2020 ANNUAL REPORT
BRINGING JOY TO SENIORS
Palolo Chinese Home is a private, 501(c)(3) non-profit charitable organization that 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 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.
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.
2020 brought with it unprecedented challenges due to the COVID-19 pandemic—felt most acutely by our vulnerable senior communities. No one could have predicted as the year began that the world was about to change, nor sense the sacrifices that would be required from so many families and frontline workers to keep our kupuna safe. Though Palolo Chinese Home had to swiftly pivot in response to the pandemic, our commitment to providing the highest quality of care to Hawaii’s seniors never wavered.

Comprehensive new policies were put into place for the protection of our residents and staff. When visitation restrictions were implemented on March 13, we developed innovative ways to keep our seniors connected and engaged, to support our dedicated staff, and to maintain regular contact with our PCH families about all we were doing to care for their loved ones. We carefully reopened our Senior Day Care program in June—implementing social distancing and safety protocols, and keeping our SDC and residential staff operating as separate teams—to safely bring much-needed help to Hawaii’s at-home seniors and their caregivers.

Despite the hardships, our spirits were lifted by the incredible support of our community. We are deeply grateful for the many donors, volunteers, families, and friends who kept Palolo Chinese Home in their hearts. Together, as one ohana, we rose to the challenges of 2020 to keep our kupuna well cared for and safe.

PCH CONNECTS RESIDENTS AND FAMILIES

From March to December, the Activity Department scheduled approximately 4,350 video calls between residents and their families. Additionally, PCH developed family drive-in events, enabling PCH residents to see their loved ones from a safe distance. A total of four drive-in visits were held — Mother’s Day, Father’s Day, 4th of July, and Christmas Day — accommodating approximately 175 family vehicles over the course of these visits.
OUR REPORT TO THE COMMUNITY (continued)

Palolo Chinese Home celebrates the Year of the Rat

Palolo Chinese Home rang in the New Year with residents, family members, donors and other special guests. The Gee Yung International Dragon and Lion Dance Association kicked off the celebration with gongs, drums, and firecrackers with three dancing lions.

The festivities included performances by Gladys Lee (comedy), Faith & Joy Hamamura (music), Common Grace Children’s Choir, Elizabeth Sy (ribbon dance), Lani Washiya (traditional Chinese singing), and Brass Roots (quartet). Guests could also enjoy great bargains at the Palolo Chinese Home’s Women’s Auxiliary Bazaar, where all proceeds benefited PCH.

PCH also honored the legacy of C. K. Ai, co-founder of PCH. The award was accepted by family members Cynthia Ai & Dr. Ronald Embry. The Chinese New Year event would become the last in-person event of the year and it was certainly one to remember.

Kupuna Aging in Place Grant & Virtual Community Sessions

Palolo Chinese Home received its second award of $60,000 from the Kupuna Aging in Place (KAP) grant in 2020. The third award of $60,000 will be distributed in 2021, with the final KAP award over three years totaling $180,000. An additional $30,000 was also provided to support caregiving support services.

Due to COVID-19, the monthly community sessions were reformatted for a virtual setting in order to provide essential information and education for caregivers and families of PCH residents. Two community sessions were hosted via Zoom and saw the highest participation since its inception.

Residents enjoy lion dances from The Gee Yung International Dragon and Lion Dance Association.

L to R: Darlene Nakayama, Dr. Ronald Embry, Cynthia Ai, and Doug Smith.

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L to R: Darlene Nakayama, Dr. Ronald Embry, Cynthia Ai, and Doug Smith.
DONORS CONTINUE TO SUPPORT PCH THROUGH PANDEMIC

While the effects of the pandemic eliminated many fundraising opportunities across the nation, PCH was fortunate to see an increase in general unrestricted contributions of $199,944.43 in 2020 over $125,838.86 in 2019.

PCH was awarded several grants including its eighth consecutive grant from the Friends of Hawaii Charities. The $4,000 grant provides funding for 12 seniors to attend the PCH senior day care program.

The Civil Money Penalty (CMP) provided $989.97 for the purchase of communicative devices so families and residents could communicate regularly amid the COVID-19 isolation period. PCH also received $13,500 from the Betty Mae Ling Trust, the second highest allocation in the history of this trusts’ giving to PCH. Additionally, a one-time “Angel Gift” of $38,192 was given by the Iris Man Trust.

PCH also saw a surge of in-kind donations at a time when personal protective equipment supplies were scarce. PCH was the recipient of 10,450 KN95 masks, 20 gallons of hand sanitizer, 500 hand-sewn fabric masks, and 400 face shields from various donors.

PCH DYNASTY INVITATIONAL GOLF TOURNAMENT CANCELED

Due to COVID-19, Palolo Chinese Home made the decision to postpone its 2020 Dynasty Invitational Golf Tournament until November 5, 2021. Many sponsors who contributed to the 2020 tournament chose to reallocate their contributions as unrestricted donations for 2020.
## REVENUES, GAINS & SUPPORT

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>16,930,179</td>
<td>17,014,070</td>
<td>16,525,823</td>
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<tr>
<td>Contributions &amp; Grants</td>
<td>769,649</td>
<td>342,557</td>
<td>396,021</td>
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<tr>
<td>Golf Tournament</td>
<td>-</td>
<td>111,096</td>
<td>90,830</td>
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<tr>
<td>Contributions from Aloha United Way</td>
<td>18,882</td>
<td>20,710</td>
<td>20,627</td>
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<tr>
<td>Investment Income, Net</td>
<td>(10,688)</td>
<td>83,098</td>
<td>26,082</td>
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<tr>
<td>Other Income</td>
<td>650,707</td>
<td>113,886</td>
<td>91,141</td>
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<td><strong>Total Revenues, Gains &amp; Support</strong></td>
<td>18,358,729</td>
<td>17,685,417</td>
<td>17,150,524</td>
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### Revenue Percentages

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<tr>
<td>Program Services</td>
<td>92.22</td>
<td>96.20</td>
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<tr>
<td>Contributions &amp; Grants</td>
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<tr>
<td>Golf Tournament</td>
<td>0.6</td>
<td>0.5</td>
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<tr>
<td>Aloha United Way</td>
<td>0.10</td>
<td>0.10</td>
<td>0.10</td>
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<tr>
<td>Investment Income, Net</td>
<td>(0.06)</td>
<td>0.50</td>
<td>0.20</td>
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<tr>
<td>Other Income</td>
<td>3.54</td>
<td>0.60</td>
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## Expenses

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<td>Program Services</td>
<td>16,024,064</td>
<td>14,402,423</td>
<td>14,395,388</td>
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<tr>
<td>Management and General</td>
<td>2,109,715</td>
<td>1,981,411</td>
<td>1,974,048</td>
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<tr>
<td>Fundraising</td>
<td>169,337</td>
<td>166,314</td>
<td>125,538</td>
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<tr>
<td>Golf Tournament</td>
<td>940</td>
<td>28,025</td>
<td>30,196</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>18,304,056</td>
<td>16,578,173</td>
<td>16,525,170</td>
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### Expenses Percentages

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<tbody>
<tr>
<td>Program Services</td>
<td>87.54</td>
<td>87.00</td>
<td>87.00</td>
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<tr>
<td>Management and General</td>
<td>11.53</td>
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<tr>
<td>Fundraising</td>
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<td>1.00</td>
<td>0.80</td>
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<tr>
<td>Golf Tournament</td>
<td>0.10</td>
<td>0.20</td>
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## Change in Net Assets

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<tbody>
<tr>
<td><strong>Change in Net Assets</strong></td>
<td>274,837</td>
<td>1,367,625</td>
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<tr>
<td><strong>Net Assets - Beginning</strong></td>
<td>24,540,278</td>
<td>23,172,653</td>
</tr>
<tr>
<td><strong>Net Assets - End</strong></td>
<td>24,815,115</td>
<td>24,540,278</td>
</tr>
</tbody>
</table>
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.
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. In 2020, Palolo Chinese received another generous donation of $25,000 from the founder of L&L Hawaiian Barbecue, Eddie Flores Jr. In addition to the financial donation, L&L Hawaiian Barbecue donated lunches for our staff.

**MAHALO TO OUR DONORS**

Year Ended December 31, 2020

Palolo Chinese Home is able to provide quality care for seniors and support their families through these changing times 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, 2020 through December 31, 2020 to support Palolo Chinese Home’s daily operations and future needs.

Florante & Nenita Abitong
Cynthia Ai, Esq. & Ronald Embry, MD
Lorraine Akana
S. Akaka
Rodney & Samuel Akau
George Akita
Barney Akuna
Alice K. Y. L. Loo Trust
Aloha United Way
Aloiau, Inc.
Richard & Trudy Aloiau
AlphaPoint, Inc.
Mitsue Amano
American Brewing Company, Ltd.
American Savings Bank
Thelma Arakawa
Arleen Asato
Attention Plus Care
Frederick Au
Gordon S.K. & Lana L. Au
Lilly H. Au
Philip Au
Tina Au
Lino & Cresencia Badua & Family
Patricia Bain
Bank of Hawaii
Dawn Basuil
Bayada Home Health Care
Harold Beals & Camille Fong
William & Phyllis Beimes
Benevity
Patricia Blanchette
Grace Breaux
Bristol Hospice & Supportive Care, Bristol Hospice, LLC.
Mr. & Mrs. Marc Brown
Vicky Brown
Patricia A. Cardinal
Laura Carmona
Central Building Co. Ltd.
Charlene Chang
Elaine M.L. Chang
Gloria Chang
Karen Y. Chang
Mae T. Chang
Mona Chang
Stephen M. Chang
Walter T.C. Chang, CPA
Warren & Jane Chang
Wendell Chang
Aileen Char
Dr. Percival Chee
Philip Chee
Queenie M. & Wilbert Chee
Wieland Chee & Sau Ping Chee
Aileen Chinen
MAHALO TO OUR DONORS
Year Ended December 31, 2020

L to R: Darlene Nakayama, Mary Anne Fiesta, Kong Mom, Larry Tesu, Darin Yoshimoto, Ann Kobayashi, and Jane Au celebrating the generous donation of masks.

Chinese Christian Association of Hawaii
Chinese Women’s Club Of Honolulu
Anthony Ching
Clarice Ching
Florence Ching
Franklin Ching
Philip & Gerry Ching
Wesley Ching
Hung Wo & Elizabeth Lau Ching Foundation
Theodore & Chuan Chinn
Myrtle Y. Choan
Barbara Chock
Lester Chock
Mona Chock
Joan Choi
Amy Chong
Edward Chong
Ken Chong
Lishan Chong
Luther Chong
Nathan Chong
Clarice F. Choy
Isaac Choy
Peter & Cathy Christianson
Lester & Leanne Luke Chuck
Daniel H.W. & Lani M. Chun
Gladys T. Chun
Hannah Chun
James Chum
Joyce Chun
Laura Chun
Rosalind A. Chun
Sau Kin Chun
Fred W. Chung
Richard Chun-Hoon
Clement Chun-Ming
City Mill Company, Ltd./David C. Ai Charitable Trust
Erik & Dara Covarrubias
Joy Crose
Mr. & Mrs. Reid & Suzanne Cummings
Norma Dang
DB Insurance
Yi Le Deng
Yi Ping Deng
Denis & Roberta Wong Foundation
Thomas K. Duvauchelle
Chiyono Ebisu
Elite Mechanical, Inc.
Gladys A. Ewart
Umon Ewart
Fong-Lian Fan
First Insurance Company of Hawaii, Ltd.
Donald Fong
Wesley Fong
May Foo
Foodland Super Market
Friends of Hawaii Charities
David Fujihara
Herbert Fujikawa
Mr. & Mrs. Clifton Furukawa
Gail Fukuki
Eric Fukunaga
Gwen Fung
Sandra Furukawa
Richard Galang
Genesis Rehab Services
Sandra Gonsalves Yap
Clara Gouveia
Merie-Ellen Gushi
Gwenfread Elaine Allen Fund
Janel Harada
Harry C. & Nee C. Wong Foundation
Carol Hasegawa
Kenneth & Toshiko Hashimoto
Hawaii Medical Assurance Association
Carolyn Hee
Gerald Hee
Vivian Hee
Stanley & Barbara Heu
Ruth Hirai
Walter & Francis Hirakawa
Wes & Elyne Hiyane
Abraham Ho

PALOLO CHINESE HOME
Better Care. Better Lives
MAHALO TO OUR DONORS

Year Ended December 31, 2020

Arleen Ho
Cui Ho
Ernest K.W. Ho
Lyle Ho
Tai S. Hong
Honolulu Chinatown Lion’s Club
Rena & Dennis Hwang
Lillian Ikeda & Kristine Osumi
David Ing
Kenneth, Estelle & Jarrett Inn
Ronn Inouye
Iris Man Trust
Amy Ishii
Anne Ishii
Frances Ishikawa
Miles Ishima
Island Insurance Foundation
Frances Iwata
Lynne Iwata-In
Dr. Patsy M. Izumoto
Jean Fennimore Fund
Jerilyn Jeffryes
Soot M. Jew
Jhamandas Watumull Fund
Donald K. Johnson
Kim Kajiyama
Choy Fu Kam
Leonard J.K.H. Kam
Lydia Kam
Rinia Kam
Kamehameha Lions Club
Lynn Kamikawa
Neil & Clarice Kamikawa
Kams’ Society
Sharon Kanegawa
Clifford S. Karimoto
Karen Kaneshiro
Daniel H. & Jane H. Katayama
Randall Kau
Margaret Kaulukukui
Thomas & Irene Kawamura
Carl Kawauchi
Sid Kent
Don & Julie Kersten

Greg & Barb Kersten
Jane Kikuchi
Thomas Kim
Dean Kitamura
Glen & Yvonne Kitamura and Family
Patrick & Kris Kobayashi
Melvin Kong
Robi-Ann Kong
Wendell Kop
Kotake Shokai, Ltd.
Dan & Terrie Lynn Koyamatsu
Kung Sheong Doo Society
Walter Kuwasaki
James Kwong
Sybil Kyi
L&L Franchise Foundation Inc.
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Hon Man Lai
Evelyn Lam
Carol Langner
Chester Lao
Larry & Beatrice Ching Foundation
Clifford & Adrienne Lau
Gayle Lau
Glenda Y. N. Lau

Lawrence Lau
Marcia Lau
Merton Lau
Russell Lau
Capt. & Mrs. Benjamin H. Lee, USNR (Ret)
Calvin Lee
Dane Lee
Edwina S.H. Lee
Ernest K.H. Lee
Gladys Lee
Mr. & Mrs. Harry M. Lee
Mei-Ching Lee
MooSook Lee
Wai Jen Lee
April Leong
Denis & Diantha Leong
Leighton Leong
Margie Leong
Patricia Leong
Rose Lee Leong
Sherrilynn Leong
Sterling Leong
Roberta Leung
Nikos Leverenz
PCH received a special donation of 2,000 masks from two Punahou School students to keep our kupuna and staff safe. From left, Yang Shen, Brian Lim (PCH) and Yang Hu.

Lucille Lew
Juliette S. Ling
Wendie Liu
Dennis Lock
Mr. & Mrs. Calvin K.H. Loo
Violet Loo
Mr. & Mrs. Harold & Janet Look
Jason Louie
Roland & Luitza Louie
Ruby H. Lowe
William Ludwicke & Maiden Temple
Patricia Lui
Dorette Luke
Helen Y. Luke
David Lum
Dr. Dayton Lum/Dayton Q.L. Lum, DDS, Inc.
Donna Rae Lum
Dwight Lum
Elizabeth K.L. Lum
Frances Lum
Thomas C. Lum
Carissa Manangan
Marie Kohli Fund
Margaret KKH Ching Trust
Judith Matsunobu
RoAnne Matsuura
Marjorie Mau
May Templeton Hopper Fund
Robyn McKnight
Rachel, Juna & Maka
Koa Melenedez
Minnie K. Fund
Wallace Miyahira
Aileen Momohara
Johanna Moore
Jonathan Moore
Catherine Morishige
Leslie Morishige
June Motokawa

Kathleen Nagai
Dean Nagasaki
Norman Naito
Alan Nakahara
Chieko Nakamichi
Roy & Dorothy Nakamura
Terry Nakamura
Leslie Nakashima
Keichi Nakasone
Darlene Nakayama
Rodney Nakayama
Tove Nicholson
Evelyn M. Nihei
Darrel Nishida
JoAnn Nishiki
Elaine Nishioka
Jacalyn Oda
James Oda
The Ojirii Family
Larry Okinaga
Karen & Derwin Okinaka
Gordon A. Okumura
Craig & Stacy Okutani
Peter Okutani
Debra Olsen
On Tong Tung Heong Society
Ichiro Onoye
Isoo Oshima
Shelly & Paul Osmond and Family
Jennifer Lum-Ota & Gerald Ota
Don Oumi
P & E Inc.
Palolo Auto Service, Inc.
Palolo Chinese Home
Women’s Auxiliary
A. Pang
Doris Pang
Jane K. Pang
Steve & Luanne Pang
Violet L. Pang
Party City of Hawaii
Pacita Pong
Pyramid Insurance
RE Tech Hawaii, LLC.
MAHALO TO OUR DONORS
Year Ended December 31, 2020

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Royal Kitchen
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Daniel Sakata
Mei Sam
Calvin Say
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Signe & Karl Schmidt
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Walton Shim
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Sodexo, Inc. & Affiliates
David & Valerie Sorenson
Linda Starr
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Judith Sterling
Gannon Sugimura
Brian Suyama
Ramon & Elizabeth Sy
Taipei Economic & Cultural Office
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Ted & Ethel Takai
Kathie Takara
Lilian & Thomas Takeuchi
Tsunako Takishima
Ronald Tam
Myra & Gary Tamanaha
Walter Tanaka
Calvin Tang
Lance R. Taniyama
Kimiko Tanouye
Masaichi Tasaka
Jane Tatsuta
Doris C. Taylor
Territorial Savings Bank
Kenneth & Flora Thong
Thz Fo Farm Fund
Carole Tokioka
Henry & Helene Tokunaga
Dr. Lawrence Tom

Myron Tom
Wallace Tom
Gail Tomiyoshi
Carlene Toshi
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Darrell Tsukada
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Raenette Uyehara
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Michael Walter
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Wilbur & Cynthia Won
Albert & Maureen Wong
Amy Wong
Calvin Wong
Cyril B. Wong
Diane Wong
Gilbert & Arlene Wong
Gina Wong
Herman Wong
Jack & Frances Wong
Jocelyn & Douglas Wong
Wong Leong Doo
Benevolent Society
Midgie Wong
Mildred Wong
Muriel Wong
Stephen Wong
Valerie Wong
Benjamin & Merle Woo
Gerry Yahata
Alan & Lori Yamada
Lori Yamada
Frances Yamaguchi

Mahalo to Victor Tan and family who donated face masks on behalf of Hawaii
Asia Pacific Institute of Culture and Arts.
MAHALO TO OUR DONORS
Year Ended December 31, 2020

Russell Yamauchi
Ron & Jan Yasuda
Douglas & Caroline Yee
Helena Yee
Kwock Tim Yee
Lisa Yee
Patricia Au Yee
Reginald Yee
Stanley C. Yee
Stephen & Jeanne Yeh
Yee Hop Realty
Yi-Chuan Ching Foundation
Mark & Yvonne Yim
Hiromu Yogi
Sharon Yogi
Sandra Yonesaki
Mark Yoshida
Evelyn Yoshioka
Ann Young
Evonne Yoshioka
Charlene Young
Dr. & Mrs. Joseph L. Young
Leslie Young
Norma C. Young
Pauline Young
Verna H.P. Young
Stanford Yuen
Audrey S.L. Zane
Fred & Eva Zane
Shirley, Donna, & Dean Zane
Karl & Li-nan Ziegler
Andrew & George Lee
Endowed Family Fund
Tung Lee Endowed Family Fund
Alice & Roger Liu Sr.
Endowed Family Fund
H.Q. & Minnie Pang
Endowed Family Fund
Wilfred Pang Trust Endowment
Allen C. & Aileen C. Soong
Endowed Family Fund
James T.K. & Eileen M. Soong
Endowed Family Fund
J. Wong-Quant & Hope L. Wong
Endowed Family Fund
Amy & Clifford Woo Family
Endowed Fund
Dr. Roberta Wong, Aldrin,
Aldrinana & Robbieana Leung
Endowed Family Fund
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A Special Mahalo to Our Legacy Donors

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LOOKING TO THE FUTURE

The events of 2020 have taught us that there is no crystal ball that can predict the future. Some say it is a year that is better forgotten. Yet in the face of countless challenges amidst a worldwide COVID-19 pandemic, there have also been many inspiring moments of hope, generosity, and care for one another.

As with all skilled nursing facilities, Palolo Chinese Home saw its share of hardships. Nursing homes continue to operate on thin margins in the face of inadequate Medicaid reimbursement—while also contending with declining private-pay population numbers, maintaining aging facilities, and attracting and retaining qualified staff amid an active viral pandemic. Despite the adversity, Palolo Chinese Home was able to persevere and adapt to the constantly changing landscape by implementing strong infection control practices, keeping regular communications channels open with PCH families, and creatively supporting our team. Through it all, we were humbled by the overwhelming show of support from the community.

The year 2020 will forever be known as unprecedented. As we move forward, we remain nimble in navigating what inevitably will become a new normal. PCH will learn from the lessons of the past to strengthen staff and empower them to provide exceptional care for our residents and support for caregivers.