

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.

Pictured on the cover: Barbara and Brian Vitsky, Adult Day client

Pictured at left: Toby Ringel, member of The Coves





AGENCY FOR HEALTH CARE ADMINISTRATION A 5-STAR RATED COMMUNITY CENTERS FOR MEDICARE and MEDICAID SERVICES * * * * * *



enduring faith

Lorraine Newman and her daughter, Dale, are so glad to resume their in-person visits. Lorraine, a prior member of The Coves, moved to River Garden earlier this year where she and Dale play mahjong every Friday.



Scan to watch video.

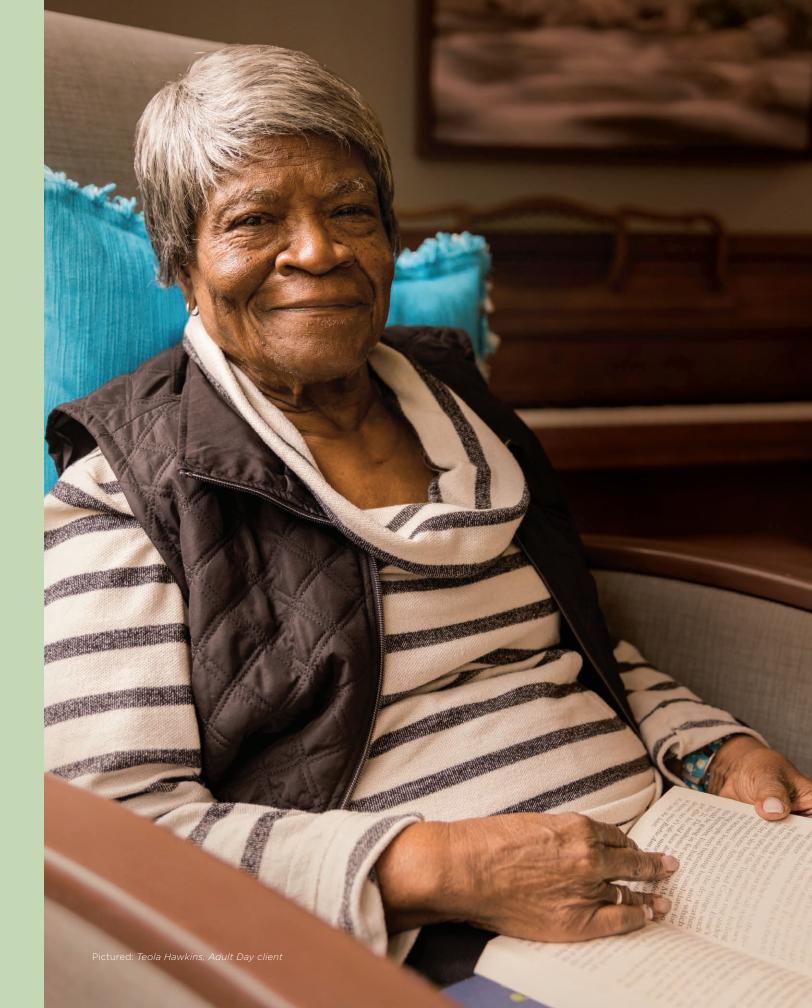




Recent years have taught us that life is fragile, a hug is priceless, and that a virtual visit is good but being together in person is spectacular.

We have become better communicators and embraced technology in ways we only previously imagined. We are stronger, wiser and more appreciative.

If surpassing 75 years of continuous excellence has taught us anything, it's that together we rise. And, with an unwavering commitment to our mission and faith in each other, there is nothing we cannot endure.



a changing landscape

Dear Friends,

As River Garden Senior Services celebrates another year, we are ever mindful of our responsibility to nurture this invaluable Jewish community asset and humbled by your unwavering support.

Although we hoped the COVID-19 pandemic would not extend throughout 2021, we learned to live and thrive under the ever-changing regulatory restrictions thrust upon us to protect our seniors. In January 2021, River Garden residents, members of The Coves and staff received the second dose of the Pfizer vaccine. Because of our high vaccine acceptance, Gov. Ron DeSantis chose our campus to host a press conference promoting the benefits of the COVID-19 vaccine in long term care facilities.

We are grateful to the Jewish Federation and Foundation of Northeast Florida who continued to provide volunteers to shop for members of The Coves through May and who convened virtual community leadership support meetings through October. We opened and closed our COVID unit as needed, and adjusted our personal protective equipment and visitation protocols as community transmission of new virus variants increased and decreased throughout the year. We made COVID-19 vaccination a requirement of employment in October and have achieved 100 percent vaccination of all eligible staff.

River Garden Hebrew Home for the Aged continues to be five-star rated (the highest possible rating) by state and federal regulators. In addition, the Home is accredited by The Joint Commission (TJC) and holds the TJC certification for post-acute care. Once again the Home received top ratings by *U.S. News & World Report* and *Newsweek*, both listing River Garden as among the top nursing facilities in Florida. We are especially proud that River Garden has held the prestigious "*Governor's Gold Seal Award for Excellence in Long Term Care*" every year since the award's inception in 2002.



Pictured (L-R): Dennis Lafer, Mauri Mizrahi, Gloria Einstein, Lawrence Goldberg and Sandy Zimmerman

The COVID-19 pandemic has inspired us to revisit our strategic initiatives. As life begins to return to normal, both on our campus and around the country, we look forward to fully restoring and reimagining our programs and services. On June 12, 2022, a retreat will be held on our campus for the boards of River Garden Senior Services, River Garden Hebrew Home, River Garden Foundation and The Coves. As eldercare evolves and adjusts to the impact of the past two years of disruption, River Garden remains committed to being both flexible and focused on meeting the needs of seniors.

River Garden is now in our 10th year of clinical partnership with Baptist Health, a relationship that brings highly skilled medical care, including a full-time Baptist Health physician, two full-time nurse practitioners, and, most recently, telemedicine through Baptist HealthPlace. We are honored to participate in a Baptist Health pilot program called 'SNF at Home'. This program looks to modernize the role of the skilled nursing facility (SNF) in post-acute care and we are pleased to have a seat at the table to participate in the discussion. We are thankful for this relationship and the opportunities it affords us.

In 2021, our short-stay, post-acute care program operated at approximately 50 percent capacity due to the challenges created by the ongoing pandemic and the healthcare workforce shortage. We are grateful to the River Garden Hebrew Home Board for enabling us to raise our nursing salaries to further attract and retain qualified, talented nursing professionals. Our outpatient therapy services resumed in May 2021 and are growing steadily. The Adult Day Program re-opened in July 2021 and is consistently attracting new clients. Throughout 2021,

Enduring Faith | 2021 Annual Report







our Home Health agency provided nurse case management and private duty services to an average of 25 clients at The Coves.

The Coves at River Garden provides the finest of independent senior housing. In 2021, we welcomed 15 new members to The Coves. We are experiencing an increase in demand as the pandemic subsides and our waiting list for two-bedroom apartments is growing. Members of The Coves enjoy the opportunity to live independently in gracious apartment homes while knowing they have priority access to all the programs and services thoughtfully designed to allow people to age-in-place on the River Garden campus.

In 2021, the River Garden Foundation raised more than \$1.3 million. In place of an in-person gala, Ken and Allison Jacobs successfully chaired the *75 Acts of Caring* initiative which raised \$365,774. On April 28, 2021, the Foundation's annual River Garden Classic, chaired by Tom Harris, celebrated its 25th anniversary and honored Mark Lodinger for his 25 years of service. The tournament benefits educational programs, housed in the Sims Learning Center, to train and validate skills and competencies of the hundreds of staff working on our campus. The Foundation had an incredible year of philanthropic support including new endowments, grants, an art collection donated by Ned and Sue Price, and, of course, the generous naming of our 40-acre campus by David and Linda Stein.

At the 2021 OneJax Humanitarian Awards virtual event, Marty Goetz, our CEO for 17 years and River Garden Champion for 44 years, received the well-deserved Silver Medallion Award. We are so proud of Marty's commitment to and engagement within the community.

In March 2022, Gloria Einstein will complete her fifth year as president of River Garden Senior Services. She will be succeeded by Janis Fleet. During Gloria's presidency, River Garden experienced many successes but none more impactful than the seamless transition of professional leadership. She skillfully led the process guided by River Garden's mission and supported by a dedicated Board. We are deeply grateful for Gloria's leadership.

Dr. Dennis Lafer will also complete his third year as president of The Coves and will be succeeded by Michael Price. During Dr. Lafer's presidency, The Coves celebrated its 27th anniversary and has maintained its reputation as a premier senior independent living facility. Dr. Lawrence Goldberg will continue as president of the River Garden Hebrew Home Board and Sandy Zimmerman will continue as president of the Foundation Board.

In March 2021, Marty Goetz transitioned from CEO to CEO Emeritus, Mauri Mizrahi became Chief Executive Officer and Bobbie Jo Mentz became Chief Operating Officer. In June 2021, Carol Thomas transitioned from Chief Nursing Officer to Risk Manager/Associate Administrator and was succeeded as Director of Nursing by Bernadeth Palompo. In July 2021, after 24 years of service, Dr. Sue Krall retired as the Director of Home and Community-Based Services and was succeeded by Billye Sullivan. In November 2021, after 21 years of service, Margaret Davis retired as the Administrator of The Coves and was succeeded by Sarah Dymond.

We are looking forward to the future when our beautiful 40-acre Mandarin campus will return to a bustling arena of Jewish Life, a place where multiple generations routinely gather and engage each other in an environment supportive of our traditions and values.

We hope you enjoy our 2021 Annual Report. Our future is bright.

With gratitude,

Gloria Einstein | President River Garden Senior Services Lawrence Goldberg, MD | President
River Garden Hebrew Home

Dennis Lafer, MD | President

The Coves at River Garden

Sandy Zimmerman | President
River Garden Foundation

Mauri Mizrahi, LNHA | CEO River Garden Senior Services

Mawin W. Mirrah

moving into a new era



2021 was a year of transition for River Garden Senior Services. In addition to the ascent of new leadership in several key areas, we all rode the wave of policy and regulatory changes as the pandemic continued to shift. While some sense of normalcy has resumed, it's evident that change will be constant, and necessary, as we continue to learn, grow and evolve as a caring community.







SAFE AND THOUGHTFUL RE-OPENING

Some of the first acts of our new leadership were to plan for and preside over the return of many typical campus activities. In late April 2021, weekly bus transportation for members of The Coves resumed; in July, we welcomed new and previous clients back to our Adult Day Program; and in October, outpatient therapies became available to members of The Coves and discharged short-stay patients. This controlled growth was critical as we balanced infection prevention control and an expanding nursing workforce shortage with our commitment to delivering the highest quality care experiences.

We were all able to appreciate small miracles throughout the year as services, programs and visitation resumed. Some of these daily delights looked a little different. However, small steps signaled positive changes on the horizon.

Watch CEO Mauri Mizrahi's message of thanks to the staff and community who continue to support River Garden and its critical mission.



deepening our commitment





What's the secret behind our success? Our amazing employees — past, present and future — who provide direct care and support to patients, families, residents and members day in and day out.

Learn why they love working at River Garden.



Scan to watch video.

Our legacy programs and services were designed to offer a continuum of care for older adults' evolving set of needs. The deliberate focus on recognizing and addressing these needs with the highest levels of compassion and professionalism have led to decades of repeated recognition by governing bodies, regulatory agencies and, most importantly, the individuals and families receiving our care.

We are recognized as a leading agency — by this community, the state of Florida, and across the nation. This formal recognition coupled with the voluntary acts of service and generous philanthropy directed toward River Garden during 2021 indicate that our mission is more critical than ever. Our leaders can move forward confidently in planning for the future of senior care at River Garden.



People are at the heart of our mission: the people we serve, the people who serve, and the people who make our services possible. This interdependence compels us to care for all people.



putting people first





To remember the past, to live the present, to trust the future.

A major act of caring in 2021 included ensuring the continued safety of our residents and staff. Beginning in January 2021, the second dose of the Pfizer COVID-19 vaccine was made available to our residents, members of The Coves and staff. The overwhelming majority were eager to partake as it signaled a step toward normalcy in activities and interactions. By year-end, we achieved a 100 percent COVID-19 vaccination rate among our eligible staff.

For much of 2021, necessary restrictions continued to limit family and community visitation and activities on the River Garden campus. Staff continued to use their creativity to bring joy and celebration including drive-by birthday parades, our first-ever outdoor Hanukkah menorah lighting, and a special wedding in the Parker Chapel.







A NEEDED BOOST OF SUPPORT

As we prepared to reopen the Adult Day Program (ADP) in July, families shared how isolation due to COVID-19 wreaked havoc on their already-fragile loved ones' functional and cognitive abilities and contributed to a decline in activities of daily living.

To help families combat declines, we reinvigorated ADP to involve a more focused, holistic approach to activity programming. This included evaluating all current activities against the six dimensions of Hettler's Model of Wellness (physical, spiritual, social, emotional, occupational and intellectual) along with considering the functional capacity of each participant. With the help of a \$10,000 grant from the Grace H. Osborn Endowment at The Community Foundation for Northeast Florida, we are enhancing our wander walk area with more outdoor seating and shade, purchasing equipment for more hands-on activities, and providing extra continuing education opportunities for our staff through the Teepa Snow Positive Approach to Care® Organization.



Lisa Gaylord and Barbara Vitsky share how their loved ones have found a special place in our Adult Day Program.



Scan to watch video.



reinforcing partnerships



Dr. Marcela Dobren, Medical Director, is our primary connection to coordinated care for short-stay patients, residents and members of The Coves. Our strong partnership with Baptist Health continues to expand and evolve over the years.



Scan to watch video.

It's been nearly 10 years since we announced our strategic alliance with Baptist Health to enhance the care of our residents and clients. The formal partnership began as an extension of an organic relationship that had grown between the two organizations due to shared goals of addressing physical, cognitive and social issues that older adults face and the proximity of Baptist Medical Center South.

Today, Baptist Health continues to provide skilled medical care through our on-campus primary care physician, Dr. Marcela Dobren, along with two nurse practitioners. Together, they serve the primary care needs of residents, short-stay rehabilitation patients and members of The Coves. In addition, the medical program now includes Baptist HealthPlace On Demand which gives our nurses secure access to trusted, board-certified Baptist Health emergency care physicians through telehealth services on evenings and weekends.

Learn how our rehabilitation services are benefiting shortstay patients, residents and members of The Coves.



Scan to watch video.

CARE WHERE YOU ARE

River Garden Home Health provides private duty services to members of The Coves who may require a little extra support. Staffed by nursing professionals, program offerings range from care coordination, medication management and on-call services to help with personal care, light housekeeping and meal preparation.





SKILLED NURSING (SNF) AT HOME

Prompted by a desire to avoid emergency department visits and re-hospitalization, foster shorter inpatient stays for vulnerable patients, and further develop a broader concept of "hospitals without walls," Baptist Health in collaboration with River Garden Senior Services and Baptist Home Health Care by Bayada implemented a 'SNF at Home' pilot in 2021.

'SNF at Home' offers qualified seniors in need of short-stay rehab earlier transition home while receiving the same skilled nursing services typically provided in a short-stay inpatient setting. River Garden develops a comprehensive plan of care that transitions home with the patient through Baptist by Bayada, allowing the comforts of home with the benefits of short-stay rehab and 24/7 access to a physician through Baptist HealthPlace. This pilot, along with others across the U.S., allows us to reimagine and reshape where seniors receive care and enhance value-based care.



Members of The Coves, like Sandy Wolf, can rely on an extra layer of support and friendship through our Home Health program.



Scan to watch video.



creating new paths

The Eldergrow program has been a wonderful addition to the variety of stimulating activities offered at River Garden. Learn more about the benefits of the program from our resident gardeners and Ashley, an Eldergrow educator.



watch video.







In 2021, several new opportunities emerged and are enhancing our residents' experience.

Eldergrow[™] was born out of the desire to bring Mother Nature indoors. As a part of a grant through LeadingAge Florida, River Garden received three Eldergrow garden carts. The therapeutic horticulture program began in July and already the benefits are evident. Residents and patients use fine motor skills, getting their hands into the soil; the smells and textures from the gardens engage the mind and support memory recall; and a sense of purpose is encouraged by working together, making new friends, and easing feelings of loneliness or isolation.

Through our partnership with Select Rehabilitation, the River Garden wellness team now offers VSTBalance by VirtuSense™. VSTBalance is a fall-risk assessment tool that uses artificial intelligence with machine vision to identify deficits in balance, gait and function. After setting a baseline, the system tracks improvement over time, helping seniors remain safely independent.

bringing fresh ideas

From hi-tech to high-touch solutions, we've explored new avenues this year and anticipate additional enhancements in the future. Finding new and different ways to enrich peoples' lives is a continuous process.

New additions at The Coves in 2021 included new leadership and a new take on fine dining. First, Sarah Dymond joined The Coves as its new Administrator bringing more than 15 years of experience and an enthusiasm for working with older adults. She is excited about the challenge to exceed the already high standard of living for members.

An area of The Coves that is climbing in notoriety is led by Dining Services Manager Norberto Irizarry. During 2021, Norberto created a limited seating bi-weekly "Chef's Table" experience for members, complete with an elegant fourcourse meal.



Meet Sarah Dymond, Administrator for The Coves, and learn about her 'dream job'.



Scan to watch video.

Combining his passion for cooking and heart for serving seniors, Norberto Irizarry is bringing an elevated dining experience to members of The Coves.



Scan to watch video



encouraging the best

Leadership and staff honor our mission, keeping the focus on ensuring resident safety, while supporting one another.



Scan to watch the video of Mary DaCorta, MSW, LCSW, 2022 Minnie Schreiber Leadership Award recipient, honored for her tireless advocacy and helping families navigate the challenges of elder care.





The necessary tasks that go on behind the scenes with laundry, cleaning of high-touch surfaces and turnover of rooms take hundreds of hours each week.

Our Environmental Services team members take great pride in their work. They build relationships with our residents, members and the rest of the staff.



Scan to watch video.



After her mom's inpatient rehabilitation stay at River Garden during 2021, Regina Pompi was so impressed that she expressed to her mom how much she would like to work at a place like River Garden. A month later, she saw an opening online for an accounting position, and the rest is history.



watch video.

The healthcare industry is experiencing greater rates of turnover and staffing shortages like never before. Historically, River Garden has been fortunate to enjoy high retention rates and long-tenured staff due to our strong organizational culture. Yet, in the current climate, we've not been immune to the challenges of recruiting and retaining a strong workforce.

RETHINKING RECRUITMENT & RETENTION

Our culture is deeply rooted in excellence, and we know our employees are critical to our success. Thanks to the board of River Garden Hebrew Home, we have been able to implement an increase in pay rates, offer thank-you gifts around the holidays, and serve special appreciation lunches to support and recognize our current staff.

We have also been finding new ways to recruit and orient new team members, which helps us continue attracting the best of the best. Throughout 2021, we improved our on-boarding checklist and started a "buddy" program to help new employees build relationships. We also celebrate "100-day" milestones, ensuring that everyone feels like an important part of our legacy of excellence early on.

We achieve greatness by empowering the next generation to go and build the future.



Kathy Minton, long-time volunteer, has led the effort to provide quilts for 39 veterans residing at River Garden. In addition, she shares her incredible talent to make special tactile quilts for residents of our memory care unit, teaches sewing and offers mending services for residents' clothes.



Scan to watch video

On-campus volunteer opportunities have been limited to very specific jobs this year. However, our volunteers' hearts were bigger than ever. We are truly appreciative of every effort, and each and every extra hand and smile they have brought back to our campus.

We also share our deep gratitude to volunteers from The Jewish Federation and Foundation of Northeast Florida who continued to provide ongoing shopping services for members of The Coves from March 2020 through May 2021. Likewise, we extend a sincere thanks to the students from the Martin J. Gottlieb Day School who compiled and shared Buddy Boxes for our residents and members. From challah baking to rock painting, the activities and supplies brought something special to look forward to each month.



Pictured (L-R): Ellen Rubens and Evelyn Peck, River Garden Auxiliary

AN IMPORTANT PRESENCE

Another key re-opening in 2021 included the Gift Shop! Completely volunteer-run, the Gift Shop is not only the River Garden Auxiliary's largest source of annual revenue, it is also a favorite of residents, staff and visitors who enjoy the opportunity to browse, purchase a token of appreciation or bauble for a loved one, or just take a break from the workday.

Other beauty abounds on the campus due to the generous spirit of Trader Joe's, who supplies us weekly with flowers for the arrangement activity, and our incredible, talented arts volunteers who help residents with ceramics and painting.

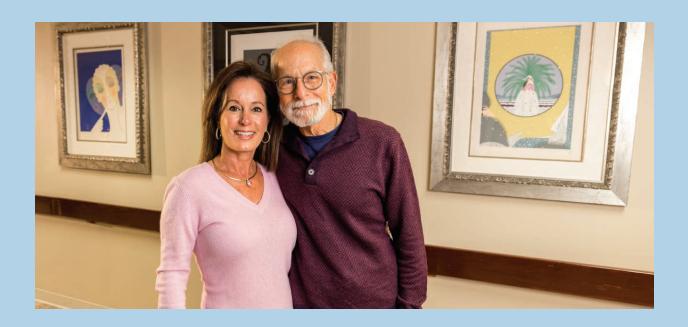


Weekly flower donations from Trader Joe's make our flower arranging program possible. These beautiful bouquets brighten the days of our residents, staff members and visitors.



Scan to watch video.

honoring Our mission



The Home received a notable gift from Ned and Sue Price. The Prices donated a valuable collection of fine art and antiques, including a late 18th century clock once owned by Ned's late father, Jack Price, and Erté serigraphs. These pieces, along with the existing art at River Garden, enhance the Home and bring joy to residents and visitors.



Scan to watch video.

Every day we realize the incredible impact our donors have on our residents, their families, staff and our campus. Philanthropy, broadly defined as "love for humankind," is at the heart of River Garden and could not be more evident in 2021. We are deeply grateful to the countless individuals, families, foundations, corporate and community partners who invested in our agency and are committed to supporting the highest quality of life for the seniors we serve.

In 2021, we received 2,626 gifts from 1,089 donors. It was an extraordinary year for the Foundation that included several transformational contributions.

David and Linda Stein made a gift to the River Garden Foundation that both names the campus and endows its medical program. David's grandmother, Rose Stein of blessed memory, was a member of the Ladies Hebrew Sheltering Aid Society currently known as the River





Pictured left: Foundation President Sandy Zimmerman and Chief Development Officer Christina Levine. Pictured right: Linda and David Stein, long-time donors whose most recent gift both names the campus and endows its medical program.

Garden Auxiliary. Their generous commitment continues their family's legacy at River Garden.

A new endowment was established by Michael Sandifer in memory of his late wife, Elaine. Mr. Sandifer expressed immense gratitude for the staff who cared compassionately for Elaine, and with a generous gift he established the Elaine M. Sandifer Employee Holiday Endowment Fund. We are profoundly grateful to Mr. Sandifer for recognizing and investing in our staff.

The River Garden Nursing Administration Suite was named in appreciation of Jody & Janne Brandenburg and Hardage-Giddens Funeral Homes and Cemeteries for their generous support to River Garden and 10 years as title sponsor of the River Garden Classic.

While we did not have an in-person gala, we are fortunate that the *75 Acts of Caring* initiative was an incredible success and raised \$365,774. Chairs Allison and Ken Jacobs, along with a group of dedicated committee members, developed a wonderful concept that honored River Garden's 75th anniversary and highlighted its legacy of exceptional care.



The 25th Annual River Garden Classic honored long-term tournament chair, Mark Lodinger. Chaired by Tom Harris, the tournament raised \$105,291.



Ken and Allison Jacobs, Chairs of the *75 Acts of Caring* initiative

Those who built River Garden into the agency it is today understood that it is vital to invest in the future. For more than 30 years, we have honored donors who want to be part of River Garden's legacy; donors who included River Garden in their will, named River Garden as a beneficiary of a life insurance policy, made a gift and in exchange received guaranteed lifetime income from River Garden or contributed to the Endowment Fund. Each year legacy gifts and our endowment help support River Garden's services and programs that allow residents and clients to maintain the dignity they deserve as older adults.

The *Guardians of Tomorrow* program recognizes those who have indicated to us that River Garden Senior Services is included in their estate planning or who have made a gift to us in their will. We are grateful to the people listed below who have committed to creating a lasting legacy at River Garden.

Lilo* & Harry Frisch

Miriam Frist*

Guardians of Tomorrow



Janet & Norman Allison Josh Ashby Helen Avchin Karen & Frank* Backilman Jack I. Bear Jack Becker Sally & Paul* Becker Vera & Morton* Benjamin Frances Berney* Gary Bloom* Rene Bonnett* Becky & Benjamin Bromberg* LaVerne & Andy Cantor Susan & Norman Cohen Ronald S. Cohen Marilyn & Bernie Datz Nancy* & Robert Dean Theresa & Fred Dietsch Anne DuBow³ Raymond Ehrlich Gloria Einstein Sue & Ron Elinoff Helen & Joseph Ellis* Rose & Sidney Entman* **Dorrie & Lanny Felder** Leonard Fink*

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Alberta Marks

*Of Blessed Memory

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Fllen Abramson

Hear a special thank you from River Garden Foundation President Sandy Zimmerman and Chief Development Officer Christina Levine.



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With deepest gratitude to all 2021 donors, including the *Guardians of Tomorrow* who are investing in the future by including River Garden in their estate plan. Thank you to the River Garden Auxiliary, the Ruby Diamond Foundation of Tallahassee, the Weinberg Foundation, The Community Foundation for Northeast Florida and the Jewish Federation & Foundation of Northeast Florida.

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Andrew Lau

Kelli Keeley, Human Resources
Director, shares how the amazing
culture at River Garden has helped
us endure many challenges and
changes throughout this year.



Scan to watch video.





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Naomi Lazar, member of The Coves, bids farewell to Margaret Davis, retired Administrator of The Coves.



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Kate Robbins Peggy & Edward Robin Madelyn & Mathew Robins Denice & John Roche **Howard Roey Janet Rogers** Jeanine & Chaim Rogozinski Maxine & Don Romo The Ronnie & Jerrold Rosenbaum Family Foundation Jamie Rood Jeffrey Rood Alan & Patricia Rose **Stanley Rose** Elaine Rosen Rosenthal Vivian Rosen Spring & Jerrold Rosenbaum Joanne & Sanford Rosenberg **Eve & Howard Rosenblatt** Sanford M. Rosenblatt Stacia Rosenblum Rosenblum's, Inc. Sandra & Martin Rosenfield Minora Rosenthal Patricia Rosenthal Marci & Charles Ross **Craig Ross Emily & Erik Rostholder** Nina & Neal Roth Sandi Roth **Rothstein Family Charitable Trust** Jenn Rothstein Marj & Jerome Rothstein Lorry Rothstein Diane & Mitchell Rothstein Judy & Neil Rothstein Julie & Ralph Rothstein Beth & Aaron Rouse Catherine Rozansky Ellen & George Rubens Arlene Rubin Julia Rubio **Ruby Diamond Foundation** ruckus Joe Rutansky Jitka & Leon Ryshawy Randi Sachs Carol Sack Daryl Sadowsky Edwin Safer **Eleanor Safer** Barbara & Eliot Safer

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Dr. Sue Krall continues to host our support group and enjoys regular visits with the Home Health and Adult Day teams.

(L-R) Billye Sullivan, Sue Krall, Jan Glassman and Erica Hickey

Margery Schneider
Barbara & Michael Schneider
Linda & David Schnellbacher
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Dale Sigal
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Marilyn Sims
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Trane







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The Coves is a great place to live! Hear about some of the best aspects from Toby Ringel and LaVada Haldeman, members of The Coves.



Scan to watch video.

Risa & Steven Warfield **Beverly Warner** Denise & Pat Warner Terese Warner & Mike Alford Jean & Beechmond Watson Veronica & Stan Wawrzonek Malka & Neil Webman Cheryl Weidner Jerome Weidner Michael Weidner **Delcy Weinberg** Karen Weiner Linda & Michael Weinroth Renee Weinstein Jill & David Weisblatt Karen & Barry Weisman Susanne Weisman Jill & Michael Weiss **Randall Weiss** Harold Weisstein Sandra & Steven Weisstein Karon & Jerome Weitzen June Weltman John Werba Paul Wexler Ellen & Brian Wheeler Lee & Stephen Whitfield Elyse & Joshua Whitman Diane & Jonathan Whitney, Jr. Whit's Frozen Custard Barbara & John Whittaker Mary Wieland **Sherry Wiesman** Stacie & Larry Wilf Laura & John Wilkins Judy & George Wilson Hylda Wilson Suzanne & Ted Wirick, Jr. **Hunter Wishall** Brett & Jessica Wishna Sharon & Bruce Witten **Bunny Witten** Cindy & Dan Wohl Brenda & Eugene Wolchok Sandra Wolf Marilvn Wolfson Harriet Wollman Carole Wolpin Beth & Howard Wolpoff Daphne & Frank Woodard World Golf Hall of Fame/IMAX **Elaine Wright** Marjorie Wyzan Nazli Yanyali Yegelwel Family Foundation, Inc. Arlene & Evan Yegelwel Cathy & Bruce Yergin

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We deeply regret the omission of any names.

stewarding our future

RIVER GARDEN'S 2021 FINANCIAL REVIEW

The COVID-19 pandemic continues to have significant financial and operational effects on the nation's healthcare system, including here at River Garden. The Home's census remains impacted by COVID-19, and our ability to resume full operations has been challenged by a national shortage of nursing care staff. Despite these challenges, the campus has been slowly reopening: our Adult Day Program is now open and, as we add additional nursing staff, we will continue increasing census of our inpatient programs.

During 2021, occupancy at the nursing facility dipped to 72 percent, a record low, and occupancy at The Coves was 91 percent. By the end of 2021, the census at both facilities and in our outpatient services were recovering. Thankfully, the River Garden Foundation raised precious dollars which enabled us to sustain our quality care, programs and services. We are also grateful for the government support we received to maintain operations.

In 2021, daily operations costs for River Garden totaled \$22.9 million, a decrease of two percent over 2020. The decrease was fully attributable to reduced operations tied to COVID-19 and staffing. Depreciation, amortization of bond issuance costs, and a state of Florida "Quality Assessment Fee" added \$2.5 million to what are normally



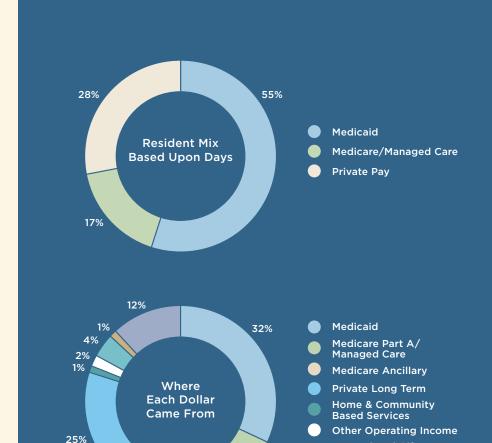
considered operating expenses totaling \$25.4 million. In addition, there were \$350,000 in capital expenditures and \$667,000 in bond principal payments.

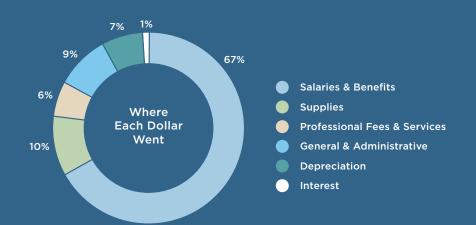
Approximately 67 percent of our expense went toward employing a full-time equivalent staff of 270.

Sources of operating funds included \$21.2 million from service and other operating revenues, \$1.2 million from charitable contributions, including \$155,000 from an allocation by the Jewish Federation & Foundation of Northeast Florida.

The two Paycheck Protection Program loans that River Garden (The Home and The Coves) had were forgiven for a total of \$2.1 million. The Home also received \$739,000 in Health and Human Services (HHS) relief funds during 2021. Over the past two years the system has received \$4.2 million from the government. The support we received through the various federal programs has been vital to the system's financial stability as we've dealt with the clinical and financial impacts of COVID-19.

Systemwide, it is important to note that charitable and philanthropic support continues to subsidize the care of the medically indigent Medicaid beneficiaries who account for 55 percent of all resident care given at River Garden.





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Jacksonville Federation

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RIVER GARDEN SENIOR SERVICES 37



Short-Stay Skilled Nursing & Rehabilitation

Long-Term Nursing & Memory Care

Adult Day Program

Outpatient Therapy

Home Health Care

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11401 Old St. Augustine Road Jacksonville, FL 32258

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