

ARARAT HOME OF LOS ANGELES, INC.
MINUTES OF ANNUAL MEMBERSHIP MEETING
Mission Hills, CA ♦ February 25, 2018

An annual meeting of the members of Ararat Home of Los Angeles, Inc. was called on Sunday, February 25, 2018, in Mission Hills, CA, to vote in the election of Trustees and other matters that might come before the meeting and to receive the reports of the officers, committees, administrators and affiliated organizations. Board of Trustees Vice-chairman Ron Nazeley called the meeting to order at 3:20 p.m.

VERIFICATION OF QUORUM, INVOCATION AND PLEDGE OF ALLEGIANCE

Board Secretary Debbie Avedian verified that quorum was reached with 53 members in attendance. Trustee Gary Kaloostian delivered the invocation and led the Pledge of Allegiance.

APPROVAL OF AGENDA & MINUTES

A motion was made to approve the agenda as presented; it was seconded and passed. A motion was made to approve the minutes of the Annual Membership Meeting of March 5, 2017; it was seconded and passed.

REMARKS AND REPORT BY CHAIRMAN

Vice-chairman Nazeley welcomed those in attendance. After a moment of silence in remembrance of those residents who died in the past year, he briefly introduced all trustees, both present and absent, before presenting Chairman Michael Surmeian's report on the "State of Ararat Home".

The administration and staff continue to receive recognition and awards for the high standard of care delivered to residents with love and respect. All three facilities were inspected in 2017 and given high ratings from state agencies. Ararat Home appreciates the support it receives from individuals and organizations in the community, including religious leaders and clergy who visit residents regularly. The construction of the Assisted Living Facility's new wing is now complete, awaiting only a certificate of occupancy from the state. Ararat Home continues to look for other expansion opportunities to extend its services to the community. Chairman Surmeian concluded by thanking the members of the Home's supporting organizations, the Home's numerous volunteers, the administration and staff, fellow trustees, and the Home's membership for supporting and working towards ensuring the success of the Home's mission.

Vice-chairman Nazeley announced the end of voting and the collection of all outstanding ballots.

REPORTS BY ADMINISTRATORS AND CHIEF OPERATING OFFICER

1. Derik Ghookasian, Chief Operating Officer of Ararat Home

COO Ghookasian remarked on Ararat Home's role in the community and impact on the lives of thousands of residents who have called Ararat Home their "home" over the decades. In an effort to meet the growing demand for the Home's services, the sixth and final phase of expansion on campus was initiated and is now complete. The Assisted Living Facility's new wing carries on the Home's tradition of hospitality, compassion and dignified care. As all three facilities continuously strive to meet daily challenges and maintain compliance with regulatory demands, Ararat Home remains a leader in the industry for the outstanding care provided to residents. The Home also keeps astride with changing technology by regularly updating equipment, including the recent renovation of the ballroom kitchen. With safety of residents and campus structures a top priority, major brush clearing was done around the Home's property in light of the recent wildfires. Ararat Home's secondary mission of promoting Armenian heritage is carried on by the Armenian History Timeline, Sheen Memorial Chapel, Deukmejian Community Center, and most especially, Ararat-Eskijian Museum, which provides resources for Armenian studies programs and scholars around the world. He concluded by thanking the visionaries who established Ararat Home nearly seven decades ago, the community of supporters whose unwavering dedication has sustained the mission of the Home, and the staff, administrators and trustees who work tirelessly to advance that mission.

2. Rita Noravian, Administrator of Ararat Assisted Living Facility

Administrator Noravian remarked that the focus of care at the facility is on inspired aging and creating opportunities for residents to find purpose, meaning and validation every day. The well-trained staff is involved in the day-to-day lives of residents and is committed to creating a caring, safe and enriching environment for them. In addition to daily activities and periodic outings throughout the year, the facility regularly welcomes visitors from the community – schools, churches, and other organizations. For the 12th time in the past 13 years, the facility achieved zero deficiency surveys from the California Department of Social Services and the Los Angeles County Department of Public Health. Of the 77 residents, 65% are female, 45% are over the age of 90, and 74% have been at the Home for one to five years. With the much-anticipated completion of the new wing, administration and staff are looking forward to welcoming additional residents. She concluded by thanking the facility management and staff for their steadfast commitment to excellence and their dedication to residents and families. She also thanked trustees for their service, Chairman Surmeian for his leadership, and COO Ghookasian for his commitment and support.

3. Varsenik Keshishyan, Administrator of Ararat Convalescent Hospital

Administrator Keshishyan described the facility's home-like environment, where staff members take pride in caring for Armenian elders. Of the 42 residents, 60% are over the age of 85, and 85% have a diagnosis of dementia. As such, the facility's services are tailored to meet the needs of these residents. New requirements, which became effective for skilled nursing facilities in 2017, were implemented, such as a Quality Assurance and Performance Improvement program. The facility also implemented a customized emergency operations plan as well as updated policies and procedures for participation in Medicare and Medi-Cal programs. Family satisfaction surveys yielded excellent results showing families and residents happy with the care provided at the facility. The annual Department of Public Health survey and the Life Safety Survey were both successful. Additionally, the facility received a bonus from Medi-Cal for the top-tier quality of care delivered to residents. She thanked the Board of Trustees, Chairman Surmeian and COO Ghookasian for their support and guidance and acknowledged the collaboration and teamwork shown by the entire Ararat Home family.

4. Margarita Kechichian, Executive Director of Ararat Nursing Facility

Administrator Kechichian reported that the facility was a recipient of the 2017 American Health Care Association National Quality Bronze Award in recognition of the excellent outcomes achieved through the implementation of quality improvement systems. In order to meet the increasing state and federal regulatory guidelines, the facility has updated its policies and procedures, added direct care nursing staff, improved performance and compliance, adopted a more detailed emergency operations plan, and increased staff education and training. Additionally, resident rooms have been renovated with new beds and privacy curtains. Family satisfaction surveys yielded excellent results with all respondents saying they would refer others to the facility. The annual Department of Public Health survey and staffing audit were successful. She thanked staff members for their dedication and the Board of Trustees and COO Ghookasian for their support.

REPORT BY TREASURER

Board Treasurer Vahe Vartanian remarked that he is happy to be working with the three capable administrators and COO Ghookasian in overseeing the financial operations of the Home. The annual audit was done by Diem & Associates as an independent, third-party certified public accounting firm. It issued an Audit Opinion indicating that the financial statements are fairly presented; this is the highest form of assurance that is given by auditors. The report is available for distribution to any member wishing to view it. The consolidated operations of the Home in 2017 yielded a net cash flow profit of \$8 million after depreciation resulting in the equivalent of over \$6.6 million of net income.

COMMITTEE REPORTS

1. Annual Picnic

Vice-chairman Nazeley presented the report on behalf of Committee Chairman Michael Surmeian. With some changes in event management, the 64th Annual Picnic was successful with good attendance and a tidy profit for the Home. He acknowledged and thanked the organizing committee, the organizations and individuals who financially supported the event, the numerous volunteers, the Executive Secretary, COO Ghookasian, and the Ararat Home staff involved in the preparations. He invited everyone to attend the next Annual Picnic on the last Sunday of September.

2. Casino Night

Committee Chair Gary Kaloostian reported that Casino Night XIV was a successful fundraiser for the Home. Despite lower than normal attendance, the atmosphere was fun, great prizes were offered, and guests enjoyed good food and drink. The committee is working on encouraging the attendance of young professionals to foster their commitment to Ararat Home. He thanked the donors and sponsors for their support, and he acknowledged the organizing committee as well as the Executive Secretary for their hard work. With a total income of \$29,700 and total expenses of \$15,200, the event yielded a profit of \$14,500. He invited everyone to attend Casino Night XV on November 17.

3. Endowment Fund

Board Secretary Avedian presented the report on behalf of Committee Chair Armen Hampar. The Endowment Fund was started in 1997 with \$346,000. With additional contributions and appreciation of assets over the years, as of the end of 2017, the Fund has grown to over \$13.5 million. The Committee manages the Fund's assets, which are invested in a balanced portfolio of equity and fixed income mutual funds, with the objective of generating income and growth. While the principal remains in the Fund, earnings of over \$1.8 million have been disbursed to the Home to date, and an additional \$1 million is available for distribution when needed. He acknowledged and thanked the members of the Committee.

4. Long-range Planning: Assisted Living Facility Expansion

Building Committee Chair Nazar Ashjian reported that the Assisted Living Facility expansion project, which was begun several years ago in response to the growing needs in our community, would be completed in a few days and new residents admitted in a few weeks. The cost of the project, which includes 44 additional rooms and a second Dining Room, is \$7,715,000. He thanked the committee members, and he expressed appreciation for the financial support the Home has received in completing this project.

ARARAT-ESKIJIAN MUSEUM REPORT

COO Ghookasian presented the report on behalf of Museum Director Maggie Mangassarian-Goschin. In 2017, the museum hosted 27 lectures and talks and one international conference. Since the start of its educational program, it has organized and hosted over 300 events. It has now completed its acquisition of 119 pieces of bronze items, a collection donated by the Barsamian Family. Additionally, it has acquired 154 works of an Armenian-American painter, which are currently being catalogued for a major exhibition. It is increasingly serving as a resource for high school and college students, who regularly visit in organized groups. Since the museum now appears on Google Maps, more non-Armenians have been visiting. In 2017, it had over 2,800 visitors. A dynamic variety of events is being planned for 2018, including a two-day conference in March titled "Celebration of 400 Years of Armenian-American Heritage".

REPORTS BY SUPPORTING ORGANIZATIONS

Board Liaison Debbie Avedian thanked all members of the Home's supporting organizations for their commitment and dedication to the Home.

1. Gift Shop Volunteer Dorothy Taylor presented the report on behalf of Volunteer Coordinator Sonia Sakajian. The Gift Shop is run by 22 volunteers who commit at least four hours per month to serving the Home. They enjoy meeting and conversing with residents who visit the shop. Funds are primarily raised through the monthly luncheon boutiques. She presented a contribution of \$10,000 to the Building Fund.

2. Ladies Auxiliary Chair Alice Kavaldjian reported that this small group of volunteers works hard for the benefit of the Home. The Auxiliary organizes the monthly Tuesday luncheons, which feature a variety of entertainers, and hosts the pastry booth at the Annual Picnic, which last year yielded almost \$4,500 in sales. Additionally, in 2017, they organized a successful Hawaiian-themed fundraiser. She thanked Auxiliary members, the Assisted Living Facility dietary department as well as COO Ghookasian, Administrator Noravian, and the Executive Secretary for their assistance. She presented a contribution of \$65,000 to the Building Fund.

3. Massis Guild Chair Lovey Sherman described members as an illustrious group of volunteers with big hearts and even larger aspirations. In addition to monthly luncheon meetings hosted by members, the Guild organized a summer bingo party last year, a Christmas luncheon and installation of officers, and a fashion show – their major fundraising event, which involved a significant letter writing campaign. The Guild also received in lieu of flowers donations. She presented a contribution of \$28,000 to the General Fund.

4. Orange County Guild Chair Sona Simsarian’s report was presented by Liaison Avedian. The Guild has 23 members, who all work well together with camaraderie and love. They organize monthly luncheon meetings and an annual Christmas party. The Guild hopes to present a contribution to the Home next year.

5. San Diego Guild Chair Lisa Kradjian was unable to attend and to submit a report. However, the Guild sent a contribution of \$2,000 to the General Fund.

6. San Gabriel Valley Guild Chair Victoria Parian reported that the Guild organized a series of small luncheons in 2017 rather than several larger events; luncheon themes included charades, “Just for Fun”, guest speakers, a casino trip, and a Christmas party featuring flamenco dancers. The programs were sponsored by dedicated members. Additionally, the Guild supported the Annual Picnic as well as Casino Night with sponsorships. She presented a contribution of \$5,000 to the Endowment Fund. She concluded by announcing that the Guild would indefinitely pause its fundraising activities, as its membership has been dwindling, several Guild board members will be retiring, and recruitment of new, younger members has been challenging. Depending on the membership’s decision, the Guild may simply continue as an informal social group.

7. Westside Guild Co-chair Lynnette Amerian reported a productive year thanks to an energetic and enthusiastic group of members. The Guild has 130 paid members, 25-30% of whom are active. The two main annual fundraising events are Game Day, which brings guests from inside and outside the organization for great fellowship, and the Christmas luncheon, which includes the sale of baked goods, silent auction, raffle prizes, and a fashion show. She acknowledged the organizing committee and announced that the 2017 luncheon was the most successful one to date resulting in a profit of \$12,000 from the auction alone. Other activities included an installation lunch for Guild board members and a membership development lunch. She noted that the Guild faces the same challenge as the other supporting organizations of recruiting new members. She presented a contribution of \$30,000 to the Building Fund.

ELECTION RESULTS

Membership and Balloting Committee Chair Gary Kaloostian thanked former Trustee Harold Mgrublian for his assistance with counting the ballots. He reported that a total of 220 ballots were received, and votes for the nine nominees ranged from 182 to 196. He congratulated the nine nominees who were all re-elected to three-year terms: Dr. Raffi Balian, Mr. Peter Darakjian, Mr. Armen Hampar, Mr. Richard Jebejian, Mr. Rafi Mardirosian, Dr. Roy Martinian, Dr. Harout Mesrobian, Mr. Berj Shahbazian, and Mrs. Nadya Verabian.

ADJOURNMENT

Vice-chairman Nazeley adjourned the meeting at 4:55 p.m., after which a buffet dinner was served.