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. Palolo Chinese Home was originally established to serve Chinese plantation workers who had no families in Hawaii to support them. Today, it serves all seniors, 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 a 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 is 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 residents’ best interests in mind. We strive to maintain the highest standards in our care. We will never compromise on 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 selflessness in mind. It is vital for us to be empathetic as we work to alleviate the suffering of the elderly. We will care for each resident like they are a member of our own 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.
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. This unbroken circle signifies our mission of continuous care and respect for our kupuna (elders). Logo designed for Palolo Chinese Home by Clarence Lee.
SERVING THE NEEDS OF HAWAII’S KUPUNA

For over 120 years, Palolo Chinese Home has remained true to our mission to educate, support, and care for seniors and their families by providing a continuum of care in a culturally-sensitive family setting. As the need for quality care for seniors in Hawaii continues to increase, Palolo Chinese Home had the privilege of meeting this need by supporting seniors of all ethnicities with care from competent and compassionate professionals at our home in tranquil Palolo Valley.

In an ongoing effort to support Hawaii’s Kupuna and their families, we expanded several service areas in 2019, such as our Palolo Wellness Program that includes Meals-to-Go as well as our nursing home capacity. Meals-to-Go was designed to support seniors living at home with nutritious and delicious meals that meet an individual’s dietary needs and could be delivered to their homes. The Meals-to-Go program delivered 40,468 meals in 2019, in response to a 7% increase in demand for home delivered meals between 2017-2019.

*Upon completion of the construction expansion of our Palolo Nursing and Rehab Center in 2017, we were able to significantly grow our nursing home occupancy rate in 2019 from 91% to 94%, thus lowering our expenses and the costs for residents.*

COMMITMENT TO QUALITY SENIOR CARE

Palolo Chinese Home (PCH) was recognized with a major milestone that truly reflected our commitment to providing exceptional senior care. The Palolo Wellness Program (PWP), PCH’s Home Care Agency, received zero deficiencies during its first Department of Health Inspection, which resulted in the awarding of our Home Care License for 2019. Receiving this license was a huge accomplishment for our Palolo Wellness Program, that provides valuable services such as companionship, assistance with dressing, feeding, personal hygiene, meals, and light housekeeping. The hard work and dedication of Manager Rachel Agustin Laffin and the PWP staff were instrumental in receiving this recognition and licensure.
KUPUNA AGING IN PLACE GRANT & COMMUNITY SESSIONS

Palolo Chinese Home was one of several non-profit organizations to receive a Kupuna Aging in Place (KAP) grant from the May Templeton Hopper Fund and Minnie K. Fund, administered by the Hawaii Community Foundation. The $210,000 grant enabled Palolo’s Wellness Program to offer more “in-home” care, such as personal care services, companionship, light housekeeping, and meal preparation. It also equipped us with the necessary funds to offer caregiver and community support through a free community education series.

The monthly community education sessions covered valuable topics to inform busy family caregivers with the tools, advice, and support they needed to care for their loved ones. Throughout the 2019 year, we welcomed experts and celebrities from the community to share their insights and knowledge with families, kicking off with an engaging presentation by Gerry Yahata author of “The Spirit of Caregiving.” Following the presentation was a session with Hawaii’s Own comedian extraordinaire, Frank DeLima on “Managing Chronic Diseases,” at which over 125 people attended.

Palolo Chinese Home strives to assist their residents by offering support to their caregivers and families in the local community. While the education sessions provided valuable information, it also made time and the opportunity for PCH staff to interact with families and the community to hear firsthand about their personal challenges, make referral suggestions for appropriate help, and contribute ideas for future educational sessions.
Volunteers Are Vital Force for PCH

Palolo Chinese Home received robust volunteer support in 2019 from Iolani, Mid-Pacific, Punahou, St. Louis and other Hawaii high school students for a total of 642.75 volunteer hours, an increase of 182.75 hours from the year prior. Also welcomed were five student groups from Chaminade University to perform their service learning with Senior Day Care Center participants, during which they led group activities, engaged in one-to-one socializations, and assisted with clerical tasks.

Roosevelt High School’s Special Needs students volunteered approximately 624 hours in the Maintenance and Dietary Departments. A longtime supporter, Common Grace and its high school division program, Mālama Mentors, participated in Christmas caroling with our seniors on December 3, 2019.

In addition to students, the Tzu Chi Foundation devoted 260 hours to visiting Palolo Chinese Home every third Saturday of the month to engage residents in group activities such as chair exercises, singing, and performing. The Heart Lotus Life Care Training Program volunteers also provided compassionate care, emotional and spiritual support to residents and caregivers in order to provide the highest level of kupuna care. The Associated Chinese University Women (ACUW) delighted residents at the Annual Halloween dog and handler costume contest and participated with the musical musings of “Sounding Joy Music Therapy.”

PCH Dynasty Invitational Golf Tournament Where Golfers Got Teed Off

Palolo Chinese Home’s Dynasty Invitational Golf Tournament received the highest level of sponsor support in its 29 years. On May 10, 2019, we enjoyed another successful turnout of more than 200 golfers, 60 corporate and individual sponsorships, some 50+ volunteers, tons of prizes, good eats and good fun competition and camaraderie. All this effort, support and dedication enabled us to raise more than $110,000 for our on-going operations.
## FINANCIAL SUMMARIES  
Year Ended December 31, 2019

### REVENUES, GAINS & SUPPORT

<table>
<thead>
<tr>
<th>Source</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>17,014,070</td>
<td>16,525,823</td>
</tr>
<tr>
<td>Contributions &amp; Grants</td>
<td>342,557</td>
<td>396,021</td>
</tr>
<tr>
<td>Golf Tournament</td>
<td>111,096</td>
<td>90,830</td>
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<tr>
<td>Contributions from Aloha United Way</td>
<td>20,710</td>
<td>20,627</td>
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<tr>
<td>Investment Income, Net</td>
<td>83,098</td>
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<tr>
<td>Other Income</td>
<td>113,886</td>
<td>91,141</td>
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<td><strong>Total Revenues, Gains &amp; Support</strong></td>
<td><strong>17,685,417</strong></td>
<td><strong>17,150,524</strong></td>
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#### 2019 Revenue Percentages

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<tr>
<th>Source</th>
<th>% 2019</th>
<th>% 2018</th>
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</thead>
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<td>Program Services</td>
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<td>Contributions &amp; Grants</td>
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<tr>
<td>Golf Tournament</td>
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<tr>
<td>Contributions from Aloha United Way</td>
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<tr>
<td>Investment Income, Net</td>
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<tr>
<td>Other Income</td>
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### Expenses

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<td>Program Services</td>
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<td>Management and General</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td>Golf Tournament</td>
<td>28,025</td>
<td>30,196</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>16,578,173</strong></td>
<td><strong>16,525,170</strong></td>
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#### 2019 Expenses Percentages

<table>
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<th>Source</th>
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<th>% 2018</th>
</tr>
</thead>
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<td>Program Services</td>
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### Change in Net Assets

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</thead>
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<tr>
<td><strong>Change in Net Assets</strong></td>
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<tr>
<td><strong>Net Assets - Beginning of 2019</strong></td>
<td>23,172,653</td>
</tr>
<tr>
<td><strong>Net Assets - End of 2019</strong></td>
<td>24,540,278</td>
</tr>
</tbody>
</table>

---

**PALOLO CHINESE HOME**  
Better Care, Better Lives
Family Caregiver Support and Training
The goal of this program is to enable aging in place by providing caregiver support services for family members and other individuals who provide in-home care to adults age 60 and older.

Information and Referral Services
Palolo Chinese Home’s Good Neighbor Concierge Referral Services is a free, community service to help anyone seeking assistance and information on caregiver and senior care.

PALOLO WELLNESS PROGRAM

Personal Care
Palolo Chinese Home helps seniors continue living at home with in-home personal care that includes bathing, toileting, meal preparation, and clean-up.

Companion Care
PCH’s Companion Care program allows seniors to keep up with your busy lifestyle. Whether it’s a simple ride to the doctor’s office or grocery store, our companion care options are flexible and customizable according to their specific situation.

Meals-to-Go
Palolo Chinese Home’s meal delivery service provides nutritious meals prepared in our kitchen to meet prescribed dietary needs. We deliver meals Monday through Friday, for lunch and dinner to select locations around the island of O’ahu.

Home Cleaning Services
Keeping up with daily chores is difficult for seniors and busy family caregivers. Our friendly professional staff comes to the home to take care of dusting, sweeping, mopping and vacuuming for a safer, cleaner environment.

PALOLO CHINESE HOME’S ON-CAMPUS SERVICES

Adult Residential Care Home
The goal of PCH’s residential and expanded care is to ensure one's wellness and independence. Residents are assisted with activities of daily living such as with meals, ambulation, toileting, bathing, grooming and dressing. Individualized and group activities include physical exercises, review of current events, crafts, bingo, bowling and coloring. Expanded care services are also provided to allow residents to age in place as they may need more support.

Skilled Nursing & Intermediate Care (Short-Term or Long-Term)
When family members can no longer remain at home because of a chronic health condition, Palolo Chinese Home welcomes them to our home. Our trained health professionals provide 24/7 care to ensure your loved ones receive the care and attention they need.

Rehabilitation Services
Palolo Chinese Home assists with the healing and recovery from an injury or illness before returning home by providing rehabilitation services that includes physical therapy, occupational therapy, and speech therapy.

Memory Care
We offer peace of mind by providing around-the-clock care with daily activities designed to satisfy the mind and body.

Hospice, Palliative and Integrated Care
It’s all about living and improving one’s quality of care in the face of a terminal illness. Hospice supports individuals to enjoy a life of dignity and comfort. There is an on-campus chapel to provide a place for emotional and spiritual support. Palliative and Integrated Care is also available.

Senior Day Care
This program offers seniors a welcoming place to enjoy stimulating activities and exercise, talk and socialize with other seniors, and dine on nutritious meals with their friends before returning home with their families at the end of each day. Open daily including weekends and holidays.
CULTIVATING DONOR & SPONSOR APPRECIATION

Palolo Chinese Home is a proud recipient from a variety of longtime community sponsors and donors through direct donations, planned gifts, and ongoing fundraising events. In 2019, Palolo Chinese Home received an exceptionally generous donation of $100,000 from founder of L&L Hawaiian Barbecue Eddie Flores Jr. and his wife Elaine, which allowed us to continue our promise of better care for better lives.

MAHALO TO OUR DONORS
Year Ending December 31, 2019

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, 2019 through December 31, 2019 to support Palolo Chinese Home’s daily operations and future needs.

Ageo Nursing School
David C. Ai Charitable Trust
Sandra Akaka
Marion Akamine
Rodney Akau
George Akita
Clinton Akutagawa
Aloha Pacific Mobile Imaging
Aloha United Way
Aloiau Inc
Harold Aloiau
Richard Aloiau
Alpha Point Inc.
Rosanne Anderson
Scott C. Arakaki
Arcadia Foundation
Associated Chinese University
Women
Association of Chinese from Vietnam, Cambodia & Laos
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Frederick Au
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Jane Au
Philip Au
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Lino & Cresencia Badua
Patricia Bain
Marshall Ballou
Benevity Community Impact Fund
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William Borthwick
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Cynthia Bronson
Shei-Yu Bunch
CAP Insurance Co., Inc.
Patricia Cardinal-Loui
Castiglione A Casauira Foundation
Central Building Co. LTD
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Alan Chang
Alvin & Mae Chang
Annie Chang
Bernice H. K. Chang
Charlene Chang
Chu Whea Wu Chang
Clifford K. H. & Karen Chang
Doug & Caryn Chang
Douglas Lee & Elaine Chang
Gary Chang
MAHALO TO OUR DONORS
Year Ending December 31, 2019

2019 Narcissus Court & Chinese Chamber of Commerce Members, 70th Narcissus Queen, Tiana Wong & court

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Linford Chang
Mae Chang
Margaret Chang
Min Hui Chang
Stephen Chang
Walter Chang
Warren Chang
Kwang Chao
Philip Chee
Queenie Chee
Percival Chee
Sau Ping (Wieland) Chee
Chi Medical Center
Mr. & Mrs. Wilfred Y. K. Chin
William Chinen
Chinese Chamber of Commerce
Chinese Christian Association
Chinese Cultural Club
Anthony J. H. Ching
Arthur Wanda & Wesley Ching
Donald Ching
Eric Ching
Franklin Ching
Philip & Gerry Ching
Susan L. Ching

Yi-Chuan Ching
Wanda Ching
Hung Wo & Elizabeth Lau - Ching Foundation
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Myrtle Choa
Lester & Barbara Chock
Dr. Mona Chock & Patrick Young
Cedric Dai On Chong
Lishan Chong
Merle Chong
Nathan Chong
Charles & Catherine Choy
Bradley Choy
Clarice Choy
Francine Choy
Henry C. Choy Endowed Family Fund
Kazuko Choy
Marjorie Choy
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Julie Chu
Leanne L. Chuck
Claire Chun
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Clement B.N. Chun Ming
Daniel & Lani Chun

Edward Chun
Howard Chun
James Chun
John G. & Carolyn L. Chun
Joyce Chun
Rosalind Chun
Sau Kin Wong Chun
Charlotte Chung
Myrna Chun-Hoon
Richard Chun-Hoon
City Mill Company
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Mel Takahashi & Karen Cox
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Paul Dela Cruz
Shu Lian Lu & Jing Chi Deng
Gloria Dung
Lannie Dung
Thomas Duvauchelle
Arthur & Rosemary Eberhardt
Chiyono Ebisu
Gladys Wee Evenson
Gladys A Ewart
Lani L. & Uson Ewart
Umon & Lynne Ewart
Frank P Farm Jr.
Finance Factors
Elaine & Eddie Flores, Jr.
Arthur Fong
Dr. Bernard W. D. Fong
Fong & Fong Attorney at Law
Hiram Leong & Ellyn Lo Fong Foundation
Leonard K. M. Fong
Peter C. K. Fong
Phyllis Fong
Wesley & Linda Fong
Wilna Fong
Foodland Give Aloha Campaign
David Fujihara
Herbert & Barbara Fujikawa
Julie N Fujiki
Barbara Fujimori

PALOLO CHINESE HOME
Better Care. Better Lives
MAHALO TO OUR DONORS
Year Ending December 31, 2019

Leila Fujimori
John Fujimoto
Betty Fukunaga
Francis Fuller
Rod Funasaki
Gwen Chung Fung & Francis T. P. Fung
Clifton Furukawa
Sandra Furukawa
Global Federation of Chinese Business Women
Sandra Gonsalves
Frances Goo
Mr. & Mrs. Jerry Y. L. Goo
Mr. & Mrs. M. S. Goo
M. Goo
Raina Grigg
Gordon & Isabelita Hamada
Bradley Hara
Frank & Liloren Harada
Ann Harada–Goodell & Colleen Harada
Faye Haraguchi
Debbie Harano
Roy & Dora Hayashi
Edlyn Hayashida
Carolyn Hee
Gerald Hee
Harold & Winifred Hee
Stanley & Barbara Heu
HI Chinese Civic Association
Stefanie Higa
Ann Higashi
Ruth Hirai
Elyne Hiyane
Arleen Ho
Ernest K. W. Ho
Honolulu Chinatown Lions Club
David Hoshour
Michael Huang
Cheryl Humiston
Rena & Dennis Hwang
Lilian & Dennis Ikeda
Rodney & Wei Wei L. Inefuku
David Ing

Island Signal & Sound Inc.
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Patsy Izumo
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Jhamandas Watumull Fund
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Lydia T. C. Kam
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Rinia Kam
Kams Society
Janet Kanda
Sharon Kanegawa
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Kathleen Kau
Thomas N. Kawamura
Dennis & Ray-lynn Kawasaka
Keiko K. Grant Language Services
Aaron & Jane Kikuchi
Thomas Kim
Margaret Kitamura
David & Dena Kobayashi
Kobayashi Family
Patrick Kohara
Heidi Koizumi
Koko Head Lions Club

Melvin Kong
Myra Kong
Robi Ann Kong
Walter Kop
Wendell & Melba Kop
Kotake Shokai, Ltd.
Margaret Kraft
Kuan Yin Temple
Kukui Plaza Dental Association
Kung Sheong Doo Society
Annie & James Kwong
Sybil Kyi
Cynthia W. Lai
Hoan Tinh Lai
Evelyn Lam
Lani International Shiraume-Kai
Larry & Beatrice Ching Foundation
Gayle Lau
Glenda Lau
Heidi Lau
Luane Lau
Marcia Lau
Maude Lau
Merton Lau
Russell & Constance Lau
Ylan Lau
Andrew Lee & George Lee
Benjamine Lee
Calvin Lee

L-R: Mr. Geoffrey Meng Shien Han, Deputy Director, Taipei Economic & Cultural Office in Honolulu and Darlene Nakayama, CEO

PALOLO CHINESE HOME
Better Care. Better Lives

12
MAHALO TO OUR DONORS
Year Ending December 31, 2019

Mahalo to the Wo Family Foundation completes their $75,000 pledge to help PCH establish a new location for the rehabilitation center.

From left, Scott Wo presented the total to Palolo Chinese Home’s Board Chair Eric Watanabe, Fund Development Chair Frances Goo, and CEO Darlene Nakayama.

Dane Lee
Dorothy Lum & Colleen Lee
Ernest Lee
Gerard Lee
Gladys Lee
Harry Lee
Janet D. Lee
Lily C. Lee
Ronald Lee
Wai Jen Lee
Marja Leivo
Richard Leon
April Leong
Margie Leong
Patricia Leong
Rose Leong
Alvina Leu
Donald & Alice Leu
Lester K. M. Leu
Lucille Lew
Ronald Lim
I Bei Lin

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Ling Hou Hing Pang Society
Roger & Sandra Liu
Susan Liu
Marsha Lo
Locations Foundation
Dennis Lock
Richard Lock
Calvin K. H. Loo
Carol Loo
Harold H.P. Look
Luitza Louie
Ruby & James Lowe
William Ludwig
Dorette P. S. Luke
Helen Luke
Herman Luke
Brian & Mitsuko Lum
Donna Rae Lum
Dorothy Lum
Dwight Lum

Frances Lum
Francis C. H. & Bertha Lum
Gordon Lum
Juliette Y. N. Lum
Lauren & Warren Lum
Linda Lum
Mabel Lum
Michael Lum
Stanton Lum
Thelma Lum
Thomas Lum
Warren & Laura Lum
Beverly Lum-Chow
Joycelyn Lumsdaine
Lung Doo Chung Sin Tong
Gabriel Ma
Norma Y. Ma
Carisa Manangan
Marie Kohli Fund
Dr. Anita C. Marshall Daom
Florence Matsuda
Chiyoko Matsumoto
Morris & Judith Matsunobu
Tai Matsuoka
Mark Matsuno
Gregg Matsushima
Dorothy Mau
The Mau Ohana
Lorena McGovern
Madeleine F. McGregor
Merie-Ellen Fong Gushi
Michael Huang, Ming Shan Huang, Fee Wen King
Aileen Momohara
Leslie Morishige
Edward K Yi & Susan M Moriyama Yi
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Jean Muranaka
Gwen Nakahara
Denby Nakamote
Jane Nakamura
Terry Nakamura
Darlene & Dale Nakayama
Rodney Nakayama
Tad & Ann Nakayama
Gary O Nam
MAHALO TO OUR DONORS
Year Ending December 31, 2019

Network for Good
Jacob Ng
Evelyn M Nihei
Karen Niki
Joann Nishiki
Elaine G. Nishioka
Ocean View Cemetery, Ltd.
Marcia Ogomori
Jeanette Ogomori
Isoo (Dick) Oshima
Jennifer Lum-Ota & Gerald Ota
Herbert & Ethel Otaguro
Peggy Oyama
Karen Pack
Palolo Home Women’s Auxiliary
Alvin Pang
Dennis Pang
Doris Pang
Gerald & Diana Pang
Glenn & Jennie Pang
HQ & Minnie Pang
Violet Lau Pang
Walter & Carol Pang
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Jacquelyn Tellier & George Penner
Joan Pi
Pacita Tan Pong
Lilia Quan
Rev. Akaka Foundation
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Royal Kitchen Inc.
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Joseline Sangalang
Yaeko Santoki
Calvin Say
Charles Schwab
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Phyllis Shea
Gary & Jean Shibuya
Etsuo & Julia Shigezawa
Dr. Walton Shim
Melvin Shiratori
SI Group Certified Pension
Francis Sin
Christopher & Marjorie Smith
Douglas Smith
Richard So
Carol Ann Solien
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Diana Sum
Randy & Flo Suzuki
Ramon & Elizabeth Sy
Daniel Taba
Taipei Economic & Cultural Office in Honolulu
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Tsunako Takishima
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Paul Tanigawa
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Mr. & Mrs. Michael Walter
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Cyril Wong
Debra & Leonard Wong
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Diane Wong
Doretha Wong
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Eugene G. C. Wong
Herman & Beatrice Wong
Jack & Francis Wong
Kiman Wong
Melvin & Elaine Wong
Ronald & Marilyn Wong
Samuel & Muriel Wong
Stanley Wong
Valerie Wong
Wah Gai Wong
Walter & Diane Wong
William Wong
Willis Wong
Dr. Roberta Wong Foundation
Harry C. & Nee Chang Wong Foundation
Winona & Gordon Wong
Wong Leong Doo Benevolent Society
Amy & Clifford Woo Family Endowed Fund
Benjamin & Merle Woo
Frances & Rodney Yamamoto
Neal & Marian Yasuda
Ann & Barbara Yee
Cynthia Yee
Douglas Yee
Edwin Yee
Reginald Yee
Yee Hop Realty
Emma Yeh
Nai Chia Yeh
Jun-Chen Yen
LOOKING TO THE FUTURE

As Palolo Chinese Home enters a new decade, we envision growth in innovation of our community based at-home services. Hawaii Seniors are living longer, and the diverse need for senior care that encompasses a wide range of lifestyles has never been greater. To some seniors, living independently in the comfort of their own home is of the utmost importance. For others, more intensive care and a welcoming sense of community is preferred. PCH constantly looks for safe and transformative ways to meet the needs of seniors, caregivers, and the community. We offer a wide range of programs, including Meals-to-Go and Senior Day Care, which are both expected to reach capacity within the next year. PCH strives to provide Kupuna the highest level of professional care befitting their specific needs, enhancing comfort and quality of life.

The strong relationships cultivated over the years with our residents, caregivers, donors, service partners, and community members are the foundation of our success. We would not be able to provide the highest level of excellence in senior care that Palolo Chinese Home is renowned for without our expansive list of strategic partners and loyal supporters. As we look to the future, PCH will continue to enrich our continuum of care network by strategically partnering with industry leaders that share our same values and commitment to quality.

In 2020, we will be expanding our programs and services to more seniors and communities island-wide. We envision new partnerships with new and established facilities, expanding our reach and scope of services, as well as further developing our brand awareness as we become the premier resource for senior care. As we reflect on our legacy spanning over a century, we remain humble and diligent by being firmly rooted in our beliefs and values. We will honor our rich and vibrant past as we focus on the future, continuing our commitment to providing comfort and care to better the lives for the Kupuna of Hawaii.