

Spring Newsletter

May 2023

A Century of Confidence

With 100 years of experience, seniors can have confidence in ECS's ability to develop and operate communities with residences, care and programs tailored to their needs and desires. From the early 1920s through today, ECS exists to serve seniors.

Though our purpose hasn't changed over the years, how we serve has changed. In the early 1920s, through the inspiration of Deaconess Sophie Miller, ECS developed its first community in Alhambra to serve seniors with insufficient resources to pay for both housing and care. At that time, social security, Medicare and MediCal did not exist.

As governmental funding became available for seniors with limited resources, ECS expanded and tailored its communities to meet the needs and desires of seniors with greater discretionary resources.

ECS's ability to evolve and innovate are the primary reasons that ECS is one of the leading senior living and service providers in the state of California and has grown to be among the largest 200 nonprofit senior living and services providers in the United States.

Confidence is not only derived from how long ECS has been in existence, but also in the way ECS manages our finances. ECS is one of four providers in the state of California with an 'A' credit Fitch rating and among just 33 such organizations within the United States.

It is ECS's 100-year legacy of attention to housing, programs, and services for seniors that have made it a success story.

Thank you for continuing to place your faith and confidence in ECS.

James Rothrock
President and CEO



Highlights

The Covington

Confidence inspires commitment

Twelve Oaks

Sharing strengths through stories

The Canterbury

A life in dance

MonteCedro

Leading through learning



The Covington

Confidence Inspires Commitment

Gerardo Guerrero

Our deep sense of community is built on the longevity of our Team Members who have confidence that ECS is an organization where they can build a rewarding career. Gerardo Guerrero is a living example of this dedication.

Gerardo has been with The Covington almost since our doors opened in 2004. His career path began as a busser in the dining room, before receiving the first of his many promotions that today sees him in the role of Restaurant Supervisor and Dining Room Manager.

He likes The Covington for many reasons, including the Team Members, the residents and the scale of the community. It's large enough to offer many activities, yet not too large, so he can know every resident by name. "I like welcoming the residents to the dining room," Gerardo says. "I want them to have the best service."

"Time after time, Gerardo has made residents feel special," says Cash Benton, Executive Director of The Covington. "It is Gerardo's confidence in who he is and what the Covington offers that makes each moment special. In the words of our residents, 'Gerardo is simply the best.'"

TwelveOaks

Sharing Strengths Through Stories

Mary and Elsa

"To me, confidence is knowing what one's strengths and weaknesses are, then using our strengths as a way to bless others," says Denise Gotto, Executive Director of Twelve Oaks. Two residents, both in their mid-80s, bring this belief to life every day.

Mary has lived at Twelve Oaks for more than two years. A dedicated book lover, she has learned what each resident likes to read. When our library acquires a new book, she alerts those who love that genre. She has also reorganized the library and ensures it has space for new titles, enriching both our library, and our



residents' enjoyment of reading.

Elsa is a movie buff and has a library of movies herself. Twelve Oaks used to show movies once a week but thanks to Elsa, it's now a twice-weekly activity. Through her in-depth knowledge of film and our residents' preferences, she is able to select movies that everyone loves, and attendance has doubled.

Elsa and Mary have enriched our community with their unique knowledge and enthusiasm.

The Canterbury

A Life in Dance

Margaret Hills

Margaret Hills' life has been filled with artistic expression. Born in northern England, she joined the Royal Ballet in 1944. "My parents didn't want me to go to London," she says. "But I told them I have to go. I don't care if the bombs are raining down on us." With confidence in her talent, and a dash of youthful exuberance, she was on the train heading to the biggest stage in the country.

In 1949, she accepted a teaching position in Istanbul, helping to establish the National Ballet of Turkey. Returning to London, she married and taught at the Royal Ballet. When her husband was hired by Mattel in the 1960s, the family, which now included three children, moved to Southern California, settling in Palos Verdes.



Margaret taught ballet six days a week until she was 90 years old. When her husband passed away, she knew there was only one place for her to move, and that was The Canterbury. "It's perfect for me," she says. "You are welcomed into the community the moment you walk in the door. I can't think of a better place to be."

The confidence Margaret has in her talents has enhanced the lives of dancers and audiences around the world and her spirit enhances the community of The Canterbury every day.

MonteCedro

Leading Through Learning *Norma Ochoa*

Norma Ochoa has been a vital Team Member since she joined ECS eight years ago. She began as a Scheduler for communities before moving to MonteCedro when the community first opened. "I love helping residents keep their homes as perfect as

the day they moved in," she says, so working on the Housekeeping Team, and now as Housekeeping Supervisor is the perfect calling for Norma.

Over the years, as she has been promoted, her role and responsibilities have expanded. "I have wanted more opportunities to learn," she says, so Norma has taken additional classes, from a 6-month HVAC certification program so she can troubleshoot for the residents, to an accounting program to help with budgeting, and management training certifications. MonteCedro is so confident in her abilities that Norma has been offered additional opportunities, including the Emerge Program through Leading Age.

Norma loves her role. "I am so happy to work here. I enjoy seeing the residents and their smiles every day." Clearly, when abilities meet opportunities, everyone wins.



The Legacy of Confidence

In the early 1900s, Deaconess Sophie Miller knew of a number of clergy widows who were living in near-destitute conditions. The plight of the widows led her to discuss the matter with Bishop Horsefall Johnson, asking his endorsement to build a retirement community to serve the Diocese and especially the clergy widows. The Bishop became enthusiastic about her proposal and not only gave it his endorsement but also his active support in raising funds for the project.

Deaconess Miller went throughout the Diocese promoting the need for a retirement home. Everywhere she went, she took along a coin holder where dimes could be inserted as donations to the cause. It would take a lot of dimes to realize her dream. However, through her efforts, others came to support her idea with additional, and sometimes sizable contributions to her cause.

Through the community's support of small and large financial gifts, Deaconess Miller's vision was realized in 1923 when The Episcopal Home for the Aged opened in Alhambra, California, welcoming twenty-three residents.

The strength of Deaconess Miller's convictions still provides inspiration a century later. Dedication to serving seniors continues today as part of the mission and values of ECS.

Our Stories



Building for generations to come

As the Vice President of Strategic Growth and Business Development, Sharon Pewtress oversees the development of the ECS communities. "We want to optimize the campuses, and make sure they are the best they can be," she says.

Sharon started her career in senior living in Oregon in 2005, before becoming the Executive

Director of The Canterbury in 2013. "ECS had, and still has a great reputation in the industry, so I had confidence in moving to my new role," she says. While at The Canterbury, she received her second master's degree in Gerontology. Extending her education, she recently completed her PhD in Behavioral Health.

In her current position, she manages the development of all ECS communities, from MonteCedro's 40 new homes, to enhanced amenity spaces at The Canterbury. Future work includes an expansion of Twelve Oaks Senior Living, and the start of a master planning process at The Covington.

Sharon is also the liaison with the Episcopal Diocese of Los Angeles to support their development initiatives. She helps

churches within the Diocese to maximize their opportunities for development and partners them with the appropriate developer to meet their needs.

Through her work, Santa Angelina Senior Community will open in Placentia at the end of 2023, with 65 affordable housing units for seniors, some who are experiencing homelessness or who are at risk of becoming homeless.

Orchard View Gardens in Buena Park will break ground this summer and will open in the Fall 2024, providing 66 units of housing for seniors.

Sharon is proud of the work she does. "I have the best job," she says. "I get to work with smart, dedicated, capable people to create housing that will outlast us all."

ECS Communities Receive Workplace Excellence Award



"It's a great indicator that we are bringing our core values to life."

- Stacie Ocampo, Vice President of Human Resources

In the words of the late, great Vince Lombardi, "The achievements of an organization are the results of the combined effort of each individual." This statement is as true in sports as it is in the places we work, especially people-focused organizations such as ECS. It is for this reason we are especially proud that all our ECS communities have been honored with the 2022 Workplace

Excellence Award by Align.

The Workplace Excellence Award is based on the responses to our annual employee survey. This past year, we scored 80% or above as an excellent place to work.

This positive outlook is reflected each day in the longevity and tenure of our Team Members, and how many families have chosen ECS for their careers.