

Values in Practice at Kendal at Oberlin

KENDAL® *at Oberlin*
Together, transforming the experience of aging.®



The Deep Roots of Kendal Values

The Kendal idea was initially made possible in the 1970s by a generous grant from the Philadelphia Yearly Meeting of the Religious Society of Friends, also known as Quakers.

Since then, Kendal has worked to transform our society's view of aging and of older persons, stressing the potential for fulfillment and continuing contribution during the later stages of life.

The Kendal Values and Practices are rooted in the Quaker core principles of SPICES – Simplicity, Peace, Integrity, Community, Equality, Stewardship. (Sometimes Love is added for SPLICES.)

These 15 Values and Practices guide the daily life at Kendal at Oberlin. Practices range from small gestures, such as addressing staff and residents by first name and beginning meetings with a moment of silence, to major actions, such as transparency in financial matters and playing an active role in aging issues.

Sharing these common values helps ensure the highest respect for each individual and that the community spirit of Kendal at Oberlin remains strong.



Our 15 Values

The Values and Practices of Kendal at Oberlin tie our community of residents and staff together.

We strive to live up to these 15 values:

1. TO ENHANCE THE QUALITY OF LIFE AND VITALITY OF THOSE WE SERVE AND TO FOSTER A SENSE OF COMMUNITY, treating each person as a valued individual and in an atmosphere of mutual respect and caring;



2. TO PROMOTE AN ENVIRONMENT OF CONTINUING LEARNING, encouraging lifelong growth for staff, community members, boards, and volunteers;



3. TO ENCOURAGE AND WELCOME ALL PEOPLE without regard to race, color, gender, gender identity and/or expression, sexual orientation, religion, national origin, or any other characteristic protected by law, to live in our communities and to serve on our staffs and boards;



4. TO PROVIDE HIGH QUALITY WELLNESS PROGRAMS AND HEALTH CARE SERVICES, treating each person with dignity;



5. TO PROVIDE PHYSICAL SETTINGS THAT ARE SENSITIVE TO THE AGING PROCESS and that enhance quality of life, security, and wellness;



6. TO ENGAGE IN PRACTICES THAT SUSTAIN AND IMPROVE OUR ENVIRONMENTS and our planet;



7. TO EMPLOY FINANCIAL DESIGNS THAT CONTRIBUTE TO SECURITY AND SERVE OUR SOCIAL OBJECTIVES to make our services and communities affordable, to the extent possible, to a range of economic capabilities;



8. TO FOSTER A HIGH-QUALITY WORK EXPERIENCE FOR STAFF, recognizing that Kendal must be a good place to work if we are to offer good places to live and to provide high-quality services;



9. TO STRIVE FOR EXCELLENCE IN MANAGEMENT AND GOVERNANCE, seeking and developing board and staff dedicated to our mission and values, and building partnerships with those we serve;



10. TO VALUE PARTICIPATION, TRANSPARENCY, AND CONSENSUS BUILDING by nurturing careful listening and effective decision making;



11. TO TAKE RESPONSIBILITY IN THE LARGER COMMUNITY, maintaining extensive and mutually supportive relationships and sharing our resources and experience;



12. TO CONTINUE TO GROW by engaging in ongoing evaluation and staff development, and by seeking and responding to new opportunities to further our mission;



13. TO TAKE AN ACTIVE ROLE IN AGING ISSUES through professional dialogue, research, public policy, and other means, thereby contributing to improved services for all older people;



14. TO FOSTER A CULTURE OF GENEROSITY, encouraging and developing full use of our time, talent, and resources;



15. TO MAINTAIN INTEGRITY AND HIGH ETHICAL STANDARDS in everything that we say and do.



Value 1

TO ENHANCE THE QUALITY OF LIFE AND VITALITY OF THOSE WE SERVE AND TO FOSTER A SENSE OF COMMUNITY, treating each person as a valued individual and in an atmosphere of mutual respect and caring.



We believe that our values and practices must be applied consistently. Therefore, we seek to enhance the quality of life for those who are most active and carefully preserve the quality of life for those who are most frail.

We encourage all persons to plan thoughtfully as they enter their older adult years so that they may make the most of new opportunities and new relationships. We seek to preserve an atmosphere of mutual respect, caring and trust for all.

We don't hire a social director, but instead, are very happy that community members take charge and direct the libraries, interest groups and activities here at Kendal at Oberlin. [Resident committees organize activities](#), speakers and many learning events that provide opportunities for shared learning and engagement.

Our goal at Kendal at Oberlin is to be an inclusive, welcoming community for all. We foster an atmosphere in which "taking care of others" comes to mean "supporting people in their independence."



Value 2

TO PROMOTE AN ENVIRONMENT OF CONTINUING LEARNING, encouraging lifelong growth for staff, community members, boards, and volunteers.



We encourage involvement and interaction with the surrounding community and Oberlin College to nurture body, mind and spirit.

Kendal at Oberlin is well-known for lifelong learning opportunities. With Oberlin College and Conservatory of Music as our neighbor and friend, many residents enjoy taking classes, attending concerts and mentoring students. There are also opportunities for staff to grow professionally in the field of aging services.

Kendal at Oberlin has a resident-led Lifelong Learning program on campus. Very often, residents are teaching these classes that are open to residents, priority members and older adults in the larger community.

Learn More about the Vibrant Life



[Discover Your Passion with Kendal at Oberlin](https://kao.kendal.org)

Value 3

TO ENCOURAGE AND WELCOME ALL PEOPLE without regard to race, color, gender, sexual orientation, religion, national origin, or any other characteristic protected by law, to live in our communities and to serve on our staffs and boards.



Residents Ann Francis and her partner Nancy Lombardi were looking for a retirement community where they were “not just tolerated, but accepted.” They found that acceptance on their first visit to Kendal at Oberlin.

“One of the number one reasons why people come here is because of the values. They learn about them and they understand that [each person here is accepted](#) and valued. I like the equality - I feel a sense of community with staff, not just residents.” – Ann



Value 4

TO PROVIDE HIGH-QUALITY
WELLNESS PROGRAMS AND HEALTH
CARE SERVICES, treating each person
with dignity.



We offer a wellness-oriented focus in our community. A range of [wellness activities](#) help residents and staff achieve and maintain optimum levels of health and well-being.

For those needing more support over time, every effort is made to keep community members living as independently as possible. Staff become familiar with community members and their normal patterns over a span of time, allowing the care team, in collaboration with each community member, to work out individualized goals and identify appropriate treatment and therapy regimens. Decisions regarding the need for additional services or change in care setting are thoroughly discussed and made in full consideration of the individual's wishes.

Value 5

TO PROVIDE PHYSICAL SETTINGS THAT
ARE SENSITIVE TO THE AGING PROCESS
and that enhance quality of life, security,
and wellness.



Each aspect of the Kendal at Oberlin campus was designed with a view toward supporting and enhancing independence throughout the aging process.

We offer an environment that reduces barriers and facilitates safety. Our campus spaces and amenities were set up to offer lifelong learning, cultural events, a wide array of services and access to nature, gardening and outdoor activities. Interconnecting paths and nature trails encourage mobility throughout our community.

We are also geographically located to enjoy opportunities offered by the nearby Oberlin College, local Oberlin community and surrounding areas.



Value 6

TO ENGAGE IN PRACTICES THAT
SUSTAIN AND IMPROVE OUR
ENVIRONMENTS and our planet.



We embrace responsibility for the appropriate use and conservation of the earth's resources. We acknowledge that our influence reaches far beyond the walls of our programs at Kendal at Oberlin.

Every effort to use sustainable practices is in line with the Quaker philosophy to “tread ever more lightly upon the Earth.” We conference and consult environmental experts when planning new construction, and we incorporate utility systems that conserve energy as much as possible.

Geothermal heating and cooling systems have been installed in some of the renovated cottages, and a robust campus-wide recycling program is in place.

The [John Bartram Arboretum at Kendal at Oberlin](#) was accredited as a Level 1 arboretum in 2015, and then named a Level 2 arboretum in 2022, with resident and staff involvement. It includes 100+ acres of trees and other plants, grown for the enjoyment, education and celebration of the natural environment.



Value 7

TO EMPLOY FINANCIAL DESIGNS THAT CONTRIBUTE TO SECURITY AND SERVE OUR SOCIAL OBJECTIVES to make our services and communities affordable, to the extent possible, to a range of economic capabilities.



We plan conservatively to minimize financial risk.

Our financial security and strength allow us to pursue programs that affect not only our own community members but all older people. Finances are designed to ensure both near-term health and viability and longer-term growth. Fees are set to generate reasonable cash reserves for future obligations and needs, including periodic repositioning and growth.

We aim to meet and exceed recognized accounting, actuarial and other financial standards in order to enhance financial security and to operate efficiently. We are sensitive to the economic circumstances of those we serve, and to our responsibility to be wise stewards of financial resources.

Value 8

TO FOSTER A HIGH QUALITY WORK EXPERIENCE FOR STAFF, recognizing that Kendal must be a good place to work if we are to offer good places to live and to provide high quality services.



Human Resources Director Toni Merleno brings a copy of the Values and Practices booklet to each interview and uses it to introduce the job applicant to Kendal at Oberlin. She describes for the applicant how the values help shape the work environment.

Working at Kendal at Oberlin means teamwork and helping one another out, respecting all equally and accepting all even when agreement is not reached in situations or shared ideals.

“I keep referring back to the values that support what we do and emphasize the uniqueness of our community because here as an employee, it is not just the level of competency to fulfill a position that we are expecting, but also the demonstration of Kendal values in the delivery of their skills. In short — I state here at Kendal at Oberlin it is just as important **HOW** you do your job and not just **WHAT** you do.” – Toni

Learn More About Those Who Work Here



[Careers at Kendal at Oberlin](#)

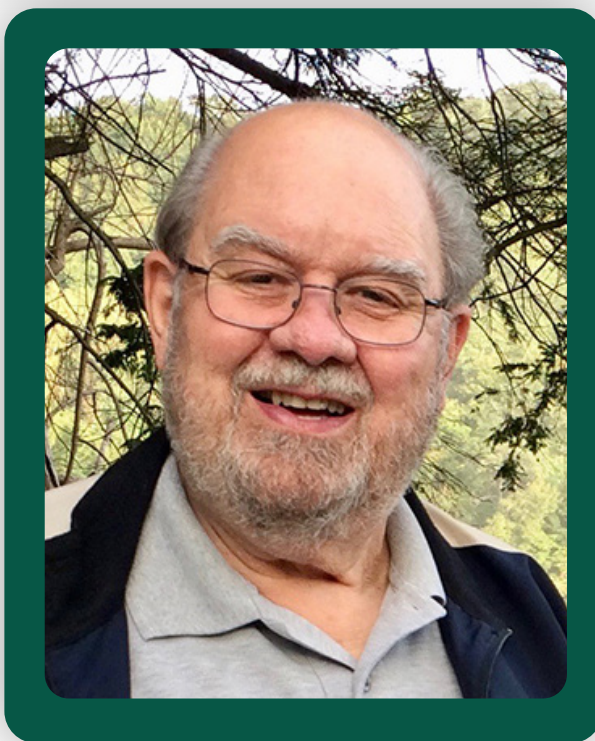
Value 9

TO STRIVE FOR EXCELLENCE IN MANAGEMENT AND GOVERNANCE, seeking and developing board and staff dedicated to our mission and values, and building partnerships with those we serve.



Resident Gary Olin wears several hats at Kendal. He is a member of the Kendal Board of Directors and served as vice chair of the Strategic Planning Committee. He is also a former president of the Kendal at Oberlin Residents Association Council.

“ When Sally and I were planning to move to Kendal, we received a copy of the Values and Practices publication. As we studied this document, our decision to join the Kendal community was affirmed, for [these values reflect the values that are important to us](#). I am very pleased to say that Kendal values are not simply words on a page. I have discovered they are incorporated into every aspect of life at Kendal including the care of staff, the interaction of residents, actions of the administration, and the deliberations of the Board of Directors. — Gary



Value 10

TO VALUE PARTICIPATION,
TRANSPARENCY, AND CONSENSUS
BUILDING by nurturing careful listening
and effective decision making.



Spend a day at Kendal at Oberlin and you'll notice some things that are different from most other retirement communities.

- Residents are engaged in decision-making and leadership in the community.
- Committees strive to make decisions by consensus.
- Staff and residents are addressed by first name without titles.
- Meetings begin, and typically end, with a moment of silence.

At Kendal at Oberlin, there is a strong sense of community, where everyone is treated as an individual and participates in decisions regarding services and operations.



Value 11

TO TAKE RESPONSIBILITY IN THE LARGER COMMUNITY, maintaining extensive and mutually supportive relationships and sharing our resources and experience.



[Intergenerational ties](#) are strong at both Kendal at Oberlin and in the surrounding city. Oberlin was named one of the top five intergenerational communities in the nation by Generations United and the MetLife Foundation. Kendal's intergenerational activities were designated a "Program of Distinction" by Generations United, with emphasis on bringing generations together.

With an [Early Learning Center located](#) on the Kendal at Oberlin campus, residents and children interact often. Many residents volunteer their time reading, cooking and going on community field trips with the preschoolers. In addition, many informal and unplanned activities happen daily.

During walks and other outings to the swimming pool and elsewhere, children and residents stop to chat and share a greeting. Postcards are made and delivered to new residents, and artwork dropped off to the children's favorite "grandfriends."



Value 12

TO CONTINUE TO GROW by engaging in ongoing evaluation and staff development, and by seeking and responding to new opportunities to further our mission.



Our goals in staff education and training arise from our values. We believe that education is an effective and powerful tool in developing our organizations and in strengthening the quality of our staff.

Along with formal training programs, education occurs in many other ways throughout Kendal at Oberlin — in system-wide departmental seminars, in the supervisory process and in team sessions.

Kendal at Oberlin also is proud to be accredited through CARF-CCAC (Commission on Accreditation of Rehabilitation Facilities-Continuing Care Accreditation Commission).

Although voluntary, a life plan community that has achieved this accreditation has undergone extensive review to assure it offers quality services. Surveyors measure more than 1,900 standards, related to business practices as well as health care, and interview all stakeholders, including residents, families, staff and administration.



Value 13

TO TAKE AN ACTIVE ROLE IN AGING ISSUES through professional dialogue, research, public policy, and other means, thereby contributing to improved services for all older people.



Many of our practices are pioneering among services for older adults and, we believe, are significant factors in providing a better way for older persons in our society. We strive to preserve and enhance each person's capabilities, emphasizing abilities rather than disabilities, and encouraging involvement.

We also help shape public policies affecting older adults in the region, and we support legislation and regulation for consumer protection in this field. We work to inform all older people and the wider society about the implications of the aging process so that better individual and collective decisions can be made in support of issues affecting older adults.



Value 14

TO FOSTER A CULTURE OF GENEROSITY,
encouraging and developing full use of our
time, talent, and resources.



Those involved in the beginning of the first Kendal community set a tone of generosity — of spirit, of time, of talent and of resources. The first Kendal board was mindful of those who would not be able to afford Kendal and of those who, through no fault of their own, might outlive their resources. A year before opening, donations already were being received to answer these potential needs.

This spirit of generosity continues to characterize the life of Kendal at Oberlin through gifts that have made possible financial assistance for residents, capital improvements in communities, internships for students and accumulation of charitable reserves.

Scholarships for staff development, scholarships for child daycare participants, funds for life-event emergencies and staff appreciation gifts and bonuses are examples of an “over-and-above” commitment to staff at Kendal at Oberlin. In addition, tens of thousands of volunteer hours are given each year by Kendal at Oberlin residents and staff.



Value 15

TO MAINTAIN INTEGRITY AND HIGH ETHICAL STANDARDS in everything that we say and do.



We strive for our community to be a place where you can expect to meet the best in every person. You will find residents leading activities, enjoying fellowship and encouraging each other to learn and grow.

We practice a philosophy that hasn't changed much in more than 400 years. The Religious Society of Friends, or Quakers, believes we should recognize there is "that of God in everyone."

Quakers believe in the equality of all people, as well as peace, simplicity, integrity and community, through which our lives are enhanced by sharing with and caring for others.

Our goal at Kendal at Oberlin is for each individual to live as full and fulfilling life as possible.



KENDAL[®] *at Oberlin*

Together, transforming the experience of aging.[®]

We are a vibrant life plan community, located in northeast Ohio, just one mile from Oberlin College and less than 30 miles from the Hopkins International Airport. Kendal at Oberlin is a community where older adults are thriving and growing.

The community's resident-led lifestyle encourages engagement, purpose and ongoing involvement in lifelong interests. Dozens of committees shape daily resident life, planning programs like concerts, classes, activities and more. Learn more about the vibrant lifestyle that is Kendal at Oberlin!

[Get a Campus Brochure](#)

[Schedule a Tour](#)

Contact Kendal at Oberlin

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