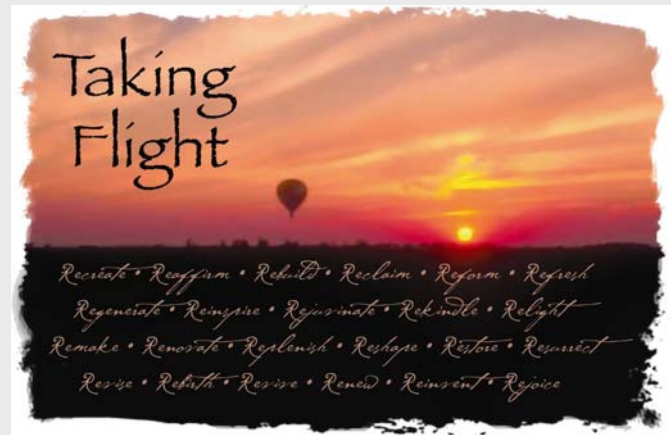




ABHOW Completes Annual Meeting 2006

For the last several years, ABHOW has been devoted to consistent incremental improvements, and we are now on the verge of "Taking Flight." The next chapter of ABHOW is about to begin and will be focusing on its rebirth, renovation and renewal. Our wonderful Annual meeting host, The Terraces of Phoenix, was the first in the series of "renewals" for ABHOW communities. We



We enjoyed celebrating the rebirth of this community during our recent Annual Meeting and look forward to sharing photos with you in an upcoming issue, which will also include many additional articles as well. The Annual Meeting was held January 18-21, 2006.

ABHOW Resident Satisfaction Survey

By Kay Kallander

Each year ABHOW residents have an opportunity to participate in the Resident Satisfaction Survey. Holleran Consulting, a nationally known organization that provides survey services to CCRCs across the country, will again provide, receive responses and compile the results for each individual CCRC.

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"American Baptist Homes of the West, as an expression of Christian mission, seeks to enhance the independence, well-being and security of older people through the provision of housing, health care and supportive services."

Resident Satisfaction (continued)

We are in the second year of a three-year survey cycle. Therefore, the questions remain fundamentally the same to ensure continuity in the process. We thank residents and staff that originally worked with Holleran Consulting to select the questions most appropriate to the local communities. Goals have been established, by level of care, in each community and are part of each community's strategic plan. Therefore, the results are very important to your CCRC. Please fill out the survey based on your experience in your local community.

Surveys will be delivered to residents shortly after February 17th. Residents unable to complete the survey may request the assistance of family members. Residents will have until March 3rd to complete the survey. All results go directly to Holleran Consulting. Your Executive Director will receive the results in May and then share the information with you.

Since the last survey, each Executive Director as well as the whole ABHOW team, has focused on areas to improve based on last year's survey results. We hope that you have experienced that work and have seen improvements in areas you addressed.

We thank you in advance for your efforts in providing this important information so that every community can continue to improve its resident satisfaction.

Tax Deduction Information

By Pam Claassen

"At this time of year, residents begin asking about when the letter regarding the medical tax deduction for resident fees will be available. This letter is prepared on a calendar year basis. As such, we must wait for the books to be closed for December 31 and then convert fiscal year data to calendar year data and perform the related cost allocations. This internal process takes until the end of January. The information is then provided to the external tax advisors to review and prepare their letter by February 28th.

We have been informed that Deloitte is no longer providing this service. We are in the process of locating another firm to provide the service. The new firm may take a different view of the methodology followed for the past two years, which may significantly affect the deductions suggested in the letter for FY 2005. ABHOW reiterates, as it has every year, that we are not tax advisors and that these matters need to be discussed with each resident's personal tax advisor."



ABHOW

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