



PALOLO CHINESE HOME  
*Better Care. Better Lives*

2021 ANNUAL REPORT

# 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 125 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.



**PALOLO CHINESE HOME**  
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# ABOUT PALOLO CHINESE HOME

## CORE VALUES AND BELIEFS

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

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### 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.





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**Albert Q. Y. Tom**

## Leadership Team

**Darlene H. Nakayama, NHA**  
*Chief Executive Officer*

**Darin Yoshimoto, NHA**  
*Administrator*



**PALOLO**  
**CHINESE HOME**  
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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.



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# OUR REPORT TO THE COMMUNITY



DARLENE NAKAYAMA,  
RN, NHA, CEO

DOUGLAS C. SMITH, ESQ.

I'm pleased to share that 2021 was a great rebound year for Palolo Chinese Home. This is a testament of the hard work and dedication of our staff. The depth of their commitment to our Kupuna fills me with gratitude, and I am in awe at how everyone has banded together and persevered in the face of true adversity and uncertainty.

Equipped with the insights gained throughout the challenges of 2020, we expanded our infection prevention protocols and implemented robust communications platforms, providing comprehensive operational and clinical support to our staff and caregivers around the clock. In January 2021, a breakthrough happened with the approval of the first COVID-19 vaccines authorized for use in healthcare facilities. By the end of the year, we had 100% of our staff vaccinated and nearly as many residents. The Home's new Human Resources and Education Training Center opened in October as a further investment in our team. While December saw the first cases of Omicron arriving in Hawaii with more variant waves to come, what we have weathered during the storm only fuels us to find new and better ways to provide care, protect the vulnerable, invest in innovation, and trust each other to nurture a safe and loving home for our residents.

Families place deep faith in us, and we take this responsibility seriously. For 125 years, PCH has stayed the course as a mission-driven nonprofit, committed to helping seniors be connected, engaged, and vibrant members of the community. We are also working hard to support our staff with ready access to vaccines, flexible shift scheduling, and proactive recruitment of new nurses to balance workloads. The Home's financial position continues to be healthy, and we pride ourselves on being a savvy organization that remains agile, responsive, and forward-thinking.

In many ways we are stronger today than before the pandemic. As a community made of caregivers, partners, volunteers, and supporters we can overcome any hardship as long as we are together. From the bottom of my heart, I appreciate each and every one of you for all you have done and continue to do for our Kupuna and Palolo Chinese Home.

## KUPUNA AGING IN PLACE GRANT & COMMUNITY EDUCATION SESSIONS

Palolo Chinese Home received its final award of \$60,000 from the Kupuna Aging in Place (KAP) grant in 2021, with the total award over three years totaling \$180,000. Throughout the year, our team coordinated six Community Education Webinars providing essential information for PCH families and caregivers. More than 200 attendees took part in the virtual events covering topics like the COVID-19 vaccines, financial and estate planning, tips for strength and mobility from Genesis Rehab, and more.

In addition, PCH hosted Family Council Meetings, keeping families up-to-date on COVID-19 protocols at the Home and assisted with two special home modification webinars.



OUR REPORT TO THE COMMUNITY (continued)

## CELEBRATING OUR WOMEN'S AUXILIARY HEROES

Established in 1964, the Palolo Chinese Home Women's Auxiliary has been an essential part of our extended ohana. Throughout the pandemic, the Auxiliary continued to support the Home at drive-thru events, with special deliveries, handmade cards, goodie bags, and more. As PCH Events Coordinator Jay Nishimura explains, "Running a long-term care facility has many moving parts, and the Women's Auxiliary is always there to help our events run smoothly and provide support. They serve as role models to the greater community—many of these women have been serving our community for decades!"

Their generosity never fails to put a smile on the faces of our kupuna. "When we do things for the residents, it makes both us and them happy," shares Auxiliary President Gladys Lee. "It is wonderful to know that what you do brings them joy. They are really excited to see the Auxiliary ladies."

## HONORING OUR OUTSTANDING STAFF

At Palolo Chinese Home, our team is our ohana and we were honored to celebrate two of our own as 2021 Healthcare Heroes! Rachel Laffin, Certified Nursing Assistant, and Eric Batalon, PCH's Fund Development Manager, were named Healthcare Heroes by Healthcare Association of Hawaii. Rachel was named a 2021 Healthcare Hero and Eric a 2021 Merit Scholarship Recipient.

In December, PCH also recognized Derolyn Bungcayao, Housekeeping for her outstanding service as the Palolo Chinese Home Employee of the Year. We are so fortunate to have such a passionate and dedicated team who go above and beyond the call of duty.





## CHANGING TIMES

# CELEBRATING THE YEAR OF THE METAL OX

Palolo Chinese Home creatively ushered in the Year of the Ox for its kupuna residents and their families. With Chinese New Year a beloved celebration at the PCH campus, the Home scheduled drive-in family visits and hosted socially distanced entertainment, including fireworks and a lion dance from the Gee Yung Martial Arts Dragon & Lion Dance Sports Association. Residents and their loved ones were able to safely participate in the festivities together, and usher in a time of progress and prosperity.



# BUILDING BETTER CARE FOR BETTER LIVES

Investing in the future of staff training, Palolo Chinese Home unveiled its new Human Resources and Education Training Center on October 8. Housed in the newly renovated white cottage that sits along the driveway to the Home, the center offers a dynamic hub for employee certification programs and education.



The renovation of this historic plantation-style cottage concluded an extensive campus-wide upgrade initiative, transforming PCH from a “Mom and Pop” organization to a recognized provider that continues to address the needs of our kupuna. Building upon PCH’s long tradition of helping to develop nurses and CNA’s to provide exceptional care for seniors and their families, the Human Resources and Education Training Center will open the door for the workforce of tomorrow.

# CAMPUS VACCINATION CLINICS

With the safety and well-being of our most vulnerable populations always a priority, Palolo Chinese Home held a series of COVID-19 vaccination clinics on its campus throughout 2021. Kupuna residents and staff were vaccinated with the help of our pharmacy partner, Walgreens, and the efforts resulted in the Home having 96% of the residents and 100% of the staff fully vaccinated.

Further extending protection to seniors receiving off-campus services, the Home additionally hosted clinics for its Palolo Wellness Program participants with Times Pharmacy. Booster vaccination clinics, also provided by Times pharmacists, were offered at the close of the year to maximize our defenses against serious illness from the COVID-19 virus.



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# FINANCIAL SUMMARIES

Year Ended December 31, 2021

Statement of Activities and Changes in Net Assets

REVENUES, GAINS & SUPPORT	2021	2020	2019	2018
Program Services	16,665,728	16,930,179	17,014,070	16,525,823
Contributions and Grants	1,472,822	769,649	342,557	396,021*
Golf Tournament		-	111,096	90,830
Contributions from Aloha United Way	17,677	18,882	20,710	20,627
Investment Income, Net	60,309	(10,688)	83,098	26,082
Other Income	2,061,287	650,707	113,886	91,141**
<b>Total Revenues, Gains, and Support</b>	<b>20,277,823</b>	<b>18,358,729</b>	<b>17,685,417</b>	<b>17,150,524</b>

## Revenue Percentages

Program Services	82.19	92.22	96.20	96.40
Contributions and Grants	7.26	4.20	2.00	2.30
Golf Tournament			0.60	0.50
Aloha United Way	0.09	0.10	0.10	0.10
Investment Income	0.30	(0.06)	0.50	0.20
Other Income:	10.17	3.54	0.60	0.50

Expenses	2021	2020	2019	2018
Program Services	16,440,561	16,024,061	14,402,423	14,395,388
Management and General	2,061,641	2,109,715	1,981,411	1,974,048
Fundraising	185,956	169,337	166,314	125,538
Golf Tournament		940	28,025	30,196
<b>Total Expenses</b>	<b>18,688,158</b>	<b>18,304,053</b>	<b>16,578,173</b>	<b>16,525,170</b>

## Expenses Percentages

Program Services	87.97	87.54	87.00	87.00
Management and General	11.03	11.53	11.90	12.00
Fundraising	1.00	0.93	1.00	0.80
Golf Tournament			0.10	0.2

<b>Change in Net Assets</b>	<b>1,872,872</b>	<b>274,837</b>	<b>1,367,625</b>	
<b>Net Assets - Beginning of 2020</b>	<b>24,815,115</b>	<b>24,540,278</b>	<b>23,172,653</b>	
<b>NET ASSETS - END OF 2020</b>	<b>26,687,987</b>	<b>24,815,115</b>	<b>24,540,278</b>	

\*includes CARES Act Monies

\*\*includes PPP Loan forgiveness



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# PROGRAMS AND SERVICES

## **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 their 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 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.

### **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 they receive the care and attention they need.

### **Rehabilitation Services**

Palolo Chinese Home assists with the healing and recovery from an injury or illness 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**

Hospice supports individuals to enjoy a life of dignity and comfort. There is an on-campus chapel to provide a place for reflection and comfort. 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 honored to partner with a variety of longtime community sponsors and donors through direct donations, planned gifts, and ongoing fundraising events. PCH 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 from January 1, 2021 through December 31, 2021 to support Palolo Chinese Home's daily operations and future needs.



*In 2021, Wayne Parsons Law Firm partnered with Termimesh Hawaii to participate in the "Community Resource Project," part of a national outreach event known as the Injury Board Day Of Action. They uplifted PCH's healthcare workers by donating 140 gift cards to local restaurants for our staff to enjoy.*

## MAHALO TO OUR DONORS

Year Ended December 31, 2021

Cynthia Ai  
Sandra Akaka  
Lorraine Akana  
Aaron Akau  
Alice & Roger Liu Sr.  
Endowed Family Fund  
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# MAHALO TO OUR DONORS

Year Ended December 31, 2021



*Eddie and Elaine Flores of L&L Hawaiian Barbecue generously donated \$25,000 to Palolo Chinese Home, as well as over \$2,000 in L&L gift certificates for the PCH staff in appreciation of their dedication to kupuna throughout the pandemic.*

Clayton Chang  
Elaine Chang  
Gary Chang  
Gloria Chang  
Karen Chang  
Mae Chang  
Maylani Chang  
Stephen Chang  
Wendell Chang  
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# MAHALO TO OUR DONORS

Year Ended December 31, 2021



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Donna Lum



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# MAHALO TO OUR DONORS

Year Ended December 31, 2021

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Year Ended December 31, 2021

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Ikuyo Tsutsumi  
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Bertram Wong  
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Norma Young  
Pauline Young  
Stanford & Lynette Yuen  
Audrey Zane  
Eva Zane  
Fredrick Zane

Thank you for your generosity. We have made every effort to present an accurate list of donors. If we have made any errors or omissions, please accept our sincere apologies and contact our office at (808) 737-2555 so that we may update our records.



**PALO ALTO CHINESE HOME**  
Better Care. Better Lives





## LOOKING TO THE FUTURE

In 2020, we experienced the most challenging operating environment our industry has ever faced. Despite the hardships and heartbreaks, our more than 200 employees diligently and heroically cared for our residents' physical, cognitive, and emotional well-being in the face of the COVID-19 pandemic.

Throughout 2021, our resourcefulness and stamina were tested repeatedly, but we were able to keep our footing on a solid foundation. While organizations have increasingly found it difficult to retain and recruit talent, through meaningful outreach efforts and investments in our Human Resource and Education Training Center, we are on course to grow our team and continue to demonstrate our commitment to our staff and families.

As we look to 2022 and the years ahead, our gaze remains fixed on PCH's long-term strategic plan to improve operating performance, maintain a secure financial foundation, and reduce long-term debt. While nobody can predict the future, PCH is determined to remain prepared for the challenges ahead with the same optimism and dedication to our residents that has been demonstrated over the past two years. No matter what the future has in store for the Home, we will persevere as an Ohana. We thank you for your continued support for Palolo Chinese Home, its staff, and the Kupuna we serve.





**PALOLO CHINESE HOME**  
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