

HBH – guided by people, not profits

As a purpose-driven organisation, every decision we make at HBH is guided by what's best for older people.

"Aged care used to be predominantly delivered by religious and community organisations," explains CEO, Bonnie Robinson. "Over the past 25 years, this situation has changed with the growth of the retirement village industry. HBH remains proudly non-profit and our faith-based philosophy still holds true today. Through homes, care and community, our mission is to create opportunities for all older people to age well and live fuller lives, regardless of their circumstances."

This means we can focus on developing better ways to meet the needs of seniors in our community through continuous improvement in our care services and new service initiatives. For example, while all care facilities must provide access to physiotherapy and Occupational Therapy, HBH is one of the very few care facilities with a physiotherapy department and an on-site Physiotherapist and Occupational Therapist: all of which make a huge difference to the daily lives of residents.

HBH is also one of only two Auckland villages offering the Eden Alternative, a philosophy of care that understands that the older person needs to be at the centre of everything we do. The key message of Eden is simple - that those who live here should have every opportunity to continue to grow as a person and live fully, irrespective of their health and disability challenges.

"The Eden Alternative makes a huge difference to our quality of care," says Bonnie. "It's about imbuing daily life with variety and spontaneity, providing opportunities for residents to have companionship, purpose and meaning in their lives."

Accessible care and housing

HBH's not-for-profit status means we choose to offer more affordable options for seniors, enabling seniors who might not have sufficient income to live in other villages and care facilities to enjoy a better



AS A NOT-FOR-PROFIT THE NEEDS OF OUR RESIDENTS COME FIRST.

quality of life. This includes affordable retirement village units, and having a number of standard rooms in our care facilities that don't attract additional charges.

Our care facility, Gulf Views, comprises almost entirely standard rooms and was purchased by HBH in 2020 to ensure this affordable option remained available in the local area. Another example was the purchase of nearby Stevenson Village in 2017 to ensure the Howick community didn't lose access to affordable rental housing for seniors.

HBH's philosophy of care also extends well beyond the walls of HBH Senior Living. Our Day Club provides a wide range of excellent activities to local seniors five days a week. And then there's Virtual Village East, a free social network for seniors providing opportunities for friendship and support to older people still living at home.

In summary, being guided by purpose instead of profit makes a tangible difference to the lives of seniors in our community. Or in Bonnie's words, "it is a great privilege to care for older people and to use the resources we have at hand wisely, so we can continue to do this better and meet the needs of more older people."



A CLOSE-KNIT COMMUNITY AND QUALITY OF CARE ARE IMPORTANT TO OUR RESIDENTS (SEE P2)

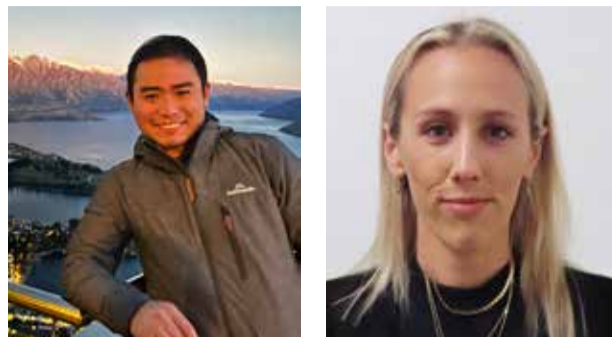
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A warm HBH welcome to Jasper and Victoria

Introducing two friendly new faces – Jasper Young and Victoria Millinchip. If you see them around, do say hello!

Jasper joined HBH as Group Services Manager – Clinical and Community. A registered nurse who has worked in aged care for over a decade, his role is focused on quality improvement initiatives, risk management and staff development. "HBH has a fantastic team of passionate, caring people," says Jasper. "I've really enjoyed getting to know everyone and contributing to HBH's exceptional level of care."

Howick local, Victoria, has joined us as Tenancy & Village Co-ordinator for both 139 on Union and Stevenson Village, providing administrative support for all tenancy matters. "I love connecting with residents and tenants



JASPER AND VICTORIA HAVE BOTH RECENTLY JOINED HBH

and helping to make a difference in their lives," says Victoria. "I'm also really enjoying learning about the industry." Outside of work, Victoria is kept very busy with two little boys, going for walks and visiting family.

Prayer

Lord, we thank you for each day and for good health.

We ask for your protection as we go about our days.

Help us to not disappoint others in anything we say or do.

Help us to put others first and let their needs come before our own.

As we serve the people we care for, ensure we accept and understand who they are.

Help us to give thanks for all we do and to be grateful that we can assist others.

At the end of the day let us feel joy and happiness as we reflect in all we have done.

We give thanks in the name of the Father, Son and Holy Spirit.

Amen.

Keeping COVID-free

Just some of the 'behind the scenes' measures we use to try and keep COVID out of our village:

- Staff take a RAT test every day before coming to work.
- Residents have RAT tests twice a week.
- Residents coming from hospital isolate for 3 days and take regular RAT tests.
- All hard surfaces are wiped regularly with a special cleaning chemical that kills COVID. Communal spaces are 'fogged' with disinfectant when needed.
- All staff receive regular training on the use of full PPE equipment, hand washing and mask wearing.

Wear a mask and keep your loved ones safe

We encourage visitors to ensure they are 100% well before coming to see our residents. And please, please wear a good quality mask and keep it on at all times.



HBH comes out tops in resident survey

In a recent survey of our independent apartment owners, we asked what matters most to them. We were pleased to learn that 81% of residents considered HBH's not-for-profit status to be very important.

"Any profit is used by HBH to benefit the Howick community and keep the quality care and facilities in A1 condition," says resident Margaret Street. "I had worked in many care facilities so I knew where quality could be found," Margaret continues. "And nowhere else has a 97-bed hospital!"

Almost all respondents consider HBH Senior Living to be more affordable than other retirement villages. "I looked at two other villages and their apartments and charges were more expensive," said Joan Rangeley. Long-time resident, Gael Fong, agrees. "HBH is very homely and doesn't need extra facilities like swimming pools and restaurants," she said.

"We looked at another village, but didn't like it," says Betty Kennelly. She's not alone - 78% of our independent apartment owners considered other villages before deciding that HBH Senior Living was right for them.

Being part of a small, close-knit community is a key benefit for 90% of our apartment



TWO OF OUR HAPPY APARTMENT RESIDENTS - JIMMY AND GAEL FONG.

owners. "I'm thoroughly enjoying getting to know different folks," enthuses resident, Alison Hegley. "Our morning coffee gathering was a real boon during lockdown."

If you know of someone who'd like to live in a retirement village that stands for quality of care, not quantity of profits, come and view our independent apartments. They'll be in good company.