

IS IT EPIC?

THE STORY OF A CAREER IN SENIOR LIVING



Mission Statement

IntegraCare seeks to improve the quality of life for its team members, Residents, and their families. Our goal is to create an environment where our primary customer, **our team members**, experience respect, dignity, and personal development.



Mission Statement

By providing an environment that fosters respect, dignity, and personal development for our team members, the second half of our mission, a better life for our Residents and their families will be achieved.

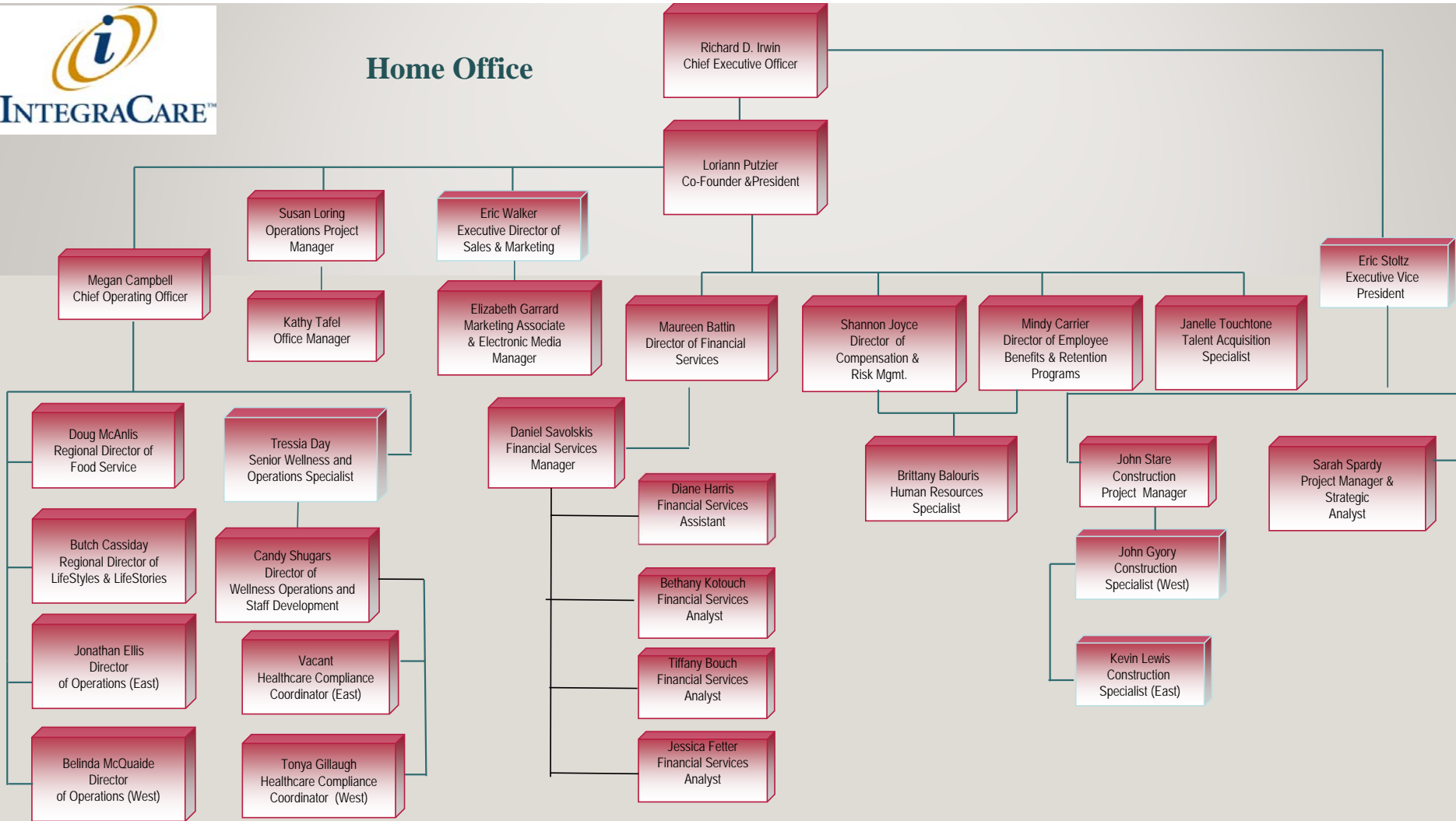


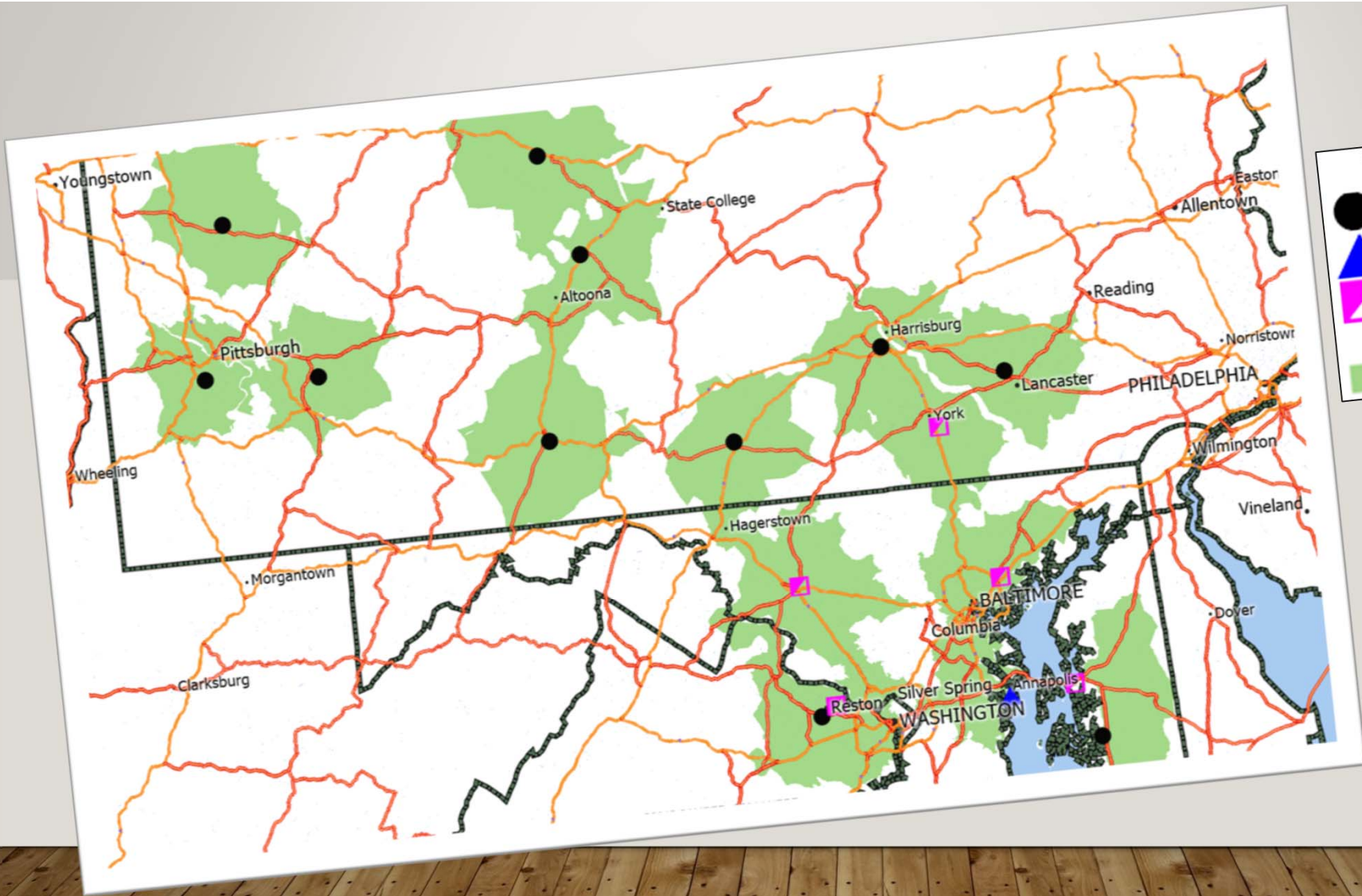






Home Office





ICC footprint

- Open property
- ▲ Under construction
- ◻ In planning

Drive-time

- 0 to 30 minutes



We Need YOU!

Population Projections

	65+	65-74	75-84	85+
2010	40.2	21.5	13.0	5.7
2020	54.8	32.3	15.9	6.6
2030	72.1	38.8	24.6	8.7
2040	81.2	36.9	30.1	14.2
2050	88.5	40.1	29.4	19.0

In millions

U.S. Census Bureau

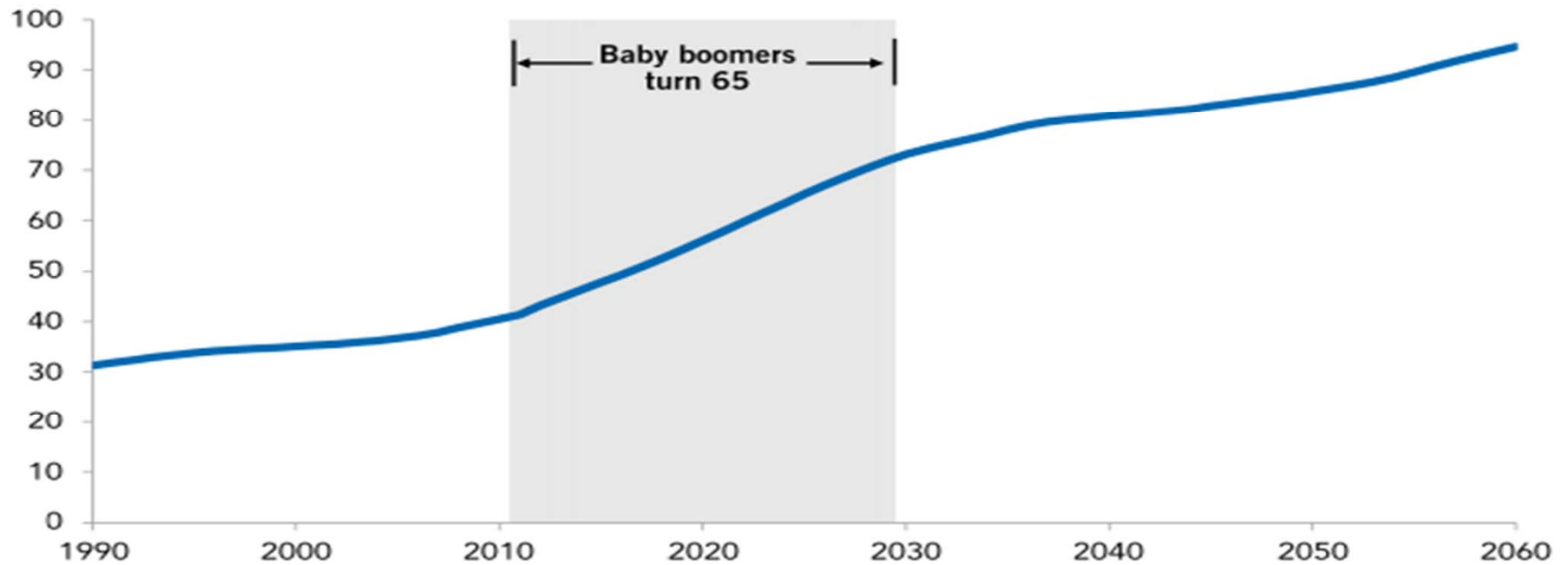


INTEGRACARE



The aging of the Baby Boom Generation will boost the number of Americans age 65 and older

NUMBER OF PEOPLE AGE 65 AND OLDER (MILLIONS)



SOURCE: U.S. Census Bureau, *National Intercensal Estimates; 2016 Population Estimates*, June 2017; and *2017 National Population Projections*, September 2018. Compiled by PGPF.

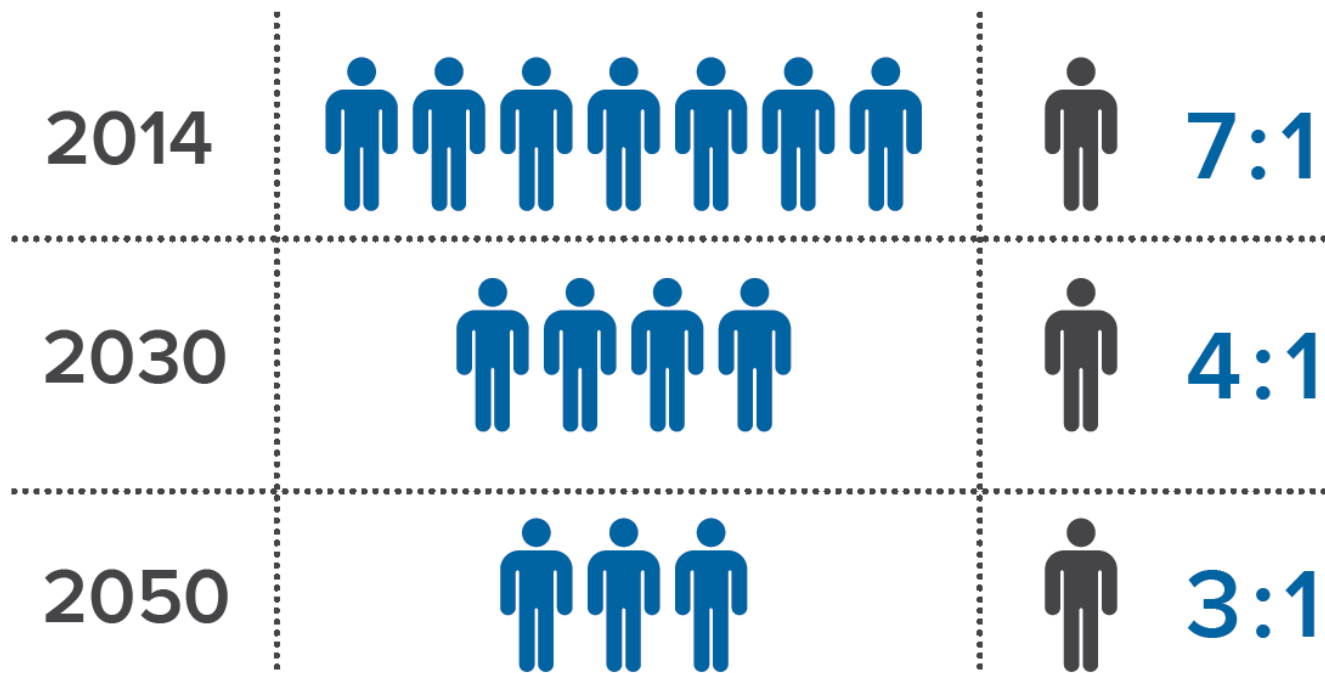
NOTE: The highlighted period represents the time span between the years when the oldest and when the youngest of the baby boom generation turn age 65.

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PGPF.ORG



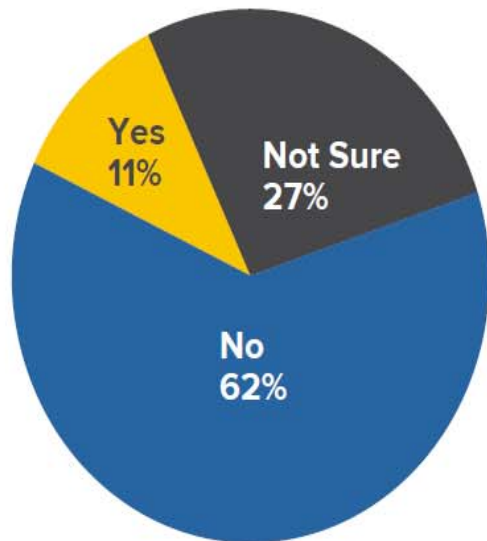
The **RATIO OF CAREGIVERS**
(45-65 years old) to those over 80 will shrink.



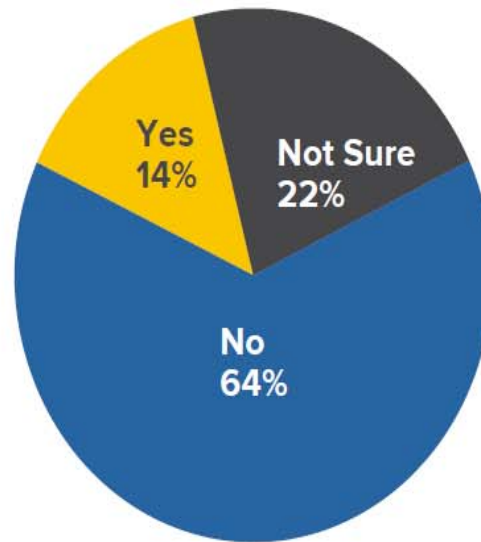
Source: AARP Public Policy Institute

Would you consider a career in the senior living industry?

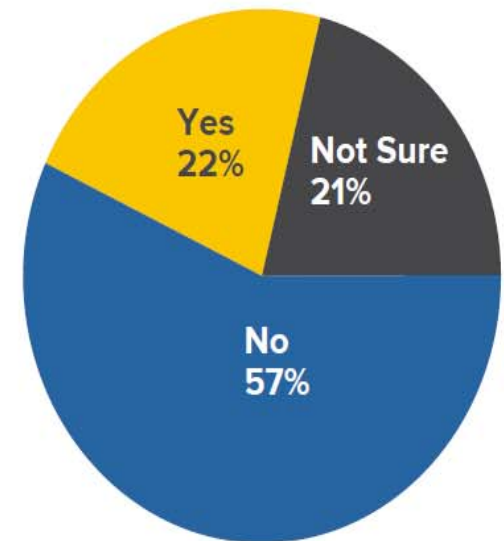
Baby Boomers



Generation X



Millennials



WHAT DO YOU WANT FROM A CAREER?

BABY BOOMERS
FAIR PAY, CHANCE
TO USE SKILLS

GEN X
FLEXIBILITY

MILLENNIALS
CAREER
ADVANCEMENT



Argentum Survey 2016

Top Occupations In the Senior Living Industry Based on 2012 to 2025 Projections

OCCUPATION	2012 JOBS	2025 JOBS	NEW JOBS CREATED	REPLACEMENT NEEDS	TOTAL EMPLOYEES NEEDED
Healthcare Occupations					
Nursing Assistants	167,600	259,100	91,500	187,000	278,500
Home Health Aides	116,400	170,100	53,700	130,000	183,700
Health Technologists & Technicians	49,200	67,800	18,600	24,000	42,600
Licensed Practical & Licensed Vocational Nurses	44,900	61,900	17,000	22,000	39,000
Health Diagnosing & Treating Practitioners	37,100	51,200	14,100	15,000	29,100
Registered Nurses	30,700	42,300	11,600	14,000	25,600
Foodservice Occupations					
Food Servers, Non-restaurant	42,600	65,900	23,300	73,000	96,300
Cooks, Institution & Cafeteria	33,200	45,800	12,600	48,000	60,600
Waiters & Waitresses	14,200	19,600	5,400	26,000	31,400
Food Preparation Workers	11,600	14,300	2,700	20,000	22,700
Dishwashers	10,400	14,000	3,600	17,000	20,600
Management Occupations	25,100	34,500	9,400	17,000	26,400
Business & Financial Operations Occupations	6,800	10,000	3,200	5,000	8,200
Building & Grounds Cleaning & Maintenance Occupations					
Maids & Housekeeping Cleaners	41,700	57,500	15,800	55,000	70,800
Personal Care & Service Occupations					
Personal Care Aides	61,500	89,900	28,400	85,000	113,400
Recreation Workers	16,700	24,000	7,300	24,000	31,300
Office & Administrative Support Occupations					
Receptionists & Information Clerks	13,600	16,400	2,800	16,000	18,800
Installation, Maintenance & Repair Occupations					
Maintenance & Repair Workers, General	16,100	22,200	6,100	12,000	18,100

RESIDENT FOCUSED POSITIONS

- LifeStages & LifeStyles (Engagement)
 - Associate
 - Coordinator
 - Director
- Transportation Associate
- LifeStories (Memory Care)
 - Coordinator
 - Director
 - Associate
- Resident Wellness
 - Associate
 - Services Associate
 - Coordinator
 - Assistant Director
 - Director
- LPN Supervisor
- Certified Nursing Associate (CNA)
 - Lead Associate / Mentor
- Certified Medication Technician
 - Charge Medication Associate

ENVIRONMENT & HOSPITALITY POSITIONS

- Hospitality (Housekeeping & Laundry) Services
 - Associate
 - Lead Associate
 - Executive Associate
 - Supervisor
 - Director
- Hospitality Laundry Associate
- Safety & Maintenance (Environmental Services)
 - Associate
 - Director
- Painting & Maintenance Associate

DINING EXPERIENCE POSITIONS

- Dining Experience Director
- Executive Chef
- Cuisineur (Cook)
 - Associate Cuisineur
 - Lead Cuisineur
- Dining Experience Supervisor
- Dining Experience Team (Waitstaff)
 - Dining Experience Lead
 - Dining Experience Server
 - Dining Experience Porter
 - Dining Experience Associate
 - Dining Experience Runner

ADMINISTRATION & SALES

- Executive Operations Officer
- Assistant Executive Operations Officer
- Community Integration Director
- Administrative Services
 - Associate
 - Coordinator
 - Director
- Community Experience Ambassador
- Community Relations Director
- Community Leasing Director
- Community Relations & Administrative Services Associate
- Community Relations Associate

HOW DO WE RESPOND TO THE SOCIETAL TRENDS?



V.I.P. 360° PERSONAL TOUCH PROGRAM

- Because *questions* that go "un-answered" become "issues" to be resolved; feeling helpless or hopeless; and in some cases – a "reason" to give up!

Hint: *That's not a great place to work!*

- We want you to feel welcomed and connected to your work, your team, and this community.
- Manager's will be assigned to meet & greet you to learn more about you.
- They are interested in helping you to transition to the new environment and the work you will be doing.



TAPESTRY PROGRAM

- Designed to orientate family members of residents
- Illustrates their important role in the caregiving process at a community
- Emphasizes their responsibility in being patient & kind to caregivers
- Emphasizes their ability to praise a job well done
- A caregiver who knows they're appreciated, does a better job for everyone!
- We are a FAMILY!



Up to five adult family members can attend and each attending family member will receive a \$50 credit toward their residing family member's next month's rent.*

Program Purpose

Tapestry is our family orientation program designed to help families learn the importance of their role in the fabric of our community. Our program goals are:

- Improve the resident, family and team member experiences
- Advance the consistency of services provided
- Increase resident and family satisfaction
- Create a greater sense of community for all

RSVP Today!

Regional Resources
 Strategic Engagement
 Innovative Core Concepts
 360 VIP Team Member Program
 Chambersburg
 3-Dimensional Focus
 "A Game of Inches"
 Continued Attendance Rewards
 Grateful Employer of Choice
 Colonial Courtyard
 Team First Onward!
 Candle Light Cove
 www.IntegraCare.com
 Transparency
 LifeStyles
 Newhaven Court
 Bedford
 Team Work
 Butler
 Great Place to Work
 Clearfield
 Together
 Ruston, VA
 Collaborative
 Inspiring
 Easton, MD
 Annapolis, MD
 Lancaster
 Bay Village
 Champion By Design
 Tapestry
 Pittsburgh
 Caring
 The Pines
 Local Care
 Assisted Living
 Camp Hill
 Tynone
 Magnolias
 A Family Integrity
 Thorough
 The Woods
 Strategic Recruitment
 Win A Car!
 Comprehensive
 Greensburg

BENEFACTS

*EXECUTIVE OPERATIONS OFFICER

- 100% of single health insurance the first of the month after hire; partial coverage of premium for dependents (we'll cover up to \$750 of the monthly premium)
- Company-paid life insurance worth 1 ½ times annual salary first of the month after hire; long-term disability coverage provided to the Executive Director first of the month after hire also 100% company-paid
- \$2,500 critical illness insurance policy 100% employer paid the first of the month following 60 days of employment
- Dental insurance and vision insurance, premiums withheld on a pre-tax basis, available the first of the month following 60 days of employment
- Supplemental life insurance available the first of the month following 60 days of employment
- Voluntary critical illness insurance buy-up available the first of the month following 60 days
- Short Term Disability Insurance available the first of the month following 60 days of employment
- Educational Assistance of up to \$2,500/year for full-time and \$1,250/year
- 401(k) savings plan with an employer match of \$.50 on the dollar up to 4% deferred & the employer match is yours from the start
- Paid Holidays – 6 per calendar year full-time team members
- Veteran's Day Holiday - November 11 off with pay extended to all team members who are either a veteran, the spouse of a veteran or the parent of a veteran
- Vacation PTO
- Employee Assistance Program - Available to all team members beginning on the day of hire at no cost to the team member
- Verizon Wireless Discount Program - All IntegraCare employees are given a 22% discount on monthly access fees and 25% discount on select accessories
- Various Wellness Benefits are offered to all team members
- Perfect Attendance Program
- Various bonus programs
- Free meal program for all team members

#GreatPlaceToWork
#GreatPlaceToLive

FREE FOOD ALERT

An INTEGRACARE Community Benefit

Sometimes life can't wait
for your next paycheck.

dailypay

Your available balance is \$250

DAILYPAY™

CHOOSE A TRANSFER AMOUNT

Great! When do you want your \$100.00 transfer?

Almost done! Just confirm your \$100.00 transfer.

dailypay

Sentric™





ENGAGEMENT BOARD



HERO AWARD PROGRAM

CAR PROGRAM



BONUSLY



- SEARCH
- HOME
- REWARDS
- AWARDS
- ANALYTICS
- INTEGRATIONS

ADMIN

- COMPANY
- USERS
- BONUSES
- REWARDS



Setup guide



What's new



Allan McLelland
@allan.mclelland

Boulder
Member of Aaron's team
Product Development

Give a bonus

Overview Activity

30 days



Allan's interactions



Name	Given to Allan	Received from Allan
Aaron	5	4
Anna	4	8
Jon	1	6
Kate	5	4
Mark	6	8

GROWTH LEADERSHIP MISSION FAMILY

FOUR STORIES OF A CAREER IN SENIOR LIVING

MEET: GARY RENWICK

- Activities Assistant/Van Driver/Resident Care Assistant (CV): 1999-2001
- Life Stages Director (CV) 2001-2006 (I want to say he was a caregiver before this, I cannot see that in our system, sorry!)
- Administrative Services Director (CV) 2006-2011
- Assistant Executive Operations Officer & Regional Administrative Services Director (WL) 2011-2012
- Executive Operations Officer (PML) 2012-2014
- Executive Operations Officer (CV) 2014 – present



MEET: FAITH MONG

- Life Stages Director 2009-2012
- Administrative Services Director 2012 - 2017
- Assistant Executive Operations Officer & Regional Administrative Services Director 2017 - present



MEET: DOUG MCANLIS

- Dining Experience Director at both CV & LW and served as regional during this time 2003-2015 (he was at the building before we acquired them)
- Regional Director of Dining Services & Program Implementation 2015 - present



MEET: SARAH SPARDY

- Financial Services Analyst 2008 - 2011
- Senior Financial Services Analyst 2011 - 2014
- Financial Strategy and Planning Manager 2014 - 2018
- Project Manager & Strategic Analyst 2018 – present





OMNI RESORTS
bedford springs

