palolo Chinese Home residents on the third Saturday of each month to spend time with residents individually or in groups as part of their signature Heart Lotus Life caregiving program.

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Financial Summaries
Year Ended December 31, 2018

Statement of Financial Position

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>3,634,772</td>
<td>3,087,567</td>
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<tr>
<td>Accounts Receivable, Net</td>
<td>1,988,401</td>
<td>1,881,847</td>
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<tr>
<td>Contributions Receivable, Net</td>
<td>99,213</td>
<td>118,213</td>
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<tr>
<td>Inventory</td>
<td>108,519</td>
<td>106,111</td>
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<td>Prepaid Expenses</td>
<td>127,848</td>
<td>120,623</td>
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<td><strong>Total Current Assets</strong></td>
<td>5,958,753</td>
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<tr>
<td><strong>LAND, BUILDINGS, FURNITURE, AND EQUIPMENT, Net</strong></td>
<td>26,688,010</td>
<td>27,703,832</td>
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<tr>
<td><strong>OTHER ASSETS</strong></td>
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<tr>
<td>Investments</td>
<td>1,156,861</td>
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<tr>
<td>Contributions Receivable, Net</td>
<td>118,664</td>
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<td>Memorial Plots</td>
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<td>Assets Limited as to Use</td>
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<td>301,040</td>
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<td><strong>Total Other Assets</strong></td>
<td>1,556,229</td>
<td>1,712,289</td>
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<td><strong>TOTAL ASSETS</strong></td>
<td>$34,202,992</td>
<td>$34,370,482</td>
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<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
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<th></th>
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</thead>
<tbody>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
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<tr>
<td>Accounts Payable</td>
<td>698,699</td>
<td>607,172</td>
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<td>Construction Payable</td>
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<td>152,137</td>
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<td>Retainage Payable</td>
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<td>471,339</td>
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<tr>
<td>Accrued Payroll</td>
<td>363,220</td>
<td>364,003</td>
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<tr>
<td>Accrued Vacation</td>
<td>278,757</td>
<td>259,839</td>
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<td>Deferred Revenue</td>
<td>39,468</td>
<td>23,251</td>
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<tr>
<td>Current Portion of Long-Term Debt</td>
<td>264,433</td>
<td>252,313</td>
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<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>1,644,577</td>
<td>2,130,054</td>
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<tr>
<td><strong>LONG-TERM DEBT, Net of Current Position</strong></td>
<td>9,385,762</td>
<td>9,906,385</td>
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<tr>
<td><strong>Total Liabilities</strong></td>
<td>11,030,339</td>
<td>12,036,439</td>
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<tr>
<td><strong>NET ASSETS</strong></td>
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<tr>
<td>Unrestricted</td>
<td>22,672,186</td>
<td>22,253,837</td>
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<td>Restricted</td>
<td>500,467</td>
<td>440,206</td>
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<tr>
<td><strong>Total Net Assets</strong></td>
<td>$23,172,653</td>
<td>$22,694,043</td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>$34,202,992</td>
<td>$34,370,482</td>
</tr>
</tbody>
</table>
## Financial Summaries

**Year Ended December 31, 2018**

### Statement of Activities and Changes in Net Assets

### REVENUES, GAINS AND SUPPORT

<table>
<thead>
<tr>
<th>Source</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>16,525,823</td>
<td>16,000,563</td>
</tr>
<tr>
<td>Contributions and Grants</td>
<td>396,021</td>
<td>281,885</td>
</tr>
<tr>
<td>Golf Tournament</td>
<td>90,830</td>
<td>59,215</td>
</tr>
<tr>
<td>Contributions from Aloha United Way</td>
<td>20,627</td>
<td>21,760</td>
</tr>
<tr>
<td>Investment Income, Net</td>
<td>26,082</td>
<td>24,808</td>
</tr>
<tr>
<td>Other Income</td>
<td>91,141</td>
<td>79,467</td>
</tr>
<tr>
<td><strong>Total Revenues, Gains, and Support</strong></td>
<td><strong>17,150,524</strong></td>
<td><strong>16,467,698</strong></td>
</tr>
</tbody>
</table>

### EXPENSES

<table>
<thead>
<tr>
<th>Source</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>14,399,451</td>
<td>13,476,132</td>
</tr>
<tr>
<td>Management and General</td>
<td>1,969,982</td>
<td>2,029,912</td>
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<tr>
<td>Fundraising</td>
<td>125,541</td>
<td>338,146</td>
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<tr>
<td>Golf Tournament</td>
<td>30,196</td>
<td>21,982</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>16,525,170</strong></td>
<td><strong>15,866,172</strong></td>
</tr>
</tbody>
</table>

### Change in Net Assets

- **478,610**

### Net Assets

- **Net Assets - Beginning of 2018**: **22,694,043**
- **Net Assets - End of 2018**: **$23,172,653**

### 2018 Revenue

- Program Services: 96.4%
- Contributions and Grants: 2.3%
- Golf Tournament: .5%
- Aloha United Way: .1%
- Investment Income: .2%
- Other Income: .5%

### 2018 Expenses

- Program Services: 87%
- Management and General: 12%
- Fundraising: .8%
- Golf Tournament: .2%
Mahalo to Our Donors

Palolo Chinese Home is able to provide quality care for seniors and support their families because of the generous support of individuals, organizations, corporations, foundations and trusts, including those who wish to remain anonymous. We appreciate the following donors who made contributions between January 1, 2018 and December 31, 2018 to support Palolo Chinese Home’s daily operations and our future needs.

Lavinia Afungia
Karen Ah Mai
Sandra Akaka
Samuel K. Akau
Clinton Akutagawa
Alan Wong’s Honolulu
All Island Case Management Corp.
Allied Builders System
Aloha Shoyu Company Ltd.
Aloha United Way
Richard W. Aloiau
Aloiau, Inc.
AlphaPoint, Inc.
Amazon Smile Foundation
Paul Arakaki
John & Janice Arizumi
Association of Chinese Vietnam from Cambodia & Laos
Gordon S. K. & Lana L. Au
Clayton W. H. Au
Baldwin Au
Lilly Au
Marsha Au-Maxwell
Maxine Baba
Patricia Bain
Bank of Hawaii
Bayada Home Health Care
Benevity Community Impact Fund
Betty Mae Ling Charitable Trust
Mary Bitterman
BKD
Patricia Blanchette
Bristol Hospice Hawaii, LLC
Margery Bronster
Burgers and Things
Burts 76 Service
C.Q. Yee Hop & Company, Ltd.
BiHoa Caldwell
University of Hawaii at Manoa
Campus Services
Patricia Cardinal
Care Sift
Castiglione a Casauria Foundation
Central Building Company, Limited
Tien Shek Chan
Walter Chang
Annie K.S. Chang
Aileen Chang
Myra Chang
Charlene Chang
Margaret Chang
Rosita Ping-Hwa Chang
Sydney Chang
Elaine M.L. Chang
Karen Chang
Bernice H. K. Chang
Stephen M.W. Chang
Aileen Char
Janet W. Char
Charm 3 Vietnamese & Thai Restaurant
Carolyn Chee
Jason Chee
Sau Ping (Wieland) Chee
Lorinda Cheng-Arashiro
Phil Chin
China Airlines
Chinese Chamber of Commerce
Chinese Society
Chinese Women's Club of Honolulu
Anthony Ching
Clinton Ching

Donald Ching
Franklin Ching
Kin Ming Ching
Larry & Beatrice Ching Foundation
Margaret K.K.H. Ching Trust
Norman Ching
Pearl K. M. Ching
Philip H. Ching
Susan Ching
Wanda Ching
Yi-Chuan Ching
Theodore Chinn
Myrtle Choan
Lester Chock
In Chong
Donald Chong
Howard Chong
Luther H.W. Chong
Merle K. H. Chong

Esther Chow
Charles Choy
Clarice Choy
Francine Choy
Elma Chu
Lester Chuck
Arline Chun
Claudette Chun
Clement B.N. Chun-Ming
Daniel H.W. Chun
Darren K.O. Chun
Gordon Chun
Howard W.C. Chun
James Y. T. Chun
Laura Chun
Myrna Chun-Hoon
Ronald Chun
Rosalind Chun
Sau Kin Wong Chun
Steven & Georgia Chun
Charlotte Chung
Jane C. Chung
CKW Financial Group
Clifford Woo Realty LLC
CliftonLarsonAllen
Consolidated Theatres
Costco Wholesale Corporation
Damon Key Leong Kupchak Hastert
DB Insurance
Phillip Yi Le Deng
Denis & Roberta Wong Foundation
Juana Domlin-dahl
DTRIC Insurance Company, Ltd.
Thomas Duvauchelle
Eagle Strategies LLC
EAN Holdings, LLC
Estelle K. Kong Marital Trust
Harue S. Eto
Gladys Wee Evenson
Gladys Ewart
Randall Ho
Richard W.C. Ho
Stephen & Leona Holaday
Honey Glazed Hams
Honolulu Chinatown Lions Club
Catherine Hughes
Hung Wo & Elizabeth Lau Ching Foundation
Mylene Ignacio
Dennis Ikeda
Lillian Ikeda
David Ing
Darrell Ing
Darryl Ing
Katrina S. Ing-Shum
Islands Hospice
Island Insurance Foundation
Island Paradise Investments, LP
Patsy Izumo
Satoru Izutsu
Cora Jay
Dora Y. Jinnohara
Gretchen Jong
Kahala Dental Associates LLC
Kahala Hotel & Resort
Kahu Malama Nurses
Kim Kajiyama
Karen Kam
Lydia T.C. Kam
Rinia Kam
Wilfred Kam
Kam's Society
Patricia Kanaha
Sharon Kanegawa
Tracey Kaneshige
Jean Katsuda
Kathleen Kau
Steven Kawachi
Patricia Kawakami
Lloyd Kawakami & Family
Daniel Kawamoto
Eric & Stacie Kawamoto

Thomas Kawamura
Carl Kawauchi
Kriston M. I. Keene
Thomas Kim
Carol J. Kimura
Mary Ko
Ann Kobayashi
Patrick Kohara
Bernice K. Koike
Heidi Koizumi
Stephen T. Kokubun
John & Kalowena Komeiji
Wendell K. C. Kop
Kotake Shokai
Kuan Yin Temple
Ken Kubo
Brenda T. Kumabe
Grace Kumabe
Kuo Min Tang Physical Culture Association
Carol Kuwasaki
Walter Kuwasaki
Tit Kwong Kwong Pui Village Association
Sybil Kyi
Kyo-ya Hotels & Resorts
Cynthia Lai

Evelyn Lam
Lani International, Inc.
Gayle John Lau
Thomas Lau
Vicki Jo Lau
Glenda Y.N. Lau
Lot Lau
Lawrence Lau
Marcia L. Lau
Merton Lau
Russell Lau
Walter T. Y. Lau
Andrew & George Lee
Benjamin Lee
Chew Hoy Lee
Chin Nyean Lee
Dane W. Lee
Ernest K.H. Lee
Gladys Lee
Harry M. Lee
Ivanette Lee
Lillian L.L. Lee
Lisa Lee
Mitchell Lee
Tina Lee
Richard Leon
April K. Y. Leong
Patricia N. H. Leong
Robert Leong
Verna Leong-Backman
Alvina Leu
Donald Leu
Leu Okuda & Doi
Lucille Lew
Debra Lew-Wong
Arthur Li
Lin & Ella Wong Foundation
Juliette S.H. Ling
Ling Hou Hing Pang Society
Lisa Ng Kato, CPA, Inc.
Roger K.S. & Sandra Liu
Roger Liu
Lobster King
Dennis Lock
Annie Loh-Kwong
John Loi
Longevity International Enterprises Corporation
Calvin Loo
Carol L. Loo
Jennifer Loo
Violet Loo
Harold & Janet Look
Carol Lopez
Margaret Lospinuso
Abraham & Norgaard Lota
Ruby H. Lowe
William Ludwick
Dorette Luke
Helen Y. Luke
Chan Yin Lum
Donna Rae C. Lum
Dorothy Lum
Dwight Lum
Frances Lum
Francis Lum
Gordon G.W. Lum
Juliette Lum
Linda Lum
Patricia J.H.S. Lum
Sandra Yin Lum
Jennifer Lum-Ota
Lung Doo Chung Sin Tong Society
Walter Lung, DDS
Calvin L. Y. Lyau
Gabriel Wai Chiu Ma
Norma Y. Ma
Macy’s East
Clement Mahiai
Makiki Christian Church
Carissa Manangan
Maple Garden
Lynn B. Mariano
Sylvia Matsui
Kennet Matsumoto
Judith Matsunobu
Miyoko Matsuo
Christabel Mau
Herbert Mau
Leighton Mau
Maui Divers Jewelry
Roberta McCormick
McDonald’s Restaurants of Hawaii
Lorena McGovern
Kathleen Merrill-Kelley
Mililani Golf Club
Wallace S. Miyahira
Bert & Suanne Morikuni
Rise Morisato
Motel Ala Moana Ltd Charitable Remainder Trust
Dean Nagasaki
Alan & Gwendolyn Nakahara
Craig Nakamoto
Ronald Nakamoto
Terry Nakamura
Dale Nakayama
Darlene Nakayama
Dayna Nam
Network for Good
Newmark Grubb CBI, Inc
Jacob Y.W. Ng
Tove Nicholson
Craig Niiya
Julie Ninomoto
Thelma Nip
Elaine Nishioka
Teresa S. Novio
Oahu Home Healthcare, LLC
John S. Ohari
Darren Okazaki
Lawrence Okinaga
Lenora Okubo
Betty Omura
On Tong Tung Heong Society
Optimal Wound Solutions, LLC
Organization of Chinese
American Women
Oshima Company CPA LLC
Herbert & Ethel Otaguro
Daniel Otani
Pacific Guardian Life
Palolo Auto Service, Inc.
Palolo Chinese Home Women’s
Auxiliary
Panda’s Thai Food Truck
Alvin Pang
Calvin K.H. & Jane Pang
Clesson Pang
Debbie Pang
Doris Pang
Duane J.L. Pang
Glenn Pang
Lauren Pang
Violet Lau Pang
Denise Pang Yee
Par Hawaii Inc.
Pension Services Corporation
Pipeline Bakeshop & Creamery
Aiza Pobre
Pacita Pong
PSH Insurance Inc.
Pyramid Insurance Centre, Ltd.
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2459 I0th Avenue · Honolulu, Hawaii 96816-3051
Phone: (808) 737-2555 · Fax: (808) 748-4916
E-Mail: info@palolohome.org
Website: www.palolohome.org