



**IN EVERY
HEARTBEAT,
A SENSE
OF BELONGING:
FRIENDS HOUSE
2023**



Friends House
community through caring



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The Elephant Shop Thrift Store: Where giving takes center stage! With the dedication of 15 volunteers (five captured here), this heartwarming store fuels the spirit of our community. The shop's proceeds generously support our Seniors Association, nurturing the funds needed for a vibrant array of community activities.



Our Community Garden: A resident immerses in the beauty and tranquility of our collective garden. This prized oasis, celebrated for its eco-friendly practices, has garnered multiple awards from Montgomery County for its exceptional composting efforts. It's not just a garden; it's a triumph in sustainability and a source of inspiration for all.

Annual Report 2023:

Building Lifelong Community at Friends House Retirement

I. Rooted in Community and Compassion

Friends House is a haven of care, inclusivity, and genuine connections. Our commitment to providing exceptional care and services, reflected in our extensive amenities and offerings, ensures that residents experience a retirement journey that is both enriching and fulfilling. From fostering a strong sense of belonging to celebrating connections through engaging social events and clubs, our community stands as a testament to the power of meaningful relationships. Through community initiatives and residents' testimonials, the impact of Friends House extends far beyond its walls, contributing positively to both individual lives and the broader community. Welcome to Friends House — a place where values, care, and community converge to create a truly exceptional retirement experience.

From the Ground Up: A Message from Our CEO

Dear Friends House Community,

As I reflect on the past year, I am grateful for the unwavering spirit and resiliency of our community. Despite the challenges we faced this year, the connections we share have only deepened, providing a beacon of light and hope in these times. In this year's Annual Report, themed "Building Lifelong Community at Friends House," we joyfully celebrate our collective commitment to nurturing growth, fostering bonds, and uplifting one another.

Our dedication to ensuring a vibrant, inclusive, and supportive environment for our residents is unwavering. Friends House is more than a place to live – it is a place to thrive, where friendships flourish, and lives are enriched daily. Our robust lineup of social events, clubs, and activities reflects the diverse interests and passions of our residents, offering endless opportunities for connection, engagement, and enjoyment. Heartwarming resident testimonials, featured in this report, echo the sense of belonging and community that is the cornerstone of Friends House.

Our emphasis on community transcends the boundaries of our campus. Friends House is deeply interwoven with the greater Sandy Spring community, as showcased in our ongoing community initiatives and outreach. Our partnerships with local organizations, and our residents' active engagement in volunteer programs, are a testament to our collective dedication to making a positive impact and fostering a thriving community for all.



This report highlights our unwavering commitment to these ideals and showcases the tangible impacts of our collective efforts. As we journey through the pages of this Annual Report, let us celebrate our accomplishments, honor the bonds we share, and look forward to a future filled with growth, connection, and community at Friends House.

I am immensely thankful for the unwavering support, resilience, and commitment of each resident, team member, and donor who contributes to the rich tapestry of Friends House. Let us continue to cultivate and nurture this extraordinary community, ensuring it blossoms for generations to come.

In community and gratitude,

A handwritten signature in blue ink, reading "P. Burkholder". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Philip Burkholder
Chief Executive Officer
Friends House Retirement Community

A Year of Nurturing Growth and Fostering Bonds

Nestled next to Sandy Spring, Friends House blossomed in unity and warmth throughout 2023. This year's Annual Report, "Building Lifelong Community at Friends House," echoes the joyful and resilient spirit that weaves our community together. Amidst a world of change, our residents and staff have experienced a year rich in connection, mutual support, and the deepening of bonds that define our collective experience.

Events like garden outings to cultural celebrations, weave vibrant threads into the intricate tapestry of our community life. These gatherings have not only been occasions of joy and celebration but have also strengthened the fabric of our community, fostering a sense of belonging and mutual care that resonates in every smile and shared story at Friends House.

Enjoy exploring our first Annual Report, a reflection and celebration of a year steeped in community, growth, and shared purpose. As you turn the pages, let's carry forward the spirit of togetherness and look ahead to a future filled with continued connection, collaboration, and the collective joy that defines life at Friends House.

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I was looking for a Quaker place where there were other artists, a garden, and woods with trails where I could contribute. I also wanted a racially and economically diverse community. Those are difficult criteria to meet.

– Bonnie Zimmer

II. The Pillars of *Friends House*

At Friends House Retirement Community, we offer a range of care options, including independent living, assisted living, memory support, and five-star-rated skilled nursing care, ensuring that each resident's unique needs are catered to with compassion and expertise. Nestled in a picturesque community with access to varied local amenities, Friends House provides a peaceful and secure environment that promotes comfort and tranquility.

Our commitment to fostering a sense of belonging and inclusivity aligns seamlessly with the Quaker values that guide us. Friends House has been a cornerstone of the Sandy Spring area since 1967, offering not only a place to live but a place to thrive. Our residents form a tight-knit family that shares moments of joy, support, and personal growth.

A cornerstone of our community is the convenience of our location. Surrounded by churches, retail shopping, healthcare services, and essential amenities, residents enjoy the ease of access to the resources they need. Supportive services and several pharmacies are within a mile and less than 2 miles away is Montgomery General Hospital, ensuring that essential services are always within reach.

From nurses on staff to podiatry services, physical therapy, medication support, and personal care assistance, the offerings reflect our commitment to exceptional care at Friends House. The Clemmer dining room brings residents together to savor delicious meals, and the Bistro's healthy offerings from our on-site restaurant add an extra layer of convenience. Residents can indulge in self-care at our hair salon, build strength and endurance in the fitness room and enjoy leisurely reading from the collection of books in the resident-led library.



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*There is an atmosphere here
that fosters meeting new
people and making friends.*

– Lydia Stone

Sowing the Seeds of Our Mission and Values

The mission and values of Friends House play a foundational role in many residents' decisions to move and thrive here. They are drawn by its Quaker background, and the emphasis on community and inclusivity aligns with many of their personal values. The community, in its continual effort to adapt to evolving needs and resident preferences, has maintained a steadfast commitment to our original mission and values with a special focus on fostering diversity and personal expression.

A Haven of Inclusivity and Support

Residents of Friends House express heartfelt gratitude for the accommodating and innovative approach to ensure meeting accessibility through both in-person and Zoom formats. This adaptive measure, especially beneficial during the unforeseen circumstances of the pandemic, underscores the community's unwavering commitment to connectivity and inclusivity.

Committee work is an arena where a supportive and collaborative environment comes together, creating a connected and welcoming experience for all. The unwavering camaraderie displayed throughout

the COVID-19 pandemic brightly illuminates the remarkable resilience ingrained within the community's fabric. Although navigating these unprecedented times was a journey, the collective strength and mutual support have consistently shined, minimizing the impact wherever possible and fostering a shared sense of healing and rejuvenation. The compassionate neighborhood spirit at Friends House is characterized by reciprocal assistance and deep respect for personal choices, solidifying the community's foundation of interdependence and mutual respect.

In maintaining a welcoming atmosphere, the Friends House Seniors Association (FHSA) plays a pivotal role. "The efforts of the Friends House Seniors Association to represent all residents showcases a genuine commitment to inclusivity and engagement." Their commitment is to seamlessly integrate and represent all residents, with respect to diverse living situations. Their continuous endeavors to enhance communication and engagement with the management and board represent the organization's unwavering commitment to fostering a genuinely inclusive and responsive community. It is this type of collective effort that sets Friends House as a beacon of unity, cooperation, and mutual respect.



Natural Growth: How New Residents Flourish Among Friends

Friends House warmly welcomes each resident into its close-knit community, creating a seamless sense of belonging and unity. New residents are kindly greeted by neighbors, ensuring they feel informed and included from the start. The community encourages connection through shared meals and regular social events, contributing to a pleasant and open atmosphere.

The Friends House Seniors Association (FHSA) actively enhances this communal spirit, fostering engagement and participation in various enriching programs and activities. Regular neighborhood gatherings and committee work offer additional opportunities for residents to engage and connect, reinforcing the friendly and safe environment recognized by many.

The Quaker-based values of Friends House further underscore the commitment to fostering meaningful and supportive connections among all residents, with both staff and fellow community members playing a crucial role in ensuring an inclusive and welcoming environment for everyone. “Residents and staff are welcoming and inclusive and through the FHSA lots of ways for people to connect more deeply.”

Belonging blossoms naturally at Friends House, where every resident is embraced by an inclusive community. New residents immediately feel the committed efforts of initiatives like the FHSA and neighborhood meetings, all designed to weave them warmly into the community fabric. Generosity flows freely here. The feeling of a supportive community is further reinforced by personal acts of kindness, like a neighbor’s helpful hand during health challenges or an open invitation to share a meal, reflecting the compassionate spirit that guides Friends House.

The community’s self-driven enthusiasm shines as residents spontaneously organize events, addressing collective concerns and bolstering community bonds. The dining areas, particularly the Bistro, emerge as social hubs where genuine conversations and connections grow amidst diverse community members. “Residents actively reach out, inviting new arrivals to activities or dinners, ensuring they feel a part of the Friends House family from the get-go.”

Friends House stands out in its dedicated approach to communication, ensuring that every resident stays well-informed through a thoughtful blend of online and printed updates. This focused communication strategy enhances each resident’s sense of belonging, making everyone feel consistently seen, heard, and valued within the vibrant Friends House community.



The efforts of the Friends House Seniors Association to represent all residents showcases a genuine commitment to inclusivity and engagement.

– Joan Liversidge

III. Seasons Together:

Lifestyle Events and Social Activities

At Friends House, vibrant social events and engaging activities are an integral part of life. Our residents participate in arts and crafts, off-site field trips, spiritual/religious activities, and educational programs that encourage the formation of meaningful connections. These activities foster an atmosphere where residents feel valued and connected to one another.

The rich calendar of social events showcases the heart and soul of our community. From the warmth of annual gatherings and celebrations to the camaraderie of group outings and day trips, and the cultural vibrancy of themed parties, residents experience the joy of shared experiences that deepen their bonds.

The impact of these events on residents' sense of belonging is profound. As one resident eloquently expressed, "Participating in these events has not only enriched my sense of belonging but has also opened doors to friendships that have become an integral part of my life here at Friends House."

A Garden of Diverse Interests

Friends House offers a diverse range of on-campus events and activities that are appreciated by its residents. Most popular among them are the annual community gatherings and celebrations, and the monthly Community Socials and 'Meet & Greets'. Many residents enjoy staying connected through resident-planned group outings and day trips and attending cultural events, particularly those at the Olney Theater. Residents engage throughout their day with on campus activities such as Qi-Gong, Bridge, Mahjongg, yoga, and book club. Special interests abound at Friends House, but eco-friendly efforts are shared among the entire community. Those with a passion for a specific area can be found working on the Environment Committee, focusing on ecological best practices, supporting the Farmers Market, and working collaboratively in the community garden.

Moments that Blossom into Bonds

Memorable moments at Friends House run the gamut. At Friends House, shared experiences blossom into lasting bonds, enriching the community tapestry with hues of togetherness and mutual support. Memorable moments span significant events like ribbon cutting ceremonies that echo the milestones and growth achieved together, to "Unexpected moments, like dancing in Flower Alley during an art showcase, capture the spirit of spontaneity and joy that permeates Friends House."

The art shows in Flower Alley have consistently served as communal gathering spots, bringing residents together to appreciate the creativity within their midst. Welcoming parties add a touch of warmth, ensuring that every member, new or departing, feels celebrated. "The informal gatherings at Friends House, whether it's at the 'loop campfire' or through movie nights, have been avenues for deepening friendships and understanding."



When presented with opportunities to evolve, the Friends House community showcases resilience and adaptability, learning new technologies like Zoom to stay connected and supportive.

The Voice from Friendship: A Chorus of Unity

Participation in Friends House community events, activities, and clubs profoundly bolsters a sense of belonging among residents.

The united efforts of the residents and administration in orchestrating these events highlight the shared spirit of cooperation at Friends House. Many residents have found new friends and even deepened pre-existing friendships through these shared experiences.

The act of working together towards a common goal or simply enjoying an activity side-by-side facilitates the development of deeper connections and meaningful relationships.



Social events on campus offer opportunities for every resident to feel like a part of the larger community. These gatherings are a catalyst for deeper connections, enabling residents to better acquaint themselves with new neighbors and exchange life stories.

IV. Branching Out: *Clubs and Groups*

Our commitment to fostering a sense of community extends to the engaging clubs and interest groups at Friends House Retirement Community. These diverse groups cater to various interests and passions, offering opportunities for residents to connect with like-minded individuals and forge lasting friendships.

From book clubs and literary discussions to art and craft groups and wellness and fitness classes, our clubs enrich residents' lives in multifaceted ways. These gatherings are not just about activities; they are about building connections that transcend shared interests.

Personal stories from residents who have formed lasting friendships through club participation serve as a testament to the power of these connections. These stories showcase the transformative nature of shared interests and highlight the sense of belonging that residents find within these groups.

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While large events might not be my cup of tea, Friends House offers the flexibility for one to find belonging in smaller, more personal interactions.

– Marilyn Briggs

Embracing the Full Spectrum of Experiences

At Friends House, residents are enveloped in a vibrant tapestry of community and connection. The welcoming embrace of various clubs and committees offers diverse avenues for engagement, fostering

bonds of understanding and camaraderie. The book club, discussion groups, and art workshops illuminate paths for intellectual and creative exploration. The invaluable efforts of the Diversity Committee highlight Friends House’s commitment to inclusive experiences, ensuring all voices resonate in the harmony of community life.



Amidst the rhythm of diverse and dynamic engagement, each resident finds their unique note. From the literary realms of writers’ groups to the holistic flows of yoga, every individual finds a space of belonging and growth. Activities like Bridge and Mahjongg echo the community’s lively spirit, while groups like Friends Health Care underline our integrated approach to holistic well-being and care. Here, each moment strengthens the bonds of friendship, support, and mutual respect, fortifying the collective experience and making Friends House a beacon of meaningful connections and shared journeys.

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Some of us have invited newcomers to share a meal, creating an instant sense of welcome.

– Alan DeSilva

Residents at Friends House are actively involved in a myriad of committees, clubs, and organizations, including but never limited to:

- Diversity Committee
- Discussion Groups
- Art Workshops
- Friendship Circles
- Writers Group
- Fiction Book Club
- Friendship Circle
- Coordinating Committee
- FHSA
- Women’s Group
- The Newsletter
- The Listserv
- Environment Committee
- Emergency Planning
- Library Committee

Highlighting the Clubs that Shape Our Landscape

At Friends House, clubs and groups serve as a nexus for personal growth, connection, and shared interests. From book enthusiasts to champions of diversity, the range is both broad and inclusive. The Fiction Book Club stands out as a testament to the community’s commitment to inclusivity. Designed with accessibility in mind, it ensures all interested residents can easily participate, benefiting from conveniently located meetings, readily available books from the local library, and a page limit to cater to diverse reading abilities. Beyond reading, the Women’s group offers a safe space for sharing experiences and insights from a female-centric perspective. Often, like-minded gatherings use the platform of a club or group to forge deeper connections. Offering free rides or visiting residents in healthcare are meaningful gestures that underscore the spirit of camaraderie and mutual support. Holding office in groups like the FHSA provides a comprehensive view of the campus’s vibrancy and an appreciation for the administrative efforts.

Stories of Shared Passion & New Pursuits

The social fabric of Friends House is enriched by the deep connections and friendships that residents forge within its clubs and groups.

Residents offering rides, tending to the community garden, or visiting residents in healthcare are meaningful gestures that underscore the spirit of camaraderie and mutual support.



V. Extending Our Reach: *Community Initiatives and Outreach*

Friends House stands as a beacon of community engagement and social responsibility. Our commitment to making a positive impact goes beyond our campus, extending into the broader community. Through community initiatives and partnerships with local organizations and charities, we strive to create a better world for everyone.

Our involvement in volunteer programs and community service reflects the values that underpin our community. Residents actively participate in initiatives that align with their passions and beliefs, offering their time and talents to causes that resonate with them. These acts of service not only contribute to the well-being of others but also provide residents with a profound sense of purpose and fulfillment.

Residents' stories of involvement in community initiatives reflect a shared commitment to creating positive change. Whether it's volunteering at a local shelter, supporting educational initiatives, or contributing to environmental conservation, our residents' efforts exemplify the spirit of community and the Quaker values that guide us.

Deepening Roots: Collaborations for a Thriving Ecosystem

Friends House's engagement with the community is multifaceted. The partnership endeavors of Friends House have left an indelible impression on many residents. A standout partnership is the one between the Diversity Committee of FHSA and the Sandy Spring Slave Museum, which has facilitated a mutual understanding and appreciation between both entities.

Moreover, the local theater at the Oddfellows Hall has not just been a source of entertainment but has spurred thoughtful discussions among the residents. The collaboration with Sandy Spring Museum, including the display of historic Quaker wedding certificates and special exhibitions, has added depth to the cultural experience of residents. The Friends House commitment to giving is evidenced by active support for Olney Help through donation drives.

Volunteering not only tightens the bond with the Friends House community but also establishes a deeper connection to the broader community. The

act of service, beyond just being an activity, is also a tool for personal growth – be it spiritual growth or the deepening of friendships. Volunteerism and community service have been an integral part of residents’ lives at Friends House, with many committed deeply to meaningful causes that resonate with their values. Political activities have played an influential role for some residents, with advocacy efforts around pivotal issues such as non-violence, gun control, and voter mobilization, all in the local area.

Stories of Service: Residents and Staff Cultivating Change

Volunteering offers immense benefits to residents of Friends House, who share that it provides an avenue for them to delve into areas for which they are passionate and connect with like-minded individuals. For many, volunteering presents a way to share knowledge and pursue lifelong passions. It serves as a chosen occupation, a means to cultivate friendships, and even as a platform for networking.

The enriching experience of facilitating art activities, especially with individuals experiencing cognitive challenges, becomes a journey of self-discovery and emotional connection, resulting in mutual benefits. “Facilitating art activities was an enlightening experience. Watching the gentle transformation of residents, their smiles, and the light in their eyes was heartwarming and deeply fulfilling.” Volunteering remains a beacon of hope and a testament to the immense value of individual contributions and human connection. The spirit of community work continues to foster friendships, strengthening the bond between the residents.



“

Since moving to Friends House, the overwhelming sense of belonging has rejuvenated me so much that I’ve been told I look a decade younger!

– Nancy Rea



VI. Voices from the Trail: *Resident Testimonials*

At the heart of Friends House are the voices and experiences of our residents. Their stories have been shared to paint a vivid picture of the transformative power of our community. Through their experiences, we witness firsthand the impact of a strong sense of community and belonging and the overall well-being and quality of life of an individual.

These heartfelt testimonials capture the essence of life at Friends House and illuminate the positive influence it has on residents' lives.

Nourishing the Soul of Our Community

The sense of community and belonging at Friends House plays a significant role in influencing the overall well-being and quality of life of our residents. The community is a space where they can feel integrated, uplifted, and rejuvenated. Many residents have reported a significant improvement in their mental well-being, feeling better and more positive overall.

Practical Advice from Members of Our Community:

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If you are having a hard time keeping up with the demands of living in a house, senior living is a good option. Senior living communities offer opportunities for learning, physical exercise, and sharing of information, in a constructive way.

– Jennifer Fajman

“

Move well before you 'need to' so you have some active years to become a part of the active community. The friendships you develop will continue after you no longer have the energy to be as active.

- Nancy Rea

“

Know what kind of a community you are looking for... You need to pick one that fits your expectations of how you really want to live.

- Bonnie Zimmer

“

There are many opportunities to live your senior years with vitality and connection. However, these years will be more satisfying and include new growth if you engage with the community and participate fully.

– Joan Liversidge

Personal stories like these highlight the transformative power of the Friends House:

"The sense of community at Friends House has been crucial for my mental well-being. I genuinely feel more connected."

"I arrived at Friends House at a vulnerable time in my life. This community offered unexpected healing, helping me piece my spirit back together."

"Since moving to Friends House, the overwhelming sense of belonging has rejuvenated me so much that I've been told I look a decade younger!"

Growing Gardens of Connection

When considering a move to senior living, the consensus among Friends House residents emphasizes the multifaceted advantages of life in the community, including:

- » The benefits of life plan communities in providing a supportive environment for individuals who may struggle with the demands of traditional living
- » The security that comes with living within a community setting, where both emotional and practical support are readily available.
- » The importance of thorough research before choosing a community: checking on vital services (like transportation), and the quality of nearby medical facilities.
- » The recommendation to move to a senior living community while still active and capable of building connections and friendships.
- » The diversity of senior living communities, from those that are highly staff-run to those that are more resident-driven.
- » The emphasis on the importance of knowing one's own preferences and desired level of community engagement.

Above all, the potential residents are advised to see senior living not as an end but as a new chapter full of vitality, connection, and continued personal growth.

Residents describe Friends House as more than just a place to live – it's a place to truly belong. The welcoming atmosphere, the enriching activities, and the genuine connections formed within the community resonate deeply with residents.

Their stories underscore the significance of nurturing relationships, engaging in shared activities, and embracing the warmth of the Friends House community.



Celebrating Loyalty: *Honoring Our Tenured Team Members*



A Pillar of Perseverance and Devotion

George Kalema, a Certified Medication Assistant (CMA) with a remarkable 35-year tenure at Friends House, stands as a testament to unwavering dedication and a spirit that embodies the essence of service. Hailing from Uganda and a proud father to five thriving children, George has spent 40 years in his field, crafting a career that is not merely a profession but a vocation of heartfelt service. His personal heroes, Padre Pio and Saint Jude, inspire him with the belief that with faith, “Nothing is impossible.” This, along with his guiding quote, “Never, never, never give up,” has shaped his journey, intertwining his life with the many he has touched at Friends House.

Every day, George steps into Friends House with a heart full of gratitude and hands ready to serve. His favorite moments are those spent helping residents and fulfilling their needs, always pausing to thank God for the opportunity to serve. George doesn’t merely view his role as a job but as a divine calling, ensuring that every interaction, every moment of care, is imbued with love, respect, and a deep-seated desire to enhance the well-being of the residents. Friends House, for him, is not just a workplace but an extended family, encompassing both residents and co-workers in a warm, familial embrace.

While retirement remains a distant concept on the horizon, George is not yet prepared to take a step back. His journey at Friends House continues to evolve, with each passing day contributing a fresh chapter of care, compassion, and unwavering dedication. Over decades of service, George Kalema has not only enhanced the lives of the residents and staff but has also crafted a vivid mosaic of connections, memories, and shared moments that will forever reverberate within the walls of Friends House.



Dancing Through Life with Grace and Compassion

Carol Pinnock's journey at Friends House, where she has served as a Certified Medication Assistant (CMA) and Geriatric Nursing Assistant (GNA) for 26 years, is a dance of compassion, resilience, and unwavering positivity. Originally from Jamaica, Carol's passion for assisting seniors was kindled at the tender age of 14, when she would spend her lunch hours caring for her grandmother, doing so "with grace." This early experience, coupled with the inspiration drawn from her heroes Martin Luther King and Bob Marley, and potent words from Maya Angelou and Michelle Obama, has shaped her 35-year career in the field, making her a cherished member of the Friends House community.

A day in Carol's life is a melody of uplifting interactions and heartfelt care. Her favorite moments are those where she can bring smiles to the faces of residents and co-workers, always ensuring to leave any challenges at the door to foster a positive and uplifting environment within. Carol not only brings her professional expertise to the table but also a vibrant energy that is contagiously joyful. Known for her impressive dancing skills, she never misses an opportunity to teach our CEO a move or two, infusing a lively spirit into the atmosphere of Friends House.

A resident's words, "Don't listen to them if they get mad, their bark is worse than their bite. Do not stay mad, Happy keeps you human," mirror Carol's philosophy of maintaining happiness and compassion at the forefront of human connections. Through her years of dedicated service, Carol Pinnock has not just provided care but has also crafted a network of joyful, compassionate, and resilient connections that continue to enrich and warm the heart of the Friends House community.



A Beacon of Love and Service

Francia Santana, with her unwavering smile and heartfelt service, has been a cornerstone of the Friends House community for 14 years. Her journey, which began in the Dominican Republic and brought her to the USA in 1991, is not merely a career path but a testament to her profound belief in service and helping others. With a total of 35 years in the caregiving field, Francia doesn't just perform a role; she embodies a spirit of genuine love and commitment, ensuring every resident feels seen, valued, and cared for.

Every morning, Francia's favorite part of the day unfolds as she greets and interacts with the residents, who she openly declares as "the best part of her job." Her father, Bienbehido Santana, her personal hero, instilled in her a powerful ethos of helping others, which she carries as a torch, lighting up her daily interactions and tasks at Friends House. "I love to help people," Francia shares, a mantra that is palpably felt by every resident she encounters and assists.

Francia's story is a beautiful tapestry of service, compassion, and heartfelt connections, intertwining her life with those she serves at Friends House. Her reflections on the future fortify her dedication to treating every resident with the utmost kindness and respect, as she provides care that goes beyond duty, becoming a source of joy and fulfillment. Francia Santana, through her daily acts of love and service, continues to inspire and uplift not only the residents but everyone who has the privilege of crossing her path.

VII. Sustainability in Focus: *Financials and Community Impact*

Stewardship for Our Shared Future

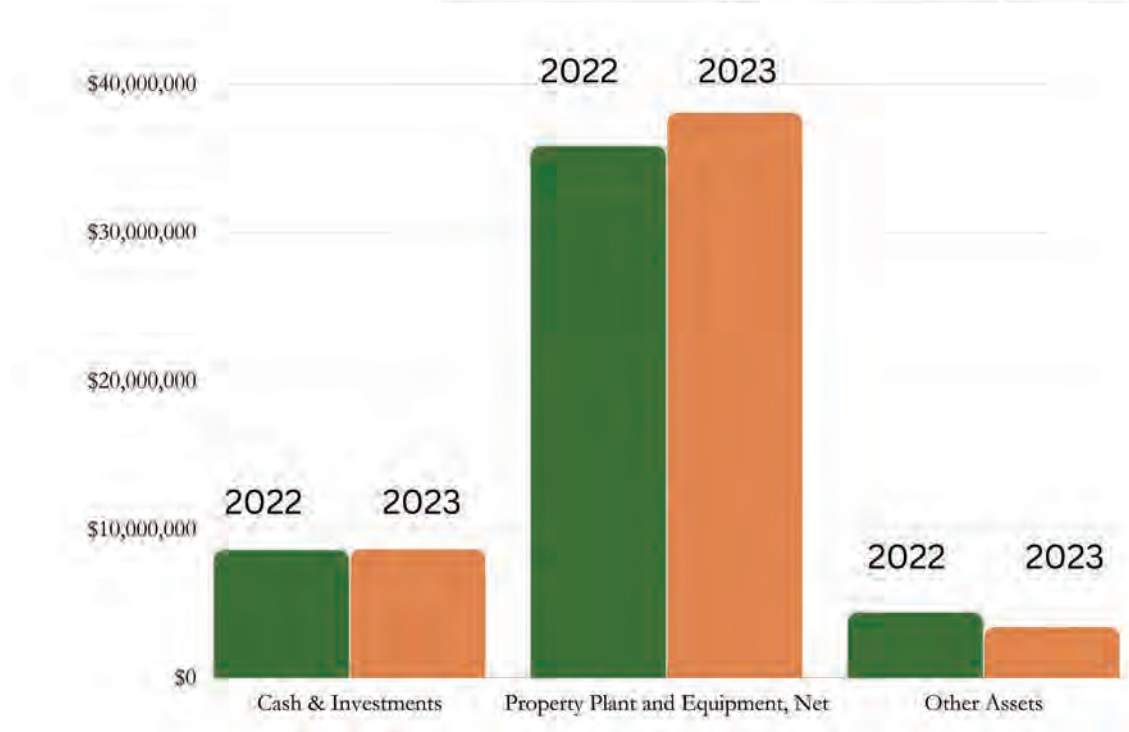
As we present the annual report for Friends House, we reflect on a year defined by resilience, community, and financial prudence. We are committed to transparency and trust, thus we present an overview of our financial performance for the years 2022 and 2023, inviting you to delve into our journey, achievements, and learnings.

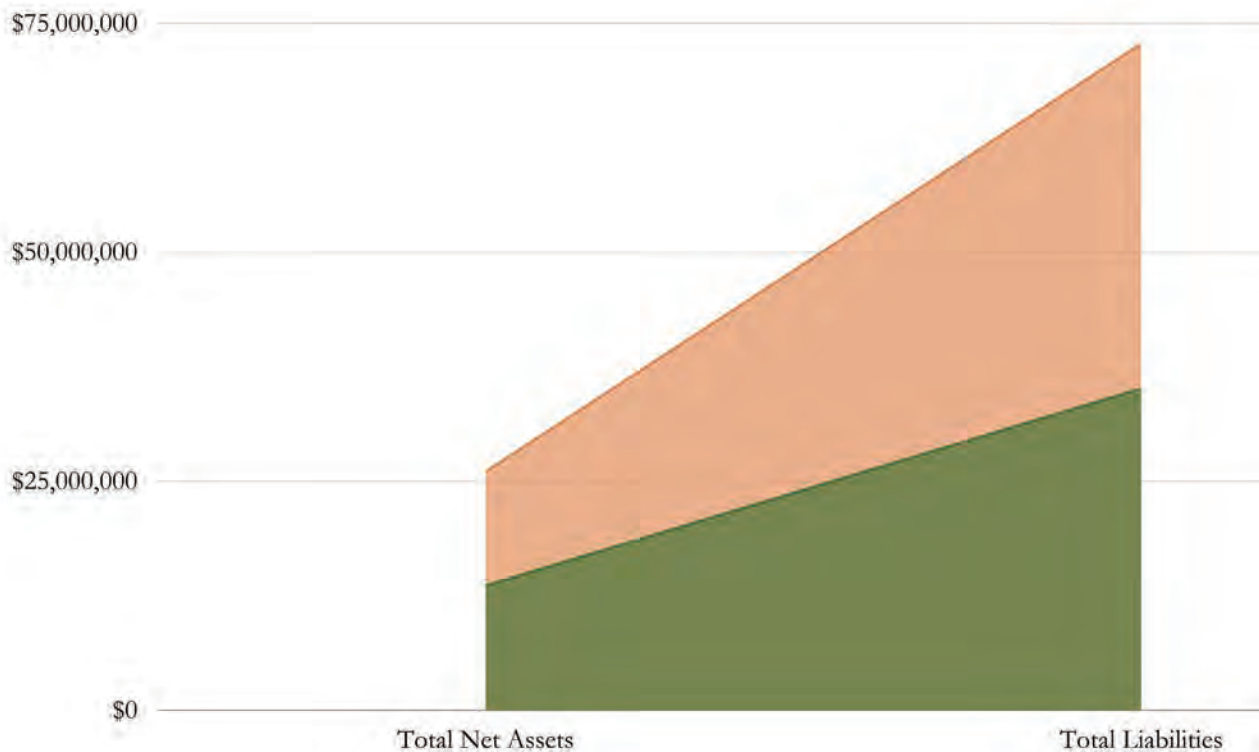
Your continued support propels us forward, and as we pioneer into the future, we assure you of our relentless commitment to financial sustainability, enhanced service provision, and continuous improvement, ensuring Friends House remains a haven of comfort, community, and care.

Snapshot of Assets and Liabilities

Blending Strategic Finance
with Commitment to a
Sustainable Future

BALANCE SHEET	2022	2023
Cash & Investments	\$8,579,693	\$8,649,172
Property Plant and Equipment, Net	\$35,789,661	\$38,031,052
Other Assets	\$4,369,923	\$3,409,933
Total Net Assets	\$13,664,586	\$12,485,251
Total Liabilities	\$35,074,691	\$37,604,906

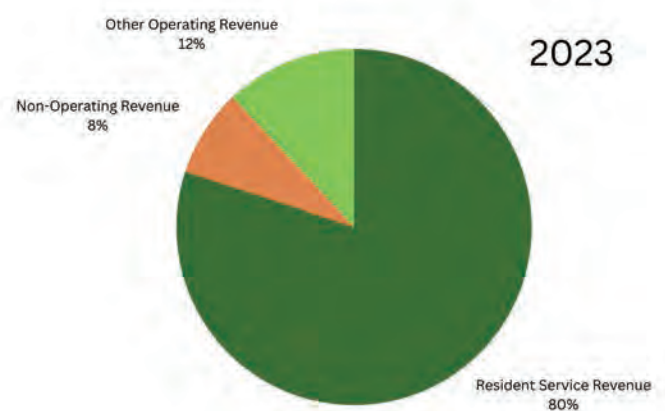
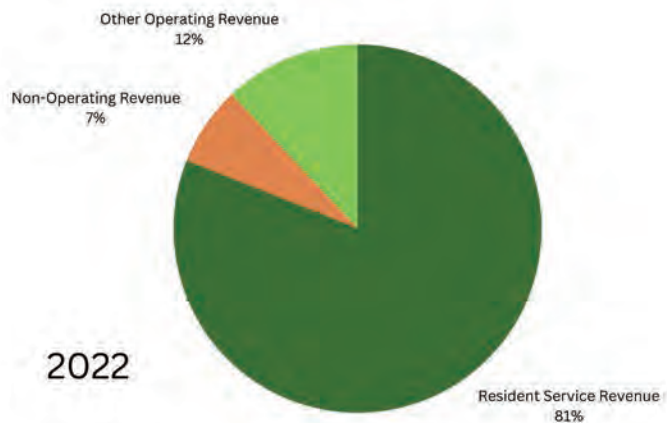




Insight into Revenue Streams

Ensuring Fiscal Stability with Resilient Revenue Management

	2022	2023
Resident Service Revenue	\$11,677,275	\$11,802,434
Non-Operating Revenue	\$953,327	\$1,138,751
Other Operating Revenue	\$1,720,133	\$1,824,300
Total Revenue	\$14,350,735	\$14,765,485





Friends House
community through caring

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