# BEYOND 2014 ANNUAL REPORT











### **COMMUNITY SOLUTIONS** TO CARE AND SERVICES



SEVEN-TIME RECIPIENT OF THE PRESTIGIOUS

GOVERNOR'S GOLD SEAL AWARD FOR EXCELLENCE IN LONG-TERM CARE

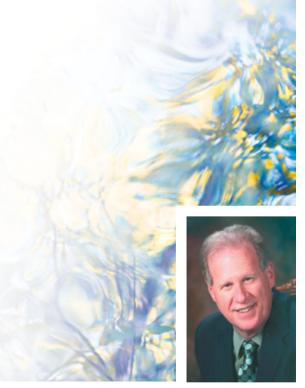












Martin A. Goetz
CEO, River Garden Senior Services

As River Garden completes its 69th year of continuous service to our community, we do so from a position of strength and accomplishment.

Our 37-acre community campus is now home to a wide array of services, all designed to provide care and caring to seniors. And while our inpatient programs are growing, it is our outpatient services that have seen the greatest growth over the past year. From outpatient therapies and geriatric medicine to adult day programs and a Medicare certified home health agency, we continue to expand our presence beyond the walls and into the community, keenly aware that seniors overwhelmingly want to receive care in their own homes.

We're especially proud of our partnership with Baptist Health, which brings high quality clinical professionals onto our campus and makes possible a closely aligned relationship with one of the finest health care systems in the country. With two full-time Baptist Health physicians and a full-time nurse practitioner on our campus, we are able to meet the overwhelming majority of resident medical needs. And I'm especially proud that in 2014 we began offering our own staff access to medical care from the Baptist Health physicians on our campus. This is truly a best practice and model in the field!

This past July River Garden Hebrew Home received its 7th Governor's Gold Seal Award for Excellence in Long-Term Care, making us the only skilled nursing facility in Florida to have been so recognized seven consecutive times, and the only nursing facility in Duval County to ever receive the award. At the same time we were receiving the Governor's Gold Seal, we were inspected by state/federal regulators and for the third year in a row had no clinical deficiencies. River Garden Hebrew Home remains a Five-Star rated facility by both state and federal regulators.

## "Sixty-nine years later, River Garden is a seamless care community offering high quality programs and services to seniors."

We've also completed our first year in a strategic relationship with RehabCare, one of the nation's leading providers of physical, occupational and speech therapies. Our alignment with RehabCare brings new technology along with additional resources to our inpatient and outpatient programs, and it's been a very good fit for us.

Marsha Pollock is completing her first year as president of River Garden Hebrew Home. A Jacksonville native, Marsha has led virtually every major Jewish organization in Jacksonville, and we are grateful to her for now leading our skilled nursing facility.

Dr. Ron Elinoff continues for another year as president of River Garden Senior Services, Lois Schlesinger continues as president of The Coves at River Garden, and Sheldon Gendzier continues as president of The Albert Z. Fleet Geriatric Training Center. Veronica Maybury completes her term as president of The River Garden Foundation and we thank her for her extraordinary service to our community.

Our annual Foundation Gala, the "River Garden of Eden," was chaired by Debbie and Jeff Parker and raised a record \$242,778 in support of the Home. The gala was attended by over 600 guests and included the first ever "after-party." And our annual golf tournament, chaired by Mark Lodinger and Michael Price, raised \$75,126. The funds support The Albert Z. Fleet Geriatric Training Center, which trains students to become high-quality certified nursing assistants.

The Jacksonville Jewish community is actively engaged in developing Endowment and Planned Giving. The future of our agency depends upon active philanthropy. And so if you have not already considered River Garden and/or other Jewish causes I urge you to give it careful consideration. All of our Jewish communal agencies are worthy of your financial support. If not you, then who?

I hope you enjoy your copy of our 2014 annual report. We look forward to welcoming you to our campus.

## THE WALLS LETTERS FROM LEADERSHIP



#### **Ron Elinoff**

Senior Services Board President

The past year has seen us receive the Governor's Gold Seal Award for Excellence in Long-Term Care for an unprecedented seventh time. It has also seen us restructure our organization — The Coves at River Garden is now a separate entity under the outstanding leadership of Lois Schlesinger as its first president.

We continue to be the brightest spot in the

world of senior services, in no small part due to our outstanding leadership under Marty Goetz, Jim Richman, Betty Sorna and Carol Thomas and Kathy Osterer. They lead by example, and it is apparent daily. As we walk through our facilities we see 400 + employees who follow their example. We could not be who we are without their involvement in providing the loving care to our residents, clients, families and guests.

A special thank you to Fred Tromberg and Herman Paul who give so much of themselves to our River Garden family.



#### **Marsha Pollock**

**Home Board President** 

Sixty-nine years have passed and River Garden remains a strong and vibrant Jewish Community asset.

Our diversified board and our long-range planning committees are working to prepare us for any changes in care the future may bring.

The partnerships with Baptist Health and the Veterans Administration are an asset and continue to expand. Electronic records

are integrated into our patient care. We have completed refurbishment of our resident rooms and we will soon be updating the Baker Deli Café. Reaching Beyond the Walls, our Home Health Care (now Medicare approved) and Adult Day Care programs are both growing areas. The Jewish Life area is especially active as we provide Friday evening and Shabbat morning services and the community, as always, is included and encouraged to participate. The Holiday and Jewish Programming activities are thriving.

I am proud to serve as the Board President and look forward to River Garden continuing its Gold Seal Service for our Seniors.



#### **Lois Schlesinger**

**Coves Board President** 

The Coves celebrated 20 years of service to the community in 2014. It continues to provide outstanding independent living.

We are in the process of updating the apartments with all the latest appliances and counter tops in the kitchens, and new countertops and other updates in the bathrooms. Our studio apartments have been renovated and provide a place for

visiting out of town family and friends at no charge.

As you walk through the doors and in the halls, there are always friendly smiles to greet you. We take pride in the warm environment created by caring individuals, both staff and residents themselves.

Visitors are always welcome!



#### **Veronica Maybury**

Foundation Board President

The River Garden Foundation mission is to provide financial support for the Home. This year we celebrated the 22nd Annual River Garden Gala and the 18th Classic Golf Tournament. These wonderful events not only provided major financial support to the Home but also helped create many new friendships throughout the entire community.

Thank you to Gala chairs Debbie and Jeff Parker for creating a fabulous evening, and raising a record setting \$242,778. Special thanks to Premier Gala Sponsor SunTrust. Once again our amazing golf chairs Mark Lodinger and Michael Price and Title Sponsor Hardage-Giddens Funeral Homes and Cremation Services did a superb job of raising \$75,126 to support our Albert Z. Fleet Geriatric Training Center. Without the support of a strong Board, Foundation staff, dedicated volunteers and donors, we would not be able to make these events possible.

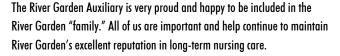
As I look back on my three years as President of the Foundation board, I

feel honored to have worked with so many wonderful people that now have become family and to be a part of an organization that so lovingly provides such vital services with the highest degree of excellence.



#### Naomi Lazar

**Auxiliary Board President** 



The mission of the Auxiliary is to provide financial gifts that will enhance the lives of our residents. Auxiliary is comprised entirely of volunteers, and the monies we raise go directly to the River Garden community.

Our fund-raising activities include sales from our beautiful, newly-refurbished gift shop; our elegant, themed Special Event; The Donor Luncheon; plaques and a Tree of Life for recognition and/or memoriam of our loved ones;

Quarters Project; used book sales and, of course, our Tombola raffle.









River Garden is proud to announce that 1,496 friends made donations to the Home in 2014. Outstanding community and family support is one of the reasons for the extraordinary growth at River Garden. The unparalleled success of the annual River Garden Foundation Gala, the annual River Garden Classic Golf Tournament and our annual Giving Benefactors Society has also provided us with a new avenue of donors. The generosity of donors, individuals, families, businesses and foundations make possible the fulfillment of the mission that affirms proper, loving care for older people our priority.

Our donors choose many avenues for giving. They give through outright cash gifts, stocks and securities, assignment of life insurance, charitable gift annuities and through bequests. We are proud to partner with the Jewish Community Foundation of Northeast Florida and other local Jewish agencies in the Create a Jewish Legacy program and encourage all our donors to consider us as well as any other Jewish agency in Jacksonville when considering estate planning. River Garden is thankful for all our giving friends.

We thank the following 2014 donors to River Garden/Wolfson Health & Aging Center and to the River Garden Foundation with deepest gratitude. Thank you for choosing to be a part of our 'Gold Seal Community.'

4 Rivers Smokehouse A Night For Heroes Council Ms. Carlie Abersold Mr. & Mrs. Joseph A. Abisch





### BEYOND THE WALLS HEBREW HOME

River Garden Hebrew Home is a not-for-profit, non-sectarian, 180 bed skilled care nursing facility offering programs in traditional Long-Term Care, Short-Stay Skilled Nursing and Rehabilitation Care, Alzheimer's/Memory Care, Respite Care and Palliative Care/Hospice.

All care programs include personalized nursing and medical care by our interdisciplinary team; assistance with daily living activities; stimulating social, cultural and recreational activities and programs to strengthen functional abilities.

#### **RIVER GARDEN ALSO OFFERS:**

- Full-time physicians
- Physical, occupational and speech-language therapists
- Geriatric nurse practitioner
- Registered and licensed practical nurses
- Certified nursing assistants
- Registered dietitians
- Pharmacists
- Social workers
- Activity therapists

- On-site medical clinic
- On-site pharmacy
- On-site beauty salon/barber shop
- Gift shop
- Chapel and services
- Closed circuit TV station broadcasting activities, and items of special interest
- Baker Deli
- Wireless internet throughout campus

River Garden serves individuals from a wide variety of religious and ethnic backgrounds, and nearly 80 percent of resident rooms are private.

River Garden is certified as a Medicare/Medicaid provider and is licensed as a skilled nursing facility by the state of Florida.

#### REHABILITATION

River Garden Rehab provides unique programs with a distinctive level of personalized care. Offering inpatient, outpatient and home health services, our team of physical, occupational and speech therapists have specialized training and are diverse in knowledge. We take a 1-on-1 approach with the client in order to develop individualized programs to produce measurable results.

Our programs reach beyond basic rehabilitation. We utilize a comprehensive evidence-based approach, incorporating current assessment and treatment options to serve the clinically complex client.

#### INDIVIDUAL APPOINTMENTS WITH A SKILLED, LICENSED THERAPIST

1-on-1 appointments, which give you the opportunity to build a relationship with your therapist.

#### DEVELOPMENT OF PERSONALIZED TREATMENT PLANS

Assessment and treatment focusing on quality of movement for individuals with complex medical conditions.

#### PROGRESSIVE TREATMENT APPROACHES

Our therapists are highly skilled, and fully licensed and certified in their professional disciplines.

#### A RELAXED, ENJOYABLE ATMOSPHERE

Have fun achieving your rehab goals in coordination with your physician!



#### ADULT DAY CARE

The Adult Day Care Program at River Garden provides support for older adults in the community who are able to live at home but may require health monitoring, socialization and nutritional guidance in a secure setting during daytime hours, while at the same time providing peace of mind for their caregivers.



Providing a safe, secure and gracious state-of-the-art environment. Caregivers will feel at ease knowing their loved ones are being well cared for.

We provide a secure and supportive environment through a comprehensive program enhancing self esteem and promoting mental and physical wellness in our 5,000-square-foot dedicated center.

Our program provides a safe, secure and gracious state-of-the-art environment. Caregivers will feel at ease knowing their loved ones are being well cared for while interacting with peers in a stimulating and therapeutic environment.

The Adult Day Care program is open Monday through Friday, from 7:00 a.m. — 6:00 p.m. to meet the needs of caregivers who work full time or who need some extra time for other daily activities.

Clients enrolled in our Adult Day Care program receive priority access to the entire River Garden system of services.







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## THE WALLS HOME HEALTH CARE

River Garden's Home Health Care agency is licensed by the state of Florida and certified for Medicare. Our program provides a continuum of care and services on a fee-for-service basis. The goal of our Home Health Care program is to enable seniors to remain at home and receive supportive care for as long as possible.

Studies have long shown that seniors do much better when quality care is received in the comfort of their own homes. River Garden's Home Health Care Agency has offered these services since 1999. Our program is staffed by nursing and therapy professionals with years of training and service.

#### ask youself:

#### DO YOU OR A LOVED ONE...

- ...need a registered nurse to coordinate your medical needs or keep medical issues stable?
- ...require a nursing assistant to give you some extra help?
- ...have an impending surgery and may need care once you are home?





#### RIVER GARDEN FOUNDATION

The River Garden Foundation is a philanthropic organization established to provide financial support to the not-for-profit River Garden system of senior services, and hosts a Gala in the fall and a Golf Classic in the spring annually. The Foundation raises approximately \$1.3 million annually to help subsidize the daily care of our residents while securing our future by growing our endowment and planned giving program. River

Garden's GUARDIANS OF TOMORROW program was created over 25 years ago to recognize individuals and families who have identified River Garden Hebrew Home as a beneficiary in either a planned or estate gift. River Garden is proud to partner with the Jewish Community Foundation of Northeast Florida in the Create a Jewish Legacy program.



#### THE COVES at RIVER GARDEN

The Coves is an independent living retirement community for seniors age 62 and older. At The Coves you will find 80 gracious one-and two-bedroom garden apartment residences, with superior amenities including fine dining and clubhouse living.

Nestled on the sprawling 37-acre River Garden campus, members of The Coves enjoy a lovely environment that offers elegant comfort, security and low-maintenance yet affordable senior living. With access to superior amenities and services, you will enjoy the lifestyle you deserve at a price you can afford.









#### WITH DEEPEST APPRECIATION

Thank you to the River Garden Auxiliary, the Ruby Diamond Foundation of Tallahassee, and the Weinberg Foundation for their continued loyalty and support. River Garden is proud to be a Beneficiary Agency of the Jewish Federation of Jacksonville.

#### THERE ARE MANY WAYS YOU CAN HELP:

- Honoree and memorial tributes
- Benefactors annual giving program
- **Caring Partners**
- Yahrzeit plaques
- Gala / Golf Classic sponsorships
- Area and name dedications \$10,000 and higher
- Endowment fund
- **Planned Giving**
- Legacy gifts



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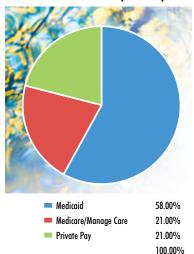
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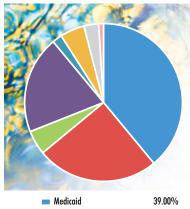
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#### Resident Mix Based Upon Days



#### Where Each Dollar Came From

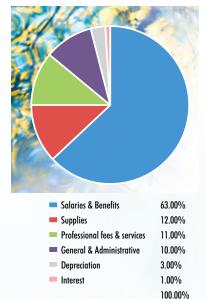




1.00% 100.00%

#### Where Each Dollar Went

Jacksonville Federation



#### FINANCIAL REVIEW

In 2014 River Garden Home provided 62,297 days of care to 587 individuals in one of River Garden's three program settings: Traditional Care, Memory Care and Short-Stay Rehabilitative Care. We also served 32 individuals in our Adult Day Care Program. There were 370 admissions of which 356 were for short-stay rehabilitation and skilled nursing care. Average occupancy was 95%. The Coves operated at 99% occupancy. The River Garden Foundation raised funds to support the system through two major events: The Foundation Gala and The River Garden Classic Golf Tournament.

It cost \$20.5 million for River Garden Home's daily operations, an increase of 6% over 2013.

Depreciation, amortization of bond issuance costs, and a state of Florida "Quality Assessment Fee" added \$2.0 million to what are normally considered operating expenses totaling \$22.5 million. In addition there were \$800,000 in capital expenditures and \$638,000 in bond principal payments.

Approximately 63% of our expense went toward employing a full-time equivalent staff of 350.

The Home's Home Health Care program continued to perform well in 2014. This was our first year of providing skilled home health services under our Medicare certification to the community. The program also 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.

Sources of operating funds included \$ 22.1 million from service and other operating revenues, \$284,000 from charitable contributions, \$192,000 from an allocation of the Jacksonville Jewish Federation and \$242,000 from River Garden Foundation. The River Garden Foundation also contributed \$75,000 for the training of Certified Nursing Assistants to the Albert Z. Fleet Geriatric Training Center, which is a not-forprofit post-secondary vocational school and separate entity from the River Garden Home as required by the Florida Department of Education.

In 2014, 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 client who account for over 58% of all resident care given at River Garden.



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