

ARARAT HOME OF LOS ANGELES, INC.
MINUTES OF ANNUAL MEMBERSHIP MEETING
Mission Hills, CA ♦ March 31, 2019

An annual meeting of the members of Ararat Home of Los Angeles, Inc. was called on Sunday, March 31, 2019, 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 for the year 2018. Board of Trustees Chairman Michael Surmeian called the meeting to order at 3:15 p.m.

VERIFICATION OF QUORUM, INVOCATION AND PLEDGE OF ALLEGIANCE

Chairman Surmeian announced that a required quorum of 50 members had not yet been reached, but since over 150 proxy ballots had been received previously, he would begin the meeting with presentations of reports but would not yet hold a vote on the election of trustees or new business.

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 February 25, 2018; it was seconded and passed.

REMARKS AND REPORT BY CHAIRMAN

Chairman Surmeian welcomed those in attendance. He briefly introduced the trustees that were present. Then, he asked for a moment of silence in remembrance of the Ararat Home residents who died in the past year as well as of former trustee Harold Mgrublian.

In his “State of Ararat Home” report, Chairman Surmeian highlighted the successes of 2018 and the plans for the coming year. Administration and staff continue to be innovative and receive recognition and awards for the high standard of care delivered to residents. He expressed appreciation for the support the Home receives from individuals and organizations in the community, including the four religious leaders and their clergy, who visit residents regularly. The expansion of the Assisted Living Facility was completed and celebrated with an opening gala in August. Lastly, the Home purchased 13 acres of land immediately adjacent to the current campus, for which planning has commenced to build a center that would offer all levels of senior care. He acknowledged the dedicated efforts and thanked all volunteers who work for the benefit of the Home, including members of the supporting organizations and the trustees, and he expressed gratitude to the management and staff for their commitment to the success of the Home’s mission.

REPORTS BY CHIEF OPERATING OFFICER AND ADMINISTRATORS

1. Chief Operating Officer of Ararat Home

COO Derik Ghookasian remarked that thousands of Armenian elderly have called Ararat Home their “home” over the years, and the demand for the Home’s unique services has never been greater than now. As all three facilities continuously strive to meet daily challenges and maintain compliance with changing regulatory demands, Ararat Home remains a leader in the industry for the outstanding care provided to residents. In an effort to meet the growing demands for various levels of long-term care, the Home has been focusing on expanding its services to a greater number of community members. Admissions to the Assisted Living Facility’s new wing have meant that more individuals have found dignified care from compassionate staff. And, plans have begun for a campus extension on the newly acquired property with the goal of building a Continuing Care Retirement Center to offer unparalleled

residential support and services at every level of care. In addition to resident care services, Ararat Home continues to promote Armenian culture and heritage, especially through Ararat-Eskijian Museum, which serves as a resource center for students, scholars and the community. He concluded by acknowledging the visionaries who established Ararat Home so many decades ago and the generous support of the community that has helped Ararat Home blossom. He thanked the Board of Trustees, the volunteers, and the community of supporters for their tireless efforts and dedication to the Home's mission, and he expressed appreciation for the commitment of the Home's leadership team and the devotion of its staff to that mission.

2. Administrator of Ararat Assisted Living Facility

Administrator Rita Noravian explained that each day at the facility starts with an upbeat program for individuals of varying abilities. Throughout the day, all life-enriching activities are focused on encouraging laughter, expressing creativity, and creating meaningful relationships for residents. The facility provides care for those who need assistance with activities of daily living, such as bathing, dressing, grooming, housekeeping, laundry, as well as management of medication and health care visits. She expressed pride in the commitment of her staff to providing excellent care to residents. Numerous letters expressing appreciation have been received from residents' families. The annual survey in 2018 by the Department of Social Services yielded zero-deficiencies for the 14th consecutive year. The annual survey by the Department of Public Health also yielded zero-deficiencies. The facility was found to be 100% compliant in all areas of medication management, and all staff education and in-service trainings were successfully completed as required. Residents had 20 field trips/outings and 24 scheduled visits by community organizations and Armenian schools. While 48 new residents were admitted, 28 were discharged to skilled nursing facilities, with a few transferring to Ararat Nursing Facility. Of the 100 residents at the facility, 66 are female and 34 are male; two are over the age of 100, 44 are between the ages of 90 and 99, 45 are between 80 and 89, and nine are 70 to 79. The top five chronic conditions among residents are hypertension, arthritis, depression, diabetes and COPD. She concluded by thanking the ALF management and staff for making a difference in residents' lives with their talents, skills and compassion. She also expressed appreciation to the volunteers and members of the supporting organizations, who work to bring joy to the residents, and to the Board of Trustees and COO Ghookasian for their dedication to the Home's success.

3. Administrator of Ararat Convalescent Hospital

Administrator Varsenik Keshishyan described the facility's home-like environment, where staff members take pride in caring for Armenian elders. One employee has been at the facility for 37 years, and another is retiring after 33 years of service. Of the 42 residents, approximately 50% are over the age of 90, with the oldest being 105. About 85% have a diagnosis of dementia. As such, the facility's services are tailored to meet the unique needs of these residents. The activity program includes morning Armenian coffee social hour, music therapy, such as rock music dancercise and sing-alongs of favorite Armenian folk songs, chair yoga for relaxation, cooking classes, birthday parties, and more. Additionally, the "Activity Corner", which is filled with games, dominoes, cards and other engaging items, is always available. Visits by students from Armenian schools, clergy and entertainers are regularly scheduled. 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 resulting in commendation from the district supervisor for the facility's good efforts. The facility maintained its 5-star rating, which the top 10% of skilled nursing facilities in California are typically awarded. She concluded by thanking COO Ghookasian as well as the Board of Trustees and Chairman Surmeian for their support and guidance and acknowledged the collaboration and teamwork shown by the entire Ararat Home family.

4. Executive Director/Administrator of Ararat Nursing Facility

COO Ghookasian presented the report on behalf of Administrator Margarita Kechichian. The facility was the recipient of the 2018 American Health Care Association National Quality Silver Award, which was awarded to only four other skilled nursing facilities in California. The annual staffing audit showed the facility to be in 100% compliance. Employee retention has increased, employee injuries have decreased, and employee surveys yielded over 95% “high satisfaction” with the organization. The model of resident-centered care is continuing with expanded ways of creating a home-like experience for residents and an enhanced menu. Clinical outcomes have remained strong, and the facility maintained its 5-star rating. Family surveys yielded high satisfaction in all categories. Over 120 admissions and discharges were completed, with several residents discharged home or to lower levels of care. The facility is staying abreast of regulatory and reimbursement structural changes. The Administrator thanks COO Ghookasian, the Board of Trustees, and the facility’s Medical Director for their leadership and looks forward to another successful year with the help of all supporters.

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 2018 yielded a net cash flow profit of \$2.5 million that, after depreciation of \$1.5 million, resulted in the equivalent of approximately \$1 million of net income.

COMMITTEE REPORTS

1. Annual Picnic

Committee Chair Michael Surmeian reported that the 65th Annual Picnic was a successful and profitable event for the Home. He recognized the committee members and the organizations that assist with various duties, particularly the senior and junior chapters of the LA Triple X Fraternity, the Ladies Auxiliary, Gift Shop, and Ferrahian High School. He also thanked all the event sponsors, especially the William H. Hannon Foundation that donated the grand prize for the raffle. Some of the changes in event management in 2018 included new kids games, new suppliers, more sponsorship solicitations, and more prominent recognition of sponsors on food tray liners. He thanked the Assisted Living Facility’s dietary staff, Executive Secretary Ani Dikranian, COO Ghookasian, and all Ararat Home employees 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 2018 marked the 15th anniversary of Casino Night, which was a successful fundraiser for the Home. The event was well-attended, with past supporters as well as new participants – members of Armenian Professional Society. With some new features, like a professional bar and a special raffle, the atmosphere was fun, and guests enjoyed good food and drink as well as great prizes. The committee intends to continue encouraging Armenian youth to connect with and support the Home. He thanked the event sponsors and donors, and he acknowledged the hard work of the committee members as well as of Executive Secretary Dikranian. With a total income of \$36,300 and total expenses of \$18,100, the event yielded a profit of \$18,200. He invited everyone to attend Casino Night XVI on November 16.

3. Endowment Fund

Chairman Surmeian 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 2018, the Fund has grown to over \$12.7 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 \$1.4 million is available for distribution when needed. With market fluctuations, the current value of the Fund is approximately \$14 million. The Chair acknowledged and thanked the members of the Committee, especially John Yaldezian of Wells Fargo Advisors.

4. Fundraising

Committee Chair Debbie Avedian reported on the success of the gala on August 4th, which celebrated the opening of the Assisted Living Facility's new wing. She thanked the generous sponsors and friends as well as the residents and staff who supported and attended the event. She announced that the committee is working diligently to organize another banquet on May 11th to celebrate the Home's 70th anniversary milestone and reveal the master plan for the new property. She thanked the committee and encouraged everyone to attend.

5. Long-range Planning

Committee Chair Michael Surmeian reported that the completed expansion project of the Assisted Living Facility also included reconfiguration of the parking lot, which added tandem parking and additional spaces. The next project is the development of the new property. Beginning with former Trustee Bob Shamlan and continuing with COO Ghookasian, Ararat Home has always maintained a strong relationship with its neighbors. Due to that relationship, in the summer of 2018, the Home entered into negotiations with two neighbors: Dr. Otto Klinger and Mr. Harold Sturgeon. Dr. Klinger, especially, has been a long-time friend of the Home having hosted the first fundraiser for the current campus at his house. Thanks to the expertise of Steve Hampar, who volunteered his real estate services, the Board completed the transaction of sale in January 2019. While planning is still in its early stages, this second campus will feature two sections: nursing and memory care on the lower campus; and, townhouses and apartments for independent living, along with bistros, a clubhouse and other social venues, on the upper campus. The intention is to make this a resort-living environment for the next generation. He expressed confidence that this project will guarantee the legacy of Ararat Home for many years, and he called on the support of the community which will be very much needed.

ARARAT-ESKIJIAN MUSEUM REPORT

Museum Director Maggie Mangassarian-Goschin explained that, like Ararat Home, the Museum had humble beginnings. The Museum's collection, which began with 200 eclectic pieces, has now grown to over 1,500, including heirlooms, copper and silver works from Historic Armenia, authentic costumes, rugs, etc. The collection of paintings has grown to over 200 with the recent acquisition of works by Armen Massis Bahador. The Museum is currently working on publishing an art book of this new collection, which will be exhibited in a couple of years. The research library, which began with 150 books will grow to over 5,000 by the end of this year with the acquisition of Professor Robert Hewsen's collection. The library is available to scholars and includes rare books as well as sources in nine languages. The Museum's ongoing education program was started to bring the Museum to life.

Thus far, 293 lectures, 12 international conferences, and several exhibitions, documentary screenings and plays have been presented. The number of annual visitors to the Museum has increased to over 1,500, including students from Armenian schools as well as college and university Armenian studies programs. The Museum collaborates with various organizations worldwide, including Nubarian Library in France, the Armenian Genocide Museum-Institute in Armenia, Houshamadyan in Germany, and the National Association for Armenian Studies and Research. Besides the Director, Museum staff include three volunteers and a part-time librarian/archivist. While Ararat-Eskijian Museum is small, the quality and quantity of its collection is strong. She concluded by thanking the Board of Trustees for its support and COO Ghookasian for his guidance.

REPORTS BY SUPPORTING ORGANIZATIONS

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

1. Gift Shop

Volunteer Sylva Minassian presented the report on behalf of Chairlady Sonia Sakajian. The Gift Shop, located in the lobby of the Assisted Living Facility, has 18 volunteers who devote at least one or two days a month to serve the residents. Residents usually stop in on their way to the Dining Room to purchase sundries and snacks or costume jewelry and other accessories for themselves or as gifts; some just stop by to visit with the volunteers. The main source of income is the monthly luncheon boutiques. She presented a contribution of \$11,000 to the Assisted Living Facility for general operations.

2. Ladies Auxiliary

Chairlady Alice Kavaldjian reported that the dedicated volunteers of the Ladies Auxiliary work hard for the benefit of Ararat Home. Given the numerous competing community events, the group now only focuses on organizing the Monthly Tuesday Luncheons, which feature delightful entertainment, and managing the Pastry Booth at the Annual Picnic, for which they bake trays of khadayif and other home-made pastries. The Pastry Booth last year generated \$4,000. The main source of income is the luncheon sponsorships, which are solicited by Maro Ouzounian. She acknowledged the Ladies Auxiliary members, thanked the Assisted Living Facility's Dietary Supervisor Anahit Minassian and staff for preparing the meals, Executive Secretary Dikranian for assistance, Administrator Noravian, and COO Ghookasian for guidance. She presented a contribution of \$85,000 to the Building Fund.

3. Massis Guild

Former Chairlady Lovey Sherman explained that the Guild was founded in 1985 as a support group for the then "Ararat Old Age Home". Now, it is a service and social organization dedicated to raising funds for Ararat Home, which has a stellar reputation for serving the elderly. Guild members, both women and men, come from the communities surrounding Montebello and maintain "love" at the center of their collaborative work. Fundraising efforts have continued with Beeshee Breakfast, Bingo and Salad Bar Luncheon, and Annual Christmas Luncheon and Installation held on the first Sunday of December, which includes a memorial for past members. The major fundraiser of 2018 was a Hawaiian-themed "Party in Paradise". Luncheon Meetings are held on the second Tuesday of every month at Golden Skewer Restaurant and are underwritten by members; attendees enjoy good food, camaraderie and raffle prizes. The energetic and cohesive committee is currently working on the Guild's 2019 major fundraiser, "Fabulous 40's", which will be held in August. She acknowledged the dedication of committee members and thanked the leadership of Ararat Home for being steadfast stewards and working towards the Home's growth. She presented a contribution of \$24,000 to the General Fund.

4. Orange County Guild

Board Liaison Avedian presented the report on behalf of Chairlady Sona Simsarian. Even though the Guild faces challenges of reduced membership and members' increasing age, the group pushes forward. With the addition of one new member in 2018, the 25 members get along well and truly care for each other. Luncheon meetings are held on the third Wednesday of every month, with a Christmas party in December. The year's major fundraiser was held in October at Ruth's Chris Steak House. The Guild sent a contribution of \$8,000 to the General Fund.

5. San Diego Guild

Chairlady Lisa Kradjian was unable to attend and to submit a report. The Guild would not be making a contribution for 2018.

6. Westside Guild

Co-chairlady Tamara Goodrow Buuck presented the report along with Co-chairlady Noralea Poladian Goodrow. She remarked that she is honored to serve as her great-grandfather, one of the founders of the Home, and her grandmother, one of the founders of the Guild, had done. The Guild currently has over 100 paid members, with 20% active participation. She reported a productive year thanks to active members and generous donors. The Installation Luncheon in February at the Wilshire Country Club featured a guest speaker. Game Day in May at the Lakeside Country Club had 75-100 attendees and was another festive event with good fellowship, baked goods, and an auction. The Christmas Luncheon, the major fundraising event, was again very successful, with over 300 attendees, featuring a fashion show, Cook's Corner, silent auction and a raffle. She thanked the committee chairs and all members who work together enthusiastically, and she urged more members to volunteer and for new members to join. The Co-chairladies presented a contribution of \$60,000 to the Home.

ELECTION RESULTS

Secretary Debbie Avedian announced that a quorum had been reached during the presentation of reports, with 53 members in attendance. Chairman Surmeian called for the end of voting and the collection of all outstanding ballots.

Membership and Balloting Committee Chair Gary Kaloostian reported that a total of 207 ballots were received. The majority voted for the entire slate of candidates for seven trustee positions. Votes for the seven nominees ranged from 184 to 194. He congratulated the seven nominees who were all re-elected to three-year terms: Dr. Vatche Bardakjian, Mrs. Nora Hampar, Mr. Gary Kaloostian, Mr. Joseph Kanimian, Mr. Sinan Sinanian, Mr. Michael Surmeian, and Mr. Arthur Zabounian.

ADJOURNMENT

Chairman Surmeian adjourned the meeting at 4:40 p.m., after which a light buffet dinner was served.

Respectfully submitted by Ani Dikranian, Executive Secretary of Ararat Home