



# RIVER GARDEN

SENIOR SERVICES

2012 ANNUAL REPORT



# TOGETHER



SIX-TIME RECIPIENT OF THE PRESTIGIOUS  
**GOVERNOR'S GOLD SEAL AWARD**  
FOR EXCELLENCE IN LONG-TERM CARE





# RIVER GARDEN

SENIOR SERVICES

Hebrew Home · Wolfson Health & Aging Center



## OUR MISSION

**TO PROVIDE** a wide range of quality, cost effective elder care services in residential, outpatient, and community based settings.

**TO CREATE** a comfortable, caring, and dignified home for the frail elderly serving both rich and poor with excellence.

**TO SERVE** people of all faiths, while maintaining an environment supportive of Jewish identity and informed by Jewish values.

**TO ACT** as a valuable educational resource in elder care for the entire community.



# TOGETHER

A Successful Campaign

## Capital Campaign Raises \$7.5 million

On March 17, 2013, River Garden will close a two-year Capital Campaign, *Building Our Future...Together*. The campaign was spearheaded by Honorary Chairs David and Linda Stein, who made a lead gift of \$1 million. Chairs Susan DuBow and Sandy Zimmerman led a team of lay leaders and professionals that raised more than \$7.5 million by the end of 2012. Their efforts exceeded the \$7 million goal set in 2010. The success of the campaign affords River Garden the opportunity to refurbish the skilled nursing facility and to grow The Therapy Center, Home Health Care, Adult Day Care Program, and many other out-patient services. Thank you to the River Garden leadership, volunteers, community members, and families of residents who ensured the success of the campaign. Our donor wall recognizing the many individuals who have made possible this extraordinary campaign will be located in our lobby. Please come and visit the "new" River Garden.





# LETTERS

From Leadership

## Ron Elinoff

President, River Garden Senior Services

I have been blessed to be president of River Garden Senior Services at a time when so many wonderful things have and will transpire. I am the lay leader of an agency that has outstanding professionals—it makes my job easy. I will match our administrative staff with any agency. Marty Goetz, Betty Sorna, Jim Richman, Carol Thomas and Kathy Osterer are second to none. The Senior Services Board is composed of talented volunteers who give so much of their skills and time. I want to especially thank Don Romo who served as president of The Coves and will be continuing on the Board.

Our clinic is now staffed with excellent physicians and nurse practitioners from Baptist Health System. We look forward to expanding services through this partnership. More information will be coming in the near future.

The renovations at The Coves and the Home are nearly completed. Everything is so bright and cheerful. Please come by and see the outstanding work the Stellar Group and our own staff, under the supervision of Micah Barth, have created. This project would not

have been possible without the fundraising efforts of our Foundation under the leadership of Kathy Osterer. I want to thank Linda and David Stein, Susan DuBow and Sandy Zimmerman. At a time when the economy is struggling, their hard work allowed us to surpass our goal.

Thanks to the caring of 350-plus employees and volunteers, we proudly accepted our sixth Gold Seal Award for Excellence in Long-Term Care on August 28, 2012. It is a remarkable achievement that can only be accomplished by a team effort. Our mission continues to drive us, regardless of Gold Seal awards.

I look forward to continuing to serve as president of River Garden Senior Services. Thank you for giving me the opportunity to *kvell*.

## Mark Lodinger

President, River Garden Hebrew Home

For the past two years, it has been my privilege to serve as president of the River Garden Hebrew Home. We are proud to be known as one of the best nursing and rehab facilities in northeast Florida with a loving, caring environment that honors our frail and elderly.

This year, we once again had an outstanding survey from the Florida Agency for Healthcare Administration, retained our 5-star rating, and received our sixth Governor's Gold Seal Award for Excellence in Long-Term Care. This does not happen by itself. It takes commitment from many. We



are thankful to our dedicated staff, from an outstanding administrative team led by Martin A. Goetz, to our excellent clinical and support staffs. Everyone takes great pride in all that they do at River Garden and we owe a debt of gratitude to all.

This year has brought change and growth to the Home. As we enter 2013, we have seen our out-patient and Adult Day Care programs grow in their new spaces. The renovations and refurbishment of the building are amazing. Every day you can see the changes. We are very proud that our capital campaign, *Building Our Future...Together*, was an outstanding success.



## 2012 SUPPORT

More than 1450 friends made donations to River Garden in 2012. Support from friends, families, and the community allow for the extraordinary growth of the River Garden agency. The astonishing successes of the River Garden Foundation Gala, the River Garden Classic Golf Tournament, and the Giving Benefactors Society continue to increase our community recognition and support.

*Building Our Future...Together*, the most successful capital campaign in River Garden's history, comes to a close on March 17, 2013. The outstanding generosity of individuals, families, friends, businesses and foundations, which makes possible the continuation of our mission affirming proper and loving care of the elderly, enabled us to reach and exceed our \$7 million goal by raising more than \$7.5 million.

Our donors choose from among many avenues to provide support: cash gifts, stocks and securities, assignment of life insurance policies, charitable gift annuities, and bequests. We are a proud partner of Jacksonville's Create a Jewish Legacy program, along with the Jewish Community Foundation of Northeast Florida and other local Jewish agencies. We encourage all of our supporters to consider River Garden in their estate planning.

It is with the deepest gratitude that we thank the following supporters of River Garden and the River Garden Foundation. Thank you for electing to be such an integral component of our Six-Time Gold Seal Community.



## Karen Backilman

President, River Garden Auxiliary

Thanks to the leadership of our Chairs Susan DuBow and Sandy Zimmerman, and Honorary Chairs Linda and David Stein, we met and exceeded our Capital Campaign goal of \$7 million. More than \$7.5 million was raised through the generosity of so many. Special recognition goes to Linda and David Stein, our lead donors. The Therapy Center and Adult Day Care Program has been named The David A. Stein Family Center in honor of David's grandmother, Rose, a founder of the Home. We thank everyone who shares our vision for the future and participated in the campaign.

I look forward to continuing to lead this extraordinary community resource, and thank you for being part of the River Garden Family.

In 2012 the River Garden Auxiliary celebrated its 90th year as an organization. The idea of a home for the aged originated in 1922, with the Ladies Hebrew Sheltering Aid Society. The Auxiliary provides support of the Home through financial contributions and hundreds of volunteer hours.

Last year we donated \$39,000 to River Garden and spent additional funds on the residents for Mother's Day, Father's Day, residents' holiday parties, Anniversary Day, and other special occasions. Fundraising activities include Tombola, River Garden Gift Shop, Quarters Project, Tree of Life and 5th Commandment plaques, Donor Luncheon, and the spring Special Event. All proceeds are used to

1st Place Sports  
5 Sisters Boutique  
A1 Waste Management  
Ms. Carlie Abersold  
Dr. & Mrs. Neil Abramson  
Dr. & Mrs. Scot Ackerman  
A-Coin & Stamp Gallery, Inc.  
Acura of Orange Park  
Ms. Joyce M. Adams  
Dr. & Mrs. Anthony Adelson  
Advance Auto Parts  
Advanced Direct Marketing  
Advanced Disposal Services Jax, LLC  
Adventure Landing  
Aetna, Inc.  
Mr. & Mrs. Dolph Ageloff  
Agency for Healthcare

Ms. Carol Agress  
Ms. Roberta S. Akin  
Mr. Thomas Akra  
Mr. & Mrs. William C. Alexander  
Alhambra Theatre & Dining  
Mr. & Mrs. Michel D. Allen  
Mr. David Alpert  
Mr. & Mrs. Leonard Alterman  
Col. Thomas W. Alton  
Anatolia Grill & Bar  
Mr. & Mrs. Carl H. Anderson  
Comm. & Dr. Allan Andrew  
Anonymous  
Ansbacher Family Foundation  
Anthony's Salon & Spa  
Mr. & Mrs. Larry Appel  
A'Propos Boutique

Ms. Eve Aptheker  
Aqua East Surf Shop  
Aqua Grill  
Mrs. Mary Archuleta  
Ardus Design Group, Inc.  
Argyle Knoxville, LLC  
Mr. & Mrs. Henry Arnold  
Mr. & Mrs. Donald W. Arthur  
Mr. Josh A. Ashby  
Ms. Pam Astor  
Athens Café  
Dr. & Mrs. Mark J. Atkins  
Mr. Richard S. Atkins  
Mr. & Mrs. Gordon J. Aubrecht  
Ms. Estelle M. Austin  
Automated Refreshment Services  
Aveda Institute

Mr. & Mrs. Richard Axelberg  
Bacardi Bottling Corporation  
Mr. & Mrs. Frank Backilman  
Bad Hair Day Salon  
Bahama Breeze  
Dr. & Mrs. Arthur J. Bahme  
Ms. Diana Bailey  
Mr. & Mrs. David Baily  
Mrs. Audrey Baker  
Ms. Susan Baldock  
Bali Cargo Company  
Mr. & Mrs. James A. Ballard  
Bank of America Matching Gifts  
Baptist Health  
Baptist Medical Center  
Baptist Medical Center South  
Bare Escentuals

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Mr. & Mrs. Ben Barnes  
Mr. Dennis Barnes  
Mr. & Mrs. R. David Barnett  
Mr. & Mrs. William Barris  
Ms. Cathy Bartke  
Mr. & Mrs. Ron Baruch  
Rabbi & Mrs. Israel J. Barzak  
Batesville Casket Company  
Ms. Barbara Jane Bath  
Ms. Mary French Bauer  
Dr. & Mrs. Harold Baumgarten  
BB's  
Beach Diner  
Beaches Car Wash  
Beard's Jewelry, Inc.  
Mr. James Beaumont



# LETTERS

From Leadership cont.

benefit the lives of the residents. The Auxiliary sponsors and funds enhancements and improvements that help continue River Garden's excellence.

The Auxiliary is more than a fundraising group. We are proud that, thanks to many volunteers, each new resident receives a handmade lap robe, the Gift Shop is open for residents' shopping needs, we assist at Anniversary Day, and we are always doing

something to make life at River Garden special. Our goal is to provide "Helping Hands and Warm Hearts."

## Don Romo

President, The Coves

In 2012, The Coves completed conversion and expansion of the conference room into a beautiful Clubroom complete with a

big-screen television, computers, library and bar. The Clubroom is open 24-hours a day and can accommodate most social events.

We are in the midst of refurbishing the main dining room and lobby areas. New furniture and fixtures have been ordered and the entire area will take on a more contemporary look.



Beaver Street Fisheries, Inc.  
Beaver Street Foundation, Inc.  
Mr. Eli P. Becker  
Mr. Mayer G. Becker  
Mr. & Mrs. Paul Becker  
Mr. & Mrs. Stuart Beckerman  
Ms. Martha Claire Beckham  
Mr. & Mrs. Berry Lee Beedle  
Ms. Helga I. Behrmann  
Belk at The Avenues  
Belk Salon & Spa  
Ms. Christine S. Bell  
Mr. & Mrs. Morris Bendit  
Mr. & Mrs. Jean I. Benjamin  
Dr. & Mrs. Guy Benrubi  
Ms. Betty B. Benson  
Ms. Ellice Berg

Mr. & Mrs. Alan Berger  
Berglund Interior Design, Inc.  
Mr. & Mrs. Brian D. Berkowitz  
Mr. & Mrs. Neal A. Berkowitz  
Dr. Raymond Berlin  
Berman Brothers, Inc.  
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Ms. Florance W. Berman  
Mr. Edward E. Bernard  
Mr. & Mrs. Richard I. Bernard  
Mr. Scott Bernstein  
Bessolo Design Group  
Ms. Constance J. Best  
Mr. Jack W. Bettman  
Mr. Alan Bialik  
Dr. Burton Bialik  
Mrs. Celia Bialik

Mr. & Mrs. Abe Bielski  
Ms. Jennifer Birst  
Mr. & Mrs. John I. Bishop  
Mr. Calvin H. Bissailon  
Bistro Aix  
BJ's Restaurant & Brewhouse  
Blackfinn American Grille  
Ms. Barbara B. Blackberg  
Blackstone Grille  
Ms. Casonya Blank  
Mr. & Mrs. Sheldon M. Blattner  
Mr. & Mrs. Bruce D. Block  
Bluemercury  
Ms. Tracy Harmon Blumenfeld  
Bob Ham Eyewear  
Mr. & Mrs. David R. Bockel  
Mrs. Traude Bohrman

Bonefish Grill  
Bono's Catering  
Mr. & Mrs. Fred Borakove  
Mr. & Mrs. Leland C. Bordelon  
Mr. & Mrs. Bob Bossen  
Ms. Eda C. Boyles  
Bradford World Renowned Portraiture  
Mr. & Mrs. Ken Braiman  
Mr. & Mrs. Jody Brandenburg  
Ms. Michelle Branly  
Mr. & Mrs. Ronald Brassard  
Bravo-Brio Restaurant Group  
Dr. & Mrs. Kelvin Bray  
Cantor Joel Bressler/Ms. Shirley Waxman  
Mr. & Mrs. Lawrence Brigant  
Dr. & Mrs. Stephen Broadman  
Mr. & Mrs. Ernest N. Brodsky

Mr. & Mrs. Mel Brodsky  
Ms. Gloria Brody  
Mr. & Mrs. Norman I. Brody  
Brooklyn Pizza  
Dr. & Mrs. Solomon G. Brotman  
Ms. Mary Broussard  
Mr. & Mrs. Charles A. Brown  
Mrs. Diane J. Brown  
Mr. Harris Brown  
Ms. Beatrice L. Brumagin  
Brumos Motor Cars, Inc.  
Mr. & Mrs. John C. Bryan  
Mr. & Mrs. Roy C. Bryan  
Bubbie's Beads  
Bubbles Car Wash  
Mr. Bruce S. Bullock  
Mr. Charles S. Burgess



We also obtained a second bus to better serve our members for special events, doctor appointments and other outings. In the coming year we plan to install new carpeting throughout the hallways and public areas.

Along with all of our very generous friends and donors, we are very grateful to the River Garden Auxiliary for their steadfast support of everything at River Garden, and are proud to be a beneficiary agency of the Jewish Federation of Jacksonville.



### Veronica Maybury

President, River Garden Foundation

The River Garden Foundation continues its mission to provide financial support for the Home. This year we celebrated the 20th Annual River Garden Gala and the 16th Annual River Garden Classic Golf Tournament. As always, each event exceeded our expectations. These wonderful events not only provided major financial support to the Home but also helped create many new friendships throughout the entire community.

The amazing success of the capital campaign, *Building Our Future...Together*, was the major highlight of the year. More than \$7.5 million was raised to help ensure the future of River Garden for generations to come. We will never be able to adequately express how grateful we are to Honorary Chairs and lead donors Linda and David Stein, and Chairs Susan DuBow and Sandy Zimmerman. These extraordinary people shared our vision from the beginning and set the standard that guaranteed our success.

Without the support of a strong Board, Foundation staff, dedicated volunteers and donors, we would not be able to make these events possible. Our financial success is essential in allowing River Garden to continue delivering such superior service and care to the frail elderly in our community. I am honored to be a part of this organization that so lovingly provides such vital services with the highest degree of excellence.

### Martin A. Goetz

CEO, River Garden Senior Services

This past year has been one of the busiest in memory as we prepare for the coming tsunami of seniors who will, for the foreseeable future, be the fastest growing demographic in the country. In preparation for the new "senior boomers," we have finished a new 10,000 square-foot addition, The David A. Stein Family Center, and a complete refurbishment of the nursing center, made possible by the most successful capital campaign in River Garden's history.

continued next page



Mr. & Mrs. Sherwin Burman  
 Dr. & Mrs. Arthur Burns  
 Mr. Jerry Burroughs  
 Ms. Shirley P. Bush  
 Mr. & Mrs. Howard M. Buss  
 Ms. Charlotte Z. Bustos-Videla  
 Butensky & Cohen Financial Security, Inc.  
 Mr. Daniel Button  
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Casa Marina Hotel & Restaurant  
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 Cason Photography  
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 Mr. & Mrs. Ronald Cherry  
 Mr. George Chriss, Jr.  
 Chubb & Son Federal Insurance Company

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 Ms. Barbara Clingenpeel  
 Mr. & Mrs. Allan Cohen  
 Mr. & Mrs. Craig Cohen  
 Mr. Daniel Cohen/Mr. Lou Matuyza  
 Mr. & Mrs. Danny Cohen  
 Mr. David Cohen  
 Mr. & Mrs. Eric Cohen  
 Mr. & Mrs. Joseph Cohen  
 Mr. & Mrs. Norman Cohen  
 Mr. & Mrs. Perry Cohen  
 Mr. & Mrs. Raymond Cohen  
 Mr. Howard Coker  
 Mr. & Mrs. Jack Coleman  
 Mr. Philip R. Coleman  
 Colsa Corporation  
 Columbia Restaurant

Comedy Zone  
 Community Hospice Foundation  
 Ms. Vicki S. Condo  
 Mr. & Mrs. Chester Brian Cooper  
 Mr. & Mrs. Daniel Cooper  
 Mr. Herman Cooper  
 Copeland's  
 Ms. Patricia C. Cornelisse  
 Ms. Sonia Cortes  
 Mr. & Mrs. Al B. Cory  
 Mr. & Mrs. Art Crafton  
 Ms. Mildred S. Crafton  
 Craig Monroe Photographer  
 Cramer Law Center  
 Mr. & Mrs. Jeff Cramer  
 Ms. Sheila Cravey  
 Ms. Helene Yvonne Cridge

Ms. Laura W. Crooks  
 Crucial Care  
 Cruiser's Grill  
 Ms. Bertha Crump  
 Mrs. Jackie A. Crumpler  
 Cummer Museum  
 Ms. Linda Cunningham  
 Ms. Doris Curcio  
 Ms. Sylvia D. Cuyler  
 Mrs. Irving Cypen  
 D. K. Briery, CPA  
 Mr. & Mrs. Elliot Dackman  
 Mrs. Barry Dacks  
 Mr. John J. Danek  
 Danielle Brehm Photography  
 Darifair Foods, Inc.  
 Mr. & Mrs. Albert J. Datz



# LETTERS

From Leadership cont.

We have also built a new Clubroom at The Coves. These improvements would not have been possible without the friendship and support of a caring community.

River Garden Senior Services is now well positioned to meet the needs of seniors here on our 37-acre Mandarin campus as well as those choosing to remain in their own homes in the community. Our out-patient programs in home health care and adult day care now represent the fastest growing segment

of work we do and that growth will continue into the foreseeable future.

All of us owe an enormous debt of gratitude to our boards and their leadership. We are especially grateful to Ron Elinoff, President of River Garden Senior Services; Mark Lodinger, President of River Garden Hebrew Home; Don Romo, President of The Coves; Veronica Maybury, President of River Garden Foundation; Sheldon Gendzier, President of The Albert Z. Fleet Geriatric Training Center, and Karen

Backlman, President of River Garden Auxiliary, for their dedication and leadership. Our boards have remained steadfast in support of our mission, vision and values, and have done so during a very difficult and trying economy. I'm also grateful to my colleagues on staff for their unwavering commitment to professional excellence and care. With over 85 members of staff having more than 10 years of service, we are rightfully proud to say that River Garden is a good place for residents to live and for staff to work.



Mr. & Mrs. Bernard S. Datz  
Ms. Alice B. Davis  
Ms. Beryl H. Davis  
Drs. Leo & Joanne Davis  
Ms. Margaret Davis  
Ms. Reta S. Davis  
Mr. Richard Davis  
Mr. Robert Davis  
Mr. John Davoli  
DCC Lee Enterprises, Inc./  
Ronald McDonald House  
Mr. & Mrs. James De Arman  
Mr. Michael De Santo  
Ms. Beatrice V. Dean/Ms. Else H. White  
Deercreek Country Club  
Mr. Al Della Porta  
Mr. & Mrs. Moti Demri

Dermatology & Laser Center  
Design Elements of North Florida  
Mr. & Mrs. Harold Diamond  
Mr. & Mrs. Mark Diamond  
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Mr. & Mrs. Hadden M. Dietrich, Jr.  
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Dignity Memorial  
Mrs. Patricia B. DiGregorio  
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Dillard's  
Mr. & Mrs. James Dillon  
Dr. & Mrs. Morton B. Dimenstien  
Mr. Alan Director  
Mr. John Dister  
Mrs. Anita Dittman  
Ms. Anna A. Dittus

Doing Dishes  
Ms. Harriet Dokson  
Ms. Delores Doktor  
Mr. & Mrs. Marc Dollinger  
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Mr. & Mrs. John J. Donnangelo  
Ms. Carol D'Onofrio  
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Donziger Family Trust  
Mr. & Mrs. Dave Dorman  
Mrs. Eleanore Dorman  
Ms. Christine B. Doyle  
Mr. & Mrs. Howard A. Drayson  
Ms. Diane Dreher  
Mrs. Jack Dreher  
Dr. Ernest Drucker  
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DuBow Family Foundation, Inc.  
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Mr. & Mrs. William T. Dunford  
Mrs. Grace R. DuPree  
Mr. & Mrs. John Duss  
Duss, Kenney, Safer, Hampton & Joos, P.A.  
Dwight's Mediterranean Style Bistro  
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Ms. Rita Dziarnowski  
Dr. & Mrs. N. Fred Eaglstein  
Mr. & Mrs. Charles L. Early  
Easton, Sanderson & Co.  
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Dr. & Mrs. Harvey Eber  
Ed Waters & Sons Contracting Co., Inc.  
Mr. & Mrs. Daniel Edelman

Mr. & Mrs. Matthew Edelman  
Mr. & Mrs. Jeffrey R. Edwards  
Mr. & Mrs. Marvin Edwards  
Dr. & Mrs. Barry L. Efron  
Mr. & Mrs. Charles G. Eicher  
Ms. Mindy Einhorn  
Ms. Gloria Einstein/Mr. William Zoske  
Ms. Elizabeth D. Rohan Eisenberg  
Mr. & Mrs. Jack Eisenberg  
Mr. & Mrs. Edward L. Eisenson  
Ms. Stella Eison  
Ms. Jennifer R. Eldon  
Mr. & Mrs. Fred Elefant  
Elegance Alterations & Tailors  
Dr. & Mrs. Ronald Elinoff  
Drs. Lynn & Richard Elinson  
Mr. & Mrs. Michael Elkin



# HIGHLIGHTS

## River Garden Gala

*Imagine...A Walk Through Our Emerald City*, the 20th Annual River Garden Gala, was held November 17 at the World Golf Village Renaissance Resort. Over 500 guests attended the event, which raised more than \$164,000 in support of River Garden and its residents. The event was chaired by Jeanine Rogozinski, and SunTrust Bank served as Premier Gala Sponsor. This extraordinary event will be remembered for years to come. *There is no place like home.*

## River Garden Golf Classic

The 16th Annual River Garden Golf Classic, once again chaired by Mark Lodinger and Michael Price, took place on April 18 at Deerwood Country Club. This great day of golf, in support of The Albert Z. Fleet Geriatric Training Center at River Garden, was proudly sponsored by Janne and Jody Brandenburg and Hardage-Giddens Funeral Homes & Cemeteries. The tournament raised more than \$89,000 for the Center which provides continuing staff education and trains certified nursing assistants.



Mr. & Mrs. Joseph E. Ellovich  
 Ms. Marian Elmore  
 Embassy Suites  
 Mr. & Mrs. Steven Engelhardt  
 Mr. & Mrs. Mark Engelkes  
 Ms. Rita L. Ennis  
 Enterprise Products  
 Enza's Italian Restaurant  
 Espling Jewelers  
 Mr. & Mrs. Neal Esserman  
 Estate of Frank Kahn  
 Mr. & Mrs. Myron J. Ettus  
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 Ms. Beth Exline  
 Mrs. Henrietta L. Fassler  
 Mr. & Mrs. David Fastenberg  
 FCCI Insurance Group

Ms. Suzanne Feeney  
 Mr. Thomas J. Feeney  
 Mr. & Mrs. Louis Feinberg  
 Ms. Jacquelyn B. Felder  
 Dr. & Mrs. Charles Feldstein  
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 Fidelity National Title Group  
 Ms. Ev Filkoff  
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 First Coast Security  
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 of Jacksonville  
 First Watch Daytime Café  
 Mr. Robert Fischer  
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Mr. & Mrs. Myron Flagler  
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 Mr. & Mrs. Michael Fleet  
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 Mr. & Mrs. Steve Foody  
 Ms. Mary Foor  
 For Your Eyes Only Creative Hair  
 Salon & Spa  
 Mr. & Mrs. Alan M. Foreman  
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French Novelty  
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 Fresh Market  
 Mr. & Mrs. Doug Friedman  
 Mr. & Mrs. Gerald A. Friedman  
 Mr. & Mrs. Harry Frisch  
 Ms. Michelle Frisch  
 Mrs. Cecelia Frohman  
 Mr. & Mrs. Melvyn Fruit  
 The Honorable Jerry A. Funk  
 Ms. Elaine Furman  
 Mr. & Mrs. Paul Furman  
 Mr. & Mrs. Robert Gaines  
 Gannett Foundation  
 Mr. & Mrs. Harold L. Garber  
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Mr. Joshua Garland  
 Ms. Maureen Gartland  
 Mr. & Mrs. Winfield A. Gartner, Esq.  
 Mr. & Mrs. Herbert W. Gartner  
 Mr. & Mrs. Steven Gatewood  
 Mr. Sidney J. Gefen  
 Mr. Joel P. Gelb  
 Ms. Bonnie Gelman  
 Mr. & Mrs. Irwin Gendzier  
 Mr. Sheldon Gendzier/Ms. Estelle Kritz  
 General RV  
 Ms. Claire C. Ghelerter  
 Mrs. Irvin Ghelerter  
 Mrs. Lula Gilliam  
 Mr. & Mrs. James Gilstrap  
 Mr. & Mrs. Randall Ginzig  
 Ms. Carole L. Ginzi



# OVERVIEW

## The Coves Independent Living

This year was another year of excitement at The Coves. 2012 began with a bang as we inaugurated the newly completed Clubroom with live entertainment and food. We even brought in a bartender just for this special occasion. The Coves Dining Room and Lobby renovations are set to

begin in early 2013 and the excitement this will bring is highly anticipated by all.

The months have also seen some changes in the population of The Coves. While we are sad to say good-bye to those who have left us, we wish a warm welcome to our new Coves Members who have joined us over the past year. We are thrilled to welcome them to our family and know that everyone will make them feel right at home.

In early December, we were delighted to celebrate the 18th Anniversary of The Coves. Of course, we are looking forward to many more years of laughter, learning and community. To learn more about becoming a member of The Coves, or to schedule a personal tour, please call Margaret Davis, Administrator at 904-886-8935 or visit us at [www.rivergarden.org/coves](http://www.rivergarden.org/coves).



Mr. & Mrs. Sergey Giter  
Gitter Gallery  
Mr. & Mrs. Jules Gittin  
Mr. Andrew Glassman  
Mr. & Mrs. Bruce R. Glassman  
Mr. & Mrs. Mandell Glicksberg  
Mr. & Mrs. Gerald Glickstein  
Mr. & Mrs. Martin R. Glickstein  
Mr. Paul Glickstein  
Mrs. Vicki-lyne Gloger/Mr. Rod Hindman  
Dr. & Mrs. George Glossman  
Mr. & Mrs. Stanley B. Goeckel  
Mrs. Cecile Goetz  
Mr. & Mrs. Martin A. Goetz  
Ms. Betty Goggins  
Mr. Brian Goin

Gold & Diamonds Direct II  
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Dr. & Mrs. Lawrence S. Goldberg  
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Mr. Alan J. Goldman  
Mr. & Mrs. Stephen Goldman  
Ms. Bea Goldsmith  
Mr. & Mrs. Arthur Goldstein  
Mrs. Beverly Goldstein  
Dr. & Mrs. Jeffrey D. Goldstein  
Ms. Ruth Goldstein  
Mr. & Mrs. Stephen Goldstein  
Golf Course Superintendents  
Association of America  
GolfTec

Ms. Jean Goodman  
Rabbi & Mrs. Robert A. Goodman  
Mr. & Mrs. Steven L. Goranson  
Mr. Alan Gordon  
Mrs. Susan R. Gottesmann-Jarzyna  
Ms. Helen Gottlieb  
Mr. & Mrs. Jeffrey Gottlieb  
Mr. & Mrs. Mel Gottlieb  
Ms. Jackie Gould  
Dr. & Mrs. Neill R. Graff-Radford  
Dr. & Mrs. Lloyd Granat  
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Mr. & Mrs. Ira Grann  
Mrs. May Grann  
Ms. Annette Grauer Bernstein  
Mr. Allen R. Gray

Mrs. Diane Greenbaum  
Mrs. Diane Greenbaum/  
Mr. Allen R. Gray  
GrayRobinson Attorneys At Law  
Mr. Abner E. Green, Sr.  
Ms. Irma Grebber  
Ms. Celeste D. Green  
Mr. Mark M. Green  
Mr. & Mrs. Wesley E. Green  
Mr. & Mrs. Benjamin Greenberg  
Dr. & Mrs. Michael M. Greenburg  
Greene Hazel Insurance Group  
Mr. & Mrs. Chip Greene  
Mr. & Mrs. Edward B. Greene  
Mr. & Mrs. Stanley B. Greenfield  
Mr. & Mrs. Edward J. Grenadier

Mr. & Mrs. Garth Gridley  
Mr. Tad Griffin  
Mr. & Mrs. Joseph T. Grippi  
Ms. Doris Gross  
Ms. Marsha Grossman  
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## The Therapy Center

November marked one full year since our move from what is now the renovated pharmacy to the newly constructed Bernard & Alice Selevan Pavilion. The lush canopy views from the picturesque windows remain a popular conversation piece. As you step into the spacious, fully equipped Setzer Family Gymnasium you soon find out why it has been affectionately dubbed "The Happy Place." As residents and out-patients alike work hard to reach their therapeutic goals, sincere smiles and hearty laughter from both clients and therapists are heard throughout the department.

As word-of-mouth spread in the community of our new and improved space, we experienced an increase in our out-patient referrals. We also saw a significant increase in clients, who first came to the facility for short-stay rehabilitation, return to continue therapy on an out-patient basis. The Therapy Center continues to provide individualized treatments, believing that building one-on-one relationships yields greater success in our clients' recovery. We look forward to growing these relationships as we expand our services to include Home Health, Physical, Occupational and Speech Therapy.

Towards the end of 2012, the Department purchased software in order to increase our efficiency in client scheduling and documentation. This will, in turn, allow for increased client interaction and treatment time, as well as improved customer service. To learn more about our wonderful Therapy Department, or to schedule a visit, please call Sheri Samuels, Administrative Assistant at 904-886-8454 or visit us at [www.rivergarden.org/therapycenter](http://www.rivergarden.org/therapycenter)



## Adult Day Care Program

Following the move into our new quarters in The Frisch Family Pavilion, many wonderful changes have taken place in River Garden's Adult Day Care Program. The new much larger space, featuring state-of-the-art planning and technology, has enabled us to increase our client census while continuing to ensure the safety and stimulation of each of our clients.

The new space features a safe wandering path, allowing clients to have the benefit of an outdoor space in which to walk and seating areas to stretch, breathe fresh air, and enjoy the beautiful outdoor Florida weather. The indoor rooms allow us to group our clients according to their functional needs and abilities, and the many windows provide stunning views of the River Garden campus.

A low client-to-staff ratio, with a focus on activities appropriate for clients with diverse needs, is offered each day. Each member of the Adult Day Care staff is trained to encourage, support, and assist clients to participate fully in the daily activities in order to maintain their maximum potential.

## Home Health Care

Our licensed home health agency provides private duty nursing case management to Coves members as well as to individuals residing in the community. For Coves members who require additional assistance, we offer nursing assistants to help with activities of daily living (bathing, dressing, etc.) and to transport clients to doctor appointments, shopping, and social outings. The beauty of the private duty program is that the services are customized for each client. Clients can have as much or as little services as needed in order to maintain their independence and stay in their own homes for as long as possible.

During spring/summer 2013, the home health agency expects to receive its Medicare certification and will be offering skilled nursing, therapy, and aide services to clients in their homes following a stay in River Garden's short-stay rehabilitation unit, as well as to those members of the River Garden family who have had a brief hospital stay or acute illness and whose doctors wish them to have additional skilled services delivered to them in their homes.



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Jacksonville Zoological Gardens  
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# FINANCIAL REVIEW

## RIVER GARDEN SYSTEM

In 2012 River Garden Home provided 63,924 days of care to 620 individuals in one of River Garden's three program settings: Traditional Care, Memory Care and Short-Stay Rehabilitative Care. We also served 39 individuals in our Adult Day Care Program. There were 448 admissions of which 399 were for short-stay rehabilitation and skilled nursing care. Average occupancy was 97%. The Coves operated at 99% occupancy. The River Garden Foundation raised funds to support the system through The River Garden Capital Campaign – *Building Our Future...Together*, and two major events: The Foundation Gala and The River Garden Classic Golf Tournament.

It cost \$19 million for River Garden Home's daily operations, an increase of 3% over 2011. Depreciation, amortization of bond issuance costs, and a state of Florida "Quality Assessment Fee" added \$1.6 million to what are normally considered operating expenses totaling \$20.6 million. In addition there were \$250,000 in capital expenditures and \$562,000 in bond principal payments.

Approximately 68% of our expense went toward employing a full-time equivalent staff of 350 and for contract services.

The Home's Resident Care Services (Home Health Care) program continued to perform well in 2012. The program provides case management and support services to Coves members as well as to individuals continuing to reside in their own homes in the community. At any given time approximately 20 percent of

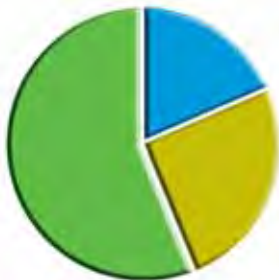
Coves members are enrolled in one of our home health programs. Work continues towards Medicare certification of the Home Health program.

Sources of operating funds included \$19.9 million from service and other operating revenues, \$427,000 from charitable contributions, \$176,000 from an allocation of the Jacksonville Jewish Federation and \$185,000 from River Garden Foundation. The River Garden Foundation also contributed \$89,000 for the training of Certified Nursing Assistants to the Albert Z. Fleet Geriatric Training Center, which is a not-for-profit post-secondary vocational school and separate entity from the River Garden Home as required by the Florida Department of Education.

The River Garden expansion and refurbishment project began in March, 2011, with the new building opening in November, 2011. The River Garden Capital Campaign, *Building Our Future...Together*, reached \$7.5 million in commitment. The campaign is scheduled to close in March 2013.

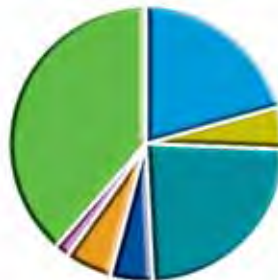
In 2012, available funds including philanthropic income and use of reserves, balanced the budgeted needs of The River Garden Home. The operating expenses of The Coves were met through rental incomes.

System wide it is important to note that charitable and philanthropic support subsidizes the care of the medically indigent, the Medicaid clients who account for over 56% of all resident care given at River Garden.



RESIDENT MIX BASED UPON DAYS

<span style="color: green;">■</span> Medicaid	56%
<span style="color: blue;">■</span> Medicare/Managed Care	19%
<span style="color: yellow;">■</span> Private Pay	25%
	100%



WHERE EACH DOLLAR CAME FROM

<span style="color: green;">■</span> Medicaid	41%
<span style="color: blue;">■</span> Medicare Part A/Managed Care	21%
<span style="color: yellow;">■</span> Medicare Part B	4%
<span style="color: cyan;">■</span> Private Long Term	24%
<span style="color: darkblue;">■</span> Other Operating Income	4%
<span style="color: orange;">■</span> Unrestricted Gifts and Contributions	5%
<span style="color: pink;">■</span> Jewish Federation of Jacksonville	1%
	100%



WHERE EACH DOLLAR WENT

<span style="color: green;">■</span> Payroll-related & Contract Services	68%
<span style="color: blue;">■</span> Drugs & General Supply	10%
<span style="color: yellow;">■</span> Other Operating Expenses	11%
<span style="color: cyan;">■</span> Building Capital and Utilities	5%
<span style="color: darkblue;">■</span> Raw Food	5%
<span style="color: orange;">■</span> Interest	1%
	100%

\*Unaudited Figures

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Curtis Hazel, Vice President  
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## The Coves

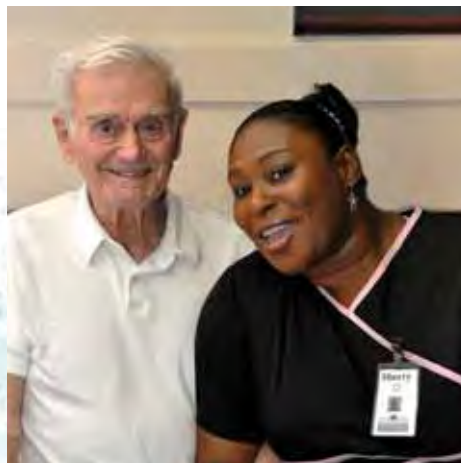
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