

ARARAT HOME OF LOS ANGELES, INC.
MINUTES OF ANNUAL MEMBERSHIP MEETING
Mission Hills, CA ♦ April 16, 2023

An annual meeting of the members of Ararat Home of Los Angeles, Inc. was called on Sunday, April 16, 2023, in Mission Hills, CA, to vote on the election of trustees and other matters that might come before the meeting and to receive the reports of the officers, administrators and affiliated organizations in review of the past year.

VERIFICATION OF QUORUM, INVOCATION AND PLEDGE OF ALLEGIANCE

Board of Trustees Chairman Sinan Sinanian called the meeting to order at 3:05 p.m. He announced that a quorum had been reached with 30 members present and 92 member proxies received.

Trustee Gary Kaloostian delivered the invocation and led the Pledge of Allegiance.

APPROVAL OF AGENDA & MINUTES

A motion to approve the agenda was made, seconded and passed. A motion to approve the minutes of the Annual Membership Meeting of March 27, 2022, was made, seconded and passed.

REPORT BY BOARD CHAIR

Chairman Sinanian welcomed those in attendance and reported on Ararat Home's state of affairs. He noted that while the COVID-19 pandemic had disrupted operations and gatherings like this one, public events at the Home will hopefully resume soon. Ararat Home was certainly impacted by the pandemic but has come out of it relatively unscathed. He thanked Board of Trustees members for their commitment, the Chief Operating Officer for his leadership, and the administrative staff for their dedication and consistent efforts.

Chairman Sinanian reported that the expansion project on the property adjacent to the current campus in Mission Hills is ongoing. The second campus will include independent living, memory care, and skilled nursing care, thus enabling Ararat Home to better serve the needs of the community.

He reported that the Home's other expansion project came to fruition, with the purchase of the senior living community in Glendale, previously known as Windsor. The Home took ownership and operations began there on March 1st under the new name, Ararat Gardens & Ararat Post Acute. The community is located at 1230 East Windsor Road and occupies almost a full city block near Adams Square. It includes 90 independent living units, 50 assisted living units, and 28 skilled nursing beds. He remarked that this is a milestone in Ararat Home's growth in service of the Armenian community.

He concluded that Ararat Home was founded in 1949 to serve the community, and in turn, the community has supported the Home for over 70 years. He expressed gratitude for all past and continued support, without which sustaining and growing the Home's mission of care would not be possible. He thanked all the volunteer members of the Home's supporting organizations for their years of service and dedication to raising funds for Ararat Home.

Chairman Sinanian asked the trustees, who were present at the meeting, to stand and be recognized. He then called for all ballots to be submitted.

REPORTS BY CHIEF OPERATING OFFICER AND ADMINISTRATORS

1. Chief Operating Officer of Ararat Home

COO Ghookasian remarked that, for over seven decades, thousands of Armenian elderly have called Ararat Home their "home", and the demand for the Home's unique services has been growing. The

acquisition of the life plan community in Glendale a month-and-a-half ago increased Ararat Home's capacity as well as presence in the center of the Armenian community. Several more months are needed to complete the transition of operations at Ararat Gardens & Ararat Post Acute. In the meantime, the second campus project is moving forward with the coordinated work of the committee, architects and relevant consultants. The Home continued to face pandemic-related challenges last year, but the operations have remained smooth and are gradually normalizing. COO Ghookasian thanked the Board of Trustees, chaired by Mr. Sinanian, for its devotion and service to the Home's mission, and he expressed deep appreciation to the Home's community of supporters for their dedication in supporting that mission. He recognized and thanked the Home's over 420 employees for their commitment and hard work, and he particularly acknowledged members of the leadership team for their trust and support. He concluded that Ararat Home's success is the result of the collective efforts of staff, trustees, volunteers, and supporters.

2. Administrator of Ararat Assisted Living Facility

Administrator Rita Noravian remarked that the notion, "we are stronger together" is put into practice everyday at Ararat Home. For the past three years, the COVID-19 pandemic has been the primary focus, with periodic case surges within the facility and great efforts by staff to mitigate infection and spread. Staff, residents, family members, and health providers have worked together to ensure the safety of all those who live and work at the facility. Administrator Noravian highlighted notable achievements of the past year: annual state licensing survey and annual county environmental inspection once again resulted in zero deficiencies; 100% compliance in all areas of medication management; completion of all in-service staff education trainings; high employee morale through team building events and celebrations; no staffing shortage or significant turnover; and, renovation of lobby and dining room floors and walls. In 2022, 34 new residents were admitted: four from Ararat Nursing Facility (ANF), one from Ararat Convalescent Hospital, six from other skilled nursing facilities (SNFs), and the remaining from the community. Twenty-three residents were discharged: 11 to ANF and 12 to other SNFs. The facility currently has 85 residents: one is 103 years-old, 33 are 90-99 years-old, 43 are 80-89 years-old, and eight are 70-79 years-old; 58 are female and 27 are male. Ararat Assisted Living Facility's average resident is 85 years-old, is mobile, needs assistance with two or three activities of daily living, and is diagnosed with two to three of the top chronic conditions prevalent in the general population: hypertension, dementia, heart disease, depression, chronic obstructive pulmonary disease, diabetes, and osteoporosis. Residents are entertained with a variety of activities by two talented staff members: daily exercises, weekly shopping trips, holiday and birthday celebrations, arts and crafts projects, current events discussion groups, Bible study and religious services, and special cultural programs. This year marks the facility's 30th anniversary. Over the past three decades, there have been an abundance of stories to share and countless lives positively impacted. Administrator Noravian concluded that she is proud to celebrate this milestone and is grateful for the residents who choose to live at Ararat Home and the team members who choose to work here. She thanked Chairman Sinanian and the Board of Trustees for their contributions and COO Ghookasian for his continued support.

3. Executive Director/Administrator of Ararat Nursing Facility

COO Ghookasian presented Executive Director Margarita Kechichian's report on her behalf. Ararat Nursing Facility was ranked the top nursing home in California by *Newsweek* magazine for the second consecutive year. The facility was featured in a regional Emmy-award winning documentary, "Closed Doors, Open Hearts," about the effects of the COVID-19 pandemic on long-term care facilities. Pandemic-related challenges continue, but life at the facility is returning to normal, with activities, candlelight luncheons and in-person visits. Resident and family satisfaction remains high. Management continues to implement operational improvements, like enhanced emergency

preparedness and improved communication with families and staff. The facility applied for and received Worker Retention Payments, a pandemic-related bonus from the State issued to healthcare workers in nursing homes and hospitals. She concluded by thanking COO Ghookasian, Chairman Sinanian and the Board of Trustees, and the community, expressing pride in representing the Armenian community in the long-term care industry.

4. Administrator of Ararat Convalescent Hospital

COO Ghookasian presented Administrator Christine Karapetian's report on her behalf. The Convalescent Hospital maintains a warm, home-like environment. A variety of life enrichment programs are conducted for individual and group settings according to residents' interests and needs: art-inspired activities, cultural education, brain games, trivia, laughter yoga, sunshine therapy, crochet, and music therapy, along with monthly scheduled entertainment and candlelight dinners. The licensed nurses are all IV-certified, most are CDC-certified Infection Preventionists, and two recently completed the county Public Health Department's nine-month long infection control program. The facility remains up-to-date on all federal, state, and county regulations and requirements and successfully passed the annual state health and life safety surveys, along with zero-deficiency infection control audits, and retention of the kitchen's "A" rating. She concluded by thanking COO Ghookasian, Chairman Sinanian and the Board of Trustees.

5. Introduction of Ararat Gardens & Ararat Post Acute

COO Ghookasian reported that Ararat Home began operations at the newly acquired community on March 1st and expressed that the opportunity to provide the Ararat Home brand of care in Glendale is a source of collective pride. It is a life plan community offering all three levels of care and is almost 90% occupied. He expressed gratitude that the community's previous owner, HumanGood, entrusted Ararat Home to be the next operator, and he thanked the Board of Trustees, particularly Treasurer Mike Surmeian, Chairman Sinanian, and First Vice Chairman Joseph Kanimian, for their hours of work and collaboration as well as their dedication and support. He remarked that the community has a warm, friendly culture and beautifully landscaped grounds. Certain improvements will be made in the coming months to raise the standards to that of the other Ararat Home facilities. He invited members to visit and tour the facility in the near future.

REPORT BY TREASURER

COO Ghookasian presented Treasurer Surmeian's report on his behalf. The Home's accounting records and financial statements were audited by a third-party, independent certified public accounting firm, which has issued a draft report; the final report is expected next week. Operating revenue in 2022 was \$37.8 million, versus \$35.1 million in 2021. However, due to rising expenses, net operating income in 2022 was \$1.1 million versus \$3.7 million in 2021. Expenses in 2022 were almost \$4 million higher than the previous year, mostly due to the increased cost of labor in the health care industry as well as increased cost of supplies and insurance premiums. In 2022, total expenses were almost \$29 million for Ararat Nursing Facility, \$4.5 million for Ararat Convalescent Hospital, \$4.8 million for Ararat Assisted Living Facility, and approximately \$500,000 for the corporation. About 90% of residents are on some form of government subsidized program, so revenue remains somewhat constant as expenses grow. The Home needs community support to close that gap and enable the Administration to continue providing the best quality care to residents. That support also enables the Home to expand services, like the recent acquisition of Ararat Gardens & Post Acute and the development of the second campus project.

In answer to inquiries, COO Ghookasian explained that Ararat Home receives fee-for-service reimbursements from Medicare and Medi-Cal and that corporate expenses relate to management, general fund and fundraising expenses.

ENDOWMENT FUND REPORT

COO Ghookasian presented Treasurer Surmeian's report on the status of the Endowment Fund. The Fund was started in 1997 with \$346,000 and has grown to \$19.8 million at the end of 2022, thanks to additional contributions from supporters and, in large part, to appreciation of the assets. The principal is maintained permanently in the Fund, with a balanced portfolio of stock and bond mutual funds. Only income earned from interest and dividends is available to be distributed to the Home as a supplemental source of income. The purpose of the Endowment Fund Committee is to manage the assets of the Fund, with the objective of generating both income and growth. The committee usually meets at the end of each calendar quarter and as needed.

Earnings of over \$1.8 million have been disbursed to the Home since the Fund's inception, with another \$2.6 million available to be disbursed when needed; in the meantime, those earnings remain in the Fund to accrue interest. The Fund follows the Dow Jones average, which fell in 2022. The Fund's current value is approximately \$17.5 million. Returns in 2019, 2020 and 2021 were 20.8%, 12.4% and 14%, respectively. In conclusion, Treasurer Surmeian thanked John Yaldezian of Wells Fargo Advisors for his dedication and expertise in helping the committee achieve its investment objectives.

ARARAT-ESKIJIAN MUSEUM REPORT

Director Maggie Mangassarian Goschin reported that the monthly lecture series, which was begun in 2002 to bring life to the Museum, has organized over 370 events, conferences, exhibitions and more. The Museum received significant recognition last year with an article in the New York Times highlighting it and three others from over 650 museums that Todd Lerew, the director of special projects at the Los Angeles Public Library, has visited in the past eight years as part of an effort to chronicle the less visible yet important network of smaller museums, which reflect the ethnic, cultural and historical diversity of Southern California. The same article appeared in the LA Times several days later. The exposure led to increased social media activity, inquiries and visits to the Museum.

Most Museum events continued to be held virtually in 2022 and in collaboration with other organizations: UCLA Fowler Museum, UCLA Narekatsi Chair, Promise Institute of UCLA, Getty Museum Manuscript Department, National Association for Armenian Studies and Research, and the Eastern Diocese. A very successful, hybrid, two-day conference, "1860 Gesaria (Kayseri) to Los Angeles 2022: Mapping Culture and Sharing Stories", along with a month-long exhibition was organized in February, which was attended by a large in-person crowd, including over 300 Armenian school students, and 1,800 participants on Zoom.

The Museum has reached maximum capacity for displaying and storing its collection and libraries, so new acquisitions are now made very selectively.

Following approval by the Board of Trustees and by the membership at the last annual meeting for the Museum to remain under the umbrella of Ararat Home but operate independently, the Museum filed for its own non-profit status under its new name, Ararat-Eskijian Museum and Research Center.

Director Goschin concluded by thanking the Armenian Allied Arts Association for the \$38,000 grant it gave to the Museum upon its dissolution. She also thanked COO Ghookasian for his support, Executive Secretary Ani Dikranian, and the Board of Trustees.

Chairman Sinanian expressed collective gratitude to Director Goschin for her immense dedication and hard work in growing and furthering the Museum's scope, reach and status.

REPORTS BY SUPPORTING ORGANIZATIONS

Board Liaison Debbie Avedian thanked all members of Ararat Home's supporting organizations for their devotion and loyalty to the Home, their dependability, and their creative and resourceful fundraising ideas, with the ultimate goal of raising money for the Home.

1. Massis Guild

Board Liaison Avedian presented the report on behalf of Chairlady Susie Makarian-Pena. The Guild's 2022 fundraising event was a huge success, and the Guild hopes to continue that trend for events planned this year, especially the main fundraiser in October. She thanked Guild members for their generosity and Guild Board members for their hard work. The Guild's contribution for 2022 was \$30,000 to the General Fund.

2. Orange County Guild

Board Liaison Avedian presented the report on behalf of Chairlady Sona Simsarian. The Guild is a very cohesive group and holds lunch meetings at Marie Callender's the third Wednesday of every month. The Guild's main fundraising event in 2022 was very successful, and this year's is planned for September. The Guild's contribution for 2022 was \$7,000 to the General Fund.

3. Westside Guild

Co-chairladies Tamara Goodrow Buuck and Noralea Poladian Goodrow presented the report. Co-chairlady Goodrow remarked about the pleasure of giving one's time to a cause in which one believes; with her grandfather being one of the founders of Ararat Home and with her granddaughter in attendance today, five generations of her family have now been involved in the Home. She commented that it is a privilege working with the Guild Board members, who are committed, passionate and creative. She invited new members to join the group. She thanked COO Ghookasian for attending the Guild's Annual Christmas Luncheon, where his presentation about the Home was so well-received. Co-chairlady Goodrow announced the Guild's events for this year: Game Day on May 9th and the Annual Christmas Luncheon on December 9th. The co-chairladies presented the Guild's contribution for 2022 of \$30,000, the second installment towards the \$100,000 pledge to the Building Fund.

ELECTION RESULTS

Trustee Nadya Verabian and Executive Secretary Ani Dikranian announced the results of the election of trustees. Members voted in-person and by proxy for eight candidates to fill seven open seats for a three-year term. The total number of ballots received was 122. The following seven nominees were elected: Debbie Avedian, Shahe Boyadjian, Maggie Mangassarian-Goschin, Ron Nazeley, Joseph Ouzounian, Kohar Mardirossian Pelter, and Vahe Vartanian. Chairman Sinanian congratulated them.

ADJOURNMENT

Chairman Sinanian thanked members for attending and adjourned the meeting at 4:00 p.m.

Respectfully submitted by Ani Dikranian, Executive Secretary of Ararat Home