

ANNUAL REPORT 2020



SURREY

Surrey inspires and enables all of us, as we age,
to live with independence and dignity, and as engaged
members of the community.

- Home Care Services
- Transportation
- Classes and Activities
- Caregiver Respite Program
- Lifelong Learning
- Meals
- RN Care Management
- Personal Finance Management

SURREY STRATEGIC PLAN

This year Surrey brought together a diverse group from the community including older adults, volunteers, adult children, funders, business professionals, board members and local officials to create a dynamic, forward-thinking plan for Surrey's future.

The **Strategic Plan** strives to change the idea of aging from a time of limitations to a time of discovery, health, and social opportunity. Surrey is committed to being the leading dynamic community for aging adults by developing groundbreaking programs, services and activities that encourage and support older adults to live well longer.

To accomplish this goal, SURREY has committed to four strategies:



ENGAGEMENT + PURPOSE

To foster community engagement that will provide for and support the needs of the older adult population.

INNOVATION + LEADERSHIP

To serve as a recognized leader and innovator in aging services, bringing together thought leaders, program excellence, and collaborative partners to advance and reframe perceptions of aging.

HEALTH + WELLNESS

To promote the physical, mental, and social health of older adults at all stages of the aging process through health and wellness programs.

SUPPORT + ASSISTANCE

To help older adults live fully, productively, and safely through home-based services that will assist older adults of all ages, capabilities, socioeconomic and health status to have the support and assistance they need to remain in their homes.



CORE VALUES

- COMPASSION
- ACCESS
- INCLUSION
- COMMUNITY
- RESPECT
- FOR LIFE

Dear Friends,

This year, possibly more than any other in Surrey's 40-year history, our founding philosophy of the need for Neighbor Helping Neighbor has been at the core of everything we have done. It has been gratifying for a spotlight to be shown on older adults and their unique needs. That was why Surrey was founded decades ago and remains critical today.



With the support of so many dedicated volunteers, community partners and friends, Surrey demonstrated leadership, resourcefulness, innovation and resiliency as we moved beyond our physical centers and into the greater community to carry out our mission. Working together in new ways, we provided support, comfort and connection, education, engagement, and essential services to older adults isolated at home. That tireless commitment to our mission, vision and values is what binds our Surrey Community together, even in the most difficult time. It is that same commitment that forges our path into 2021 and beyond.

This past year, we asked how Surrey could have the greatest impact in the future, and you responded. Your input was critical in the development of Surrey's new Strategic Plan. Building on what we are already doing, with an emphasis on innovation and collaboration, Surrey has begun to introduce exciting new programs and services to inspire and enable all of us, as we age, to live with independence and dignity and as engaged members of the community.

Looking forward, Surrey is committed to virtual and center-based programs and activities. We will reach people in new ways; providing support and assistance to those who want to age in place, helping them and their family meet their needs; bring regional organizations together in collaborative ways to share resources and expertise; and expand the reach of Surrey to a wider, diverse population to ultimately promote and elevate the quality of life for older adults.

Several initiatives, including The Beilenson Institute for Innovation in Aging, named for our current board member and former Chair John Beilenson, are already underway, quickly moving from concept to action. With thoughtful planning and a strong fundraising effort, the Institute will bring innovative and cutting-edge concepts, programs, and services through the engagement of national leaders in the field of aging with Surrey.

We are proud to lead this organization and honored to be a part of a community passionate about improving the health, well-being and quality of life for older adults in our region. We are limited only by our vision and resources. We remain so grateful for every contribution of time, talent and treasure you make to enhance our impact on the lives of older adults who are counting on us to continue serving into Surrey's fifth decade.

Together, our Surrey Community is resilient and strong.

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Christi Seidel
President and CEO

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Bob Bob emailed Surrey staff, "The latest Newsletter from Surrey says you know how to get people set up to use Zoom. Numerous others have tried for me and failed. Zoom does not like me. With Zoom I could do so much including Surrey programs." That day, Surrey staff successfully and remotely downloaded Zoom onto his iPad, did a practice Zoom with him and got him up and running. He joined the Caregiver Support Group, the Diabetes Support Group and looks forward to the weekly eblasts for Surrey programs.

COMMUNITY

Mary Surrey received a call from a woman who lived out-of-state and was extremely concerned about her friend. The friend, Mary, was recovering from surgery that had taken place just before the shutdown and could not leave her house, had no family, and was unable to cook for herself or to get groceries delivered due to the overwhelming demand. Surrey reached out to Mary and immediately scheduled fresh meals delivered five days a week, plus enough shelf stable food to last the weekend, along with puzzles and notes. A volunteer also called Mary on a regular basis as a friendly check-in.



Nancy has been part of the Surrey Chorus since 2003. When her son was diagnosed with cancer, he moved in with her so that she could care for him. His care and the rising cost of living against her fixed income, meant Nancy had to choose between eating and paying her bills. "I never thought I would be in this position, where we don't have enough money to eat. It is a terrible feeling." She was too embarrassed to ask for help, but a fellow Chorus member realized the severity of her circumstance and encouraged her to call Surrey. Nancy was immediately added to home delivery of hot lunches and Surrey included extra groceries once per week.

Nancy



CONNECTION

Cathy & Ed

Cathy and Ed had recently moved from Long Island when Cathy had a stroke. Her physical therapist recommended that she exercise for optimal recovery. Cathy is taking Surrey's Zoom fitness classes and particularly enjoys Tai Chi, an evidence-based program proven to increase balance, flexibility, and strength. The timing of a move, a stroke and then the isolation of COVID has made it difficult for Cathy and Ed to make friends in their new town. This fall, Surrey staff invited them to try Grab & Go lunches during the drive-through Halloween Party on Friday, Oct. 30. Cathy said, "You made my day!"



After his wife died, John was isolated and lonely. He had been her full-time caregiver and when she died, his day was empty. His adult children lived out-of-state. John missed having a connection in his community. So he decided to try an exercise class at Surrey to help him stay healthy.

John

He quickly became a regular, attending several classes weekly and offering to help where needed. John found purpose in being helpful and soon was also volunteering. He helped set up the exercise room and packed meals. His kindness and willingness made him a go-to Surrey volunteer in no time. The Surrey community became a part of his extended family.

When the pandemic hit, John was no longer able to exercise or volunteer. His sense of isolation returned. After talking with him one day, his daughter was concerned that he wasn't eating well. So, she reached out to Surrey to see if someone could check on her dad. Immediately, staff began home delivered meals to John three times a week. The added benefit of the meals was the visit from a friendly Surrey volunteer who, while delivering the meals, checks in and makes sure John is well.



"Surrey has been such a blessing for our family. After my mom died, we worried about my dad being on his own. We were so happy when he met such a lovely group of people to socialize with at Surrey. I really enjoyed meeting the wonderful staff (Kathy, Connie, Keith etc.) of which he spoke so highly. Our worries returned during the pandemic, and we're so grateful and relieved that Surrey is there to help, Even while the center is closed."

John's daughter Alena

COMMUNITY IMPACT

HOME CARE

65,500 hours of home care services provided.

MEALS

69,000 home delivered meals.

36,000 meals at our community centers.

4,700 shelf-stable meals.

GRAB & GO MEALS

2,863

Since **Grab & Go** began, Surrey has provided meals per month.

NEIGHBOR HELPING NEIGHBOR

925 volunteers donated.

40,500 hours of service.

HELP & SUPPORT

12,000 rides provided.

PROGRAMS & ACTIVITIES

70 virtual programs offered per month.

ACTIVITIES

2,100 individuals participated in **47,000** activities.

Community Centers HIGHLIGHTS

DEVON

The History Speakers Series, featuring talks by local historians, immediately drew large attendance and an emphasis was placed on multicultural programming.

BROOMALL

Participants got fit and had fun with American Bandstand Surrey Style led by a community volunteer.

EAST GOSHEN

Wellness was a focus with programs including Ask A Nurse, balance and exercise led by community partners.

HAVERTOWN

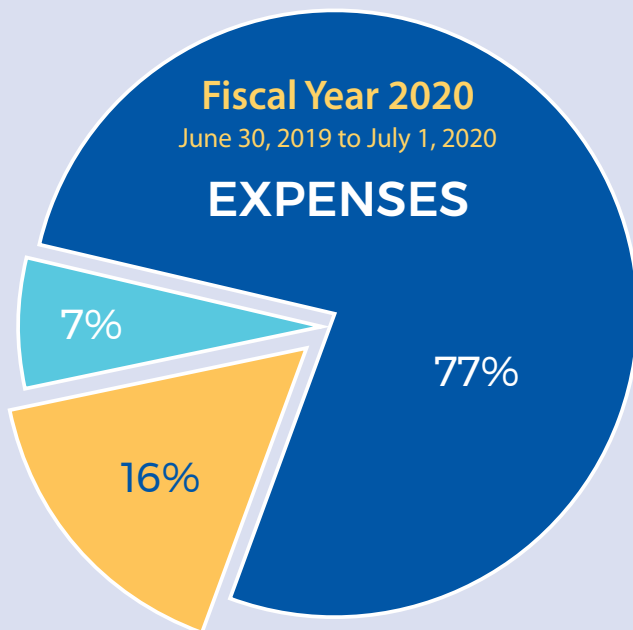
One-On-One Tech Time was launched to increase technology competence and use.

MEDIA

Partnerships with local community organizations enabled virtual programs in nutrition and wellness.

Your continued support helps us meet the growing needs of our community through innovation and connections.

YEAR IN REVIEW



- **Programs and Services** \$4,133,768
- **Fundraising** \$364,904
- **General Operating** \$853,050

Surrey's audited financials and Form 990 can be found on the About/Financials page online: surreyservices.org



Surrey Appoints

Christi Seidel, President & CEO

The Surrey Board of Directors voted unanimously to appoint Christi Seidel as President and CEO following a six-month, nationwide search. Christi brings strong leadership, extensive experience and a deep commitment to Surrey's mission of serving the needs of older adults to this position.

“Christi's leadership has been evident at Surrey. Her accomplishments range from helping Surrey garner state and national awards for excellence to ensuring operation continued smoothly without interruption during the COVID crisis.”

Rick Davis, Chairman of the Board of Directors

Volunteer Spotlight



Helen McCrane

One of the stars in the lineup on Surrey's YouTube channel is the Surrey Story Theater. The Theater offers short performances of literary works and seasonal readings available any time on-demand. At Halloween there was a spooky rendition of the Edgar Allan Poe tale, *Never Bet the Devil Your Head*. During December, *A Christmas Carol* by Charles Dickens, was released in a four-part series. These enjoyable performances are thanks to the creativity and determination of a Surrey volunteer, Helen McCrane.

Ms. McCrane is an actor with Plays and Players Theater in Philadelphia. She has been staying safe at home but is isolated from friends and family. To keep busy, she began teaching herself how to use her computer to film and edit her performances. Now she's a YouTube sensation with hundreds of views and followers from as far away as California and Wisconsin. Says one fan, "Learning new technology is challenging. But to do so with the goal of entertaining others is laudable." To view Helen's work and other performances, visit YouTube via the link on our website.



HOW DO YOU HELP

your 93 year old mother while juggling work and family from 90 miles away?

That is the question that Carolyn faced. Her mother, Irene, lived alone in Havertown and was determinedly independent. But Irene needed assistance with daily care and called her daughter several times every day with questions and issues. Carolyn began visiting every weekend, trying to complete all her mother's errands on Saturdays, her only time off from a stressful job as a nurse. One day, Irene called Carolyn 20 times at work. "I realized we needed help," said Carolyn "but mom would not accept anyone other than family in her home."

Since Irene was a Surrey member and enjoyed attending programs in Havertown, Carolyn decided to call Surrey for advice. A staff social worker met with Carolyn and Irene to fully understand their needs and wishes and ensure a great fit with a Surrey caregiver.

“ The caregiver you chose for our mom is absolutely amazing! What a great match for mom! She is such a loving, kind, caring, mature, and knowledgeable young woman. It is obvious that mom's caregiver truly loves what she does and is very good at it. We are very thankful for you, Surrey! ”

Irene's daughter Carolyn

HOME CARE SERVICES

- **Personal Care and Social Companions**
- **RN Care Management**
- **Medical Procedure Transportation**
- **Personal Financial Management**
- **Geriatric Care Management**
- **Live-In Caregivers**
- **Caregiver Respite Program**



Virtual Programs

Surrey offers several ways for people to connect digitally. Exercise, cooking and nutrition, support groups, mindfulness, book clubs and craft workshops are a few of the many programs available live on Zoom. Virtual programs bring together individuals from all Surrey locations, a wonderful opportunity for participants to meet new people and try new programs. The Surrey Session, a Facebook group offers camaraderie, games and trivia. Finally, Surrey At Home provides curated content links via email for those who prefer activities on-demand.

“ Thank you SO much for welcoming me into the Next Act (virtual drama) group. I had SO much fun today. I was so impressed with the creativity, readings, articulation, skills and how you brought the Dear Reader, gift game, and script readings to life. I don’t have any of those skills yet, but I would love to learn. I love using my imagination. Thank you for this opportunity to have this kind of fun, and to be creative and imaginative. I’m so happy that I joined you. ”

Carol N.

BEILENSON INSTITUTE *for* Innovation In Aging

The creation of the Beilenson Institute for Innovation in Aging is a significant milestone in Surrey’s 40-year history. Aptly named for John Beilenson, a nationally recognized expert in the field of aging, former Board Chairman, and long-time Surrey Board member, the Institute recognizes the many contributions that John has made to establishing Surrey’s leadership in the provision of services for older adults. Working originally with Founder Jeanne LaRouche, John has shared his wisdom and experience through the years as the architect of Surrey’s strategic planning activities. Many of the programs, services and activities that exist today are the result of his passion to inspire Surrey to reach beyond current practices to find new and innovative ways to address the changing needs of older adults. The Institute is the realization and continuation of that deep commitment.



The Institute will bring together national experts in the field of aging, who will share new concepts and novel insights about aging, with a focus on changing perceptions of aging, as a time of limitations to one of learning, discovery, and exploring new horizons. These concepts will be incorporated in new and innovative programs that will be introduced to our Surrey community addressing quality of life, health, wellness, and other issues relevant to all of us as we get older.

The Institute will establish Surrey as a “proving ground” for emerging concepts in the delivery of services addressing the needs of older adults at all stages of the aging process. These programs will be offered for older adults and their families, professionals who provide care and regional organizations who serve the older population through shared resources, expertise, and collaboration. The Institute will be the catalyst to foster best practices in aging services to benefit the broader Surrey Community and beyond.

Now, in our 40th year, this Institute will continue to build upon Surrey’s history as a leader and innovator in the field of aging. Most important, it will provide the inspiration, support, and programs to help all of us as we age to live a full and fruitful life, as engaged members of the community.

THANK YOU!

Recognition for John’s leadership and the impact of the Institute on the lives of older adults was readily embraced by the community. We are most grateful to our many donors and friends who have contributed leadership support of more than \$200,000 to establish this important initiative.

If you would like learn more, or join in supporting the Institute, please call Jill Whitcomb, Chief Advancement Officer at 484-321-6101.

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Extend
A Very Special
**THANK
YOU**
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