

*Celebrating* **130** YEARS OF SERVICE



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## Welcome to the 2019 Report to the Community

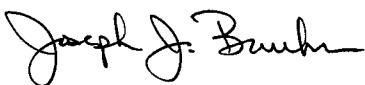
These pages contain stories of our successes throughout the year—our 130th—as well as a glimpse at just a few of the many seniors, donors and volunteers who make Bethesda communities and community based services vibrant, comfortable, secure places to receive care and call home.

Bethesda remains dedicated to its Vision to foster successful aging through compassion and innovation, providing a home for St. Louis seniors regardless of their ability to pay. Yet the challenges within the healthcare industry continue—a significant gap remains between the cost of long-term care and the Medicaid reimbursement granted by the state of Missouri while, at the same time, the senior population expands its numbers. The support of our generous donors and volunteers matters now more than ever, and Bethesda is deeply grateful for the assistance you provide.

Bethesda's devotion to its mission is anchored in a belief that high-quality care is simply not possible without dedicated caregivers—just one reason Bethesda is focused on workforce development and ensuring a solid "career ladder" is in place for our employees. One such initiative, of which we at Bethesda are especially proud, is the Senior Caregiver Workforce Development Program, which prepares entry-level employees to become Certified Nurse Assistants (CNAs) and Certified Medication Technicians (CMTs). This program would not be possible without a generous grant from the Emerson Charitable Trust. You can read all about this grant and others that help support the Bethesda mission in the story on page 4.

The heart of what Bethesda provides is peace of mind for seniors and their families, and strong communities designed to cultivate a fulfilling lifestyle. On behalf of all of us at Bethesda, thank you for your continued support, and I hope you enjoy our 2019 Report.

Sincerely,



**Joseph J. Brinker**  
President & CEO



*Joe Brinker is joined by the Bethesda employees who were selected to the prestigious President's Roundtable in 2019: (left to right) Hazel Morgan, Referral Coordinator, Alton Memorial Rehabilitation & Therapy; LaKisha McKinney, Lead Cook, Village North Retirement Community; Kara Henry, Social Services, Bethesda Southgate; Charlotte Busch, Senior HR Manager, Bethesda Meadow*

## Partners in Service: Grants Fund Bethesda Initiatives to Improve Care, Expand Access

Each year, generous grants from nonprofits and corporations allow Bethesda Health Group to achieve its Vision of fostering successful aging through compassion and innovation, regardless of seniors' ability to pay.

### Workplace Development, High-Quality Care

The Emerson Charitable Trust awarded Bethesda \$200,000 to fund its Senior Caregiver Workforce Development Program, a 12-week course that prepares entry-level workers to become Certified Nurse Assistants (CNAs) and Certified Medication Technicians (CMTs). Grant proceeds cover the curriculum instruction, scholarships for participants, program materials and transportation.

"Employees in the program learn everything from human anatomy and physiology to proper transferring techniques," says **Lynn Licklider**, Corporate Director of Clinical Services. She adds that program participants continue to work full-time, completing the coursework on their own time.

*Starr Pierre (left), a Bethesda housekeeper who participated in one of the CNA certification classes, learns how to take a person's blood pressure with the help of team leader Jill Immethun while others from the class observe.*

The goal of the program is twofold: to improve the quality of care for seniors by training employees in-house and to provide a viable "career ladder" and expanded opportunities for employees. "Bethesda has a history of providing education opportunities to employees," Lynn says. "Now, we have an increasing need for quality clinical skills, as many of our residents are in fragile condition—years ago they would have been cared for in the hospital."

In 2019, 20 Bethesda employees participated in the program.

"Bethesda's initiative to integrate quality workforce training with a career path for senior caregivers is the right fit for Emerson Charitable Trust because we have taken a leading corporate role in supporting initiatives that enhance employment opportunities, especially for economically disadvantaged St. Louis metropolitan residents," says **Dave Rabe**, Vice President of Corporate Social Responsibility at Emerson.



## Home Health Gap Assistance for Vulnerable Seniors

Also established in 2019, a \$45,000 grant from Marillac Mission Fund (formerly Daughters of Charity Foundation of St. Louis) and a \$30,000 grant from the East Missouri Foundation are providing funding for Bethesda's new Home Health Gap Assistance program.

This new program will provide 60 low-income seniors receiving Home Health Care with short-term "gap" funds to cover immediate needs for necessities such as medication, food, transportation to follow-up medical appointments and wheelchair ramps. "Our goal is to help these seniors successfully transition back into their homes after being hospitalized," says **Deni O'Malley**, Bethesda's Director of Home Health and Hospice.

While many of the seniors receiving Home Health would qualify for funds through various agencies, it could take months for the paperwork and evaluation process to be completed. The Gap Assistance program is designed to mobilize resources quickly. "The majority of the patients we see are on fixed incomes—they don't have \$1,500 to build a wheelchair ramp. They might not even have \$50 for food or medication until their social security check comes in," Deni says, adding that prior to this program, her staff of nurses and therapists would often spend their own money on prescriptions or groceries for their vulnerable patients.

Marillac Mission Fund, which invests in area nonprofits, said the program resonated with its "belief in the intrinsic value and dignity of persons who are poor and vulnerable," says **Claire Hundelt**, Executive Director. "We are excited to see how this pilot will increase the stability and improve the quality of life for older adults who wish to remain living independently."

This is the second grant that East Missouri Foundation has awarded to Bethesda. The organization provides funding for nonprofits dedicated to seniors and other vulnerable populations; the previous grant, awarded in 2018, funded Bethesda's CARES (Communicate About Resident Empowerment Strategies) program, which strives to reduce hospital readmissions. "We at the East Missouri Foundation are happy to be supporting Bethesda Health Group, as it is a worthwhile organization in the community," says **Joseph Frimel**, the organization's President.

As of the end of 2019, the Home Health Gap Assistance program has served 25 Home Health patients.

## Respite Care for Alzheimer's Caregivers

For the third consecutive year, the Alzheimer's Foundation of America (AFA) awarded Bethesda \$5,000 to provide respite to families affected by Alzheimer's disease and related illnesses. Bethesda was one of just 15 organizations to receive such a grant and is the single



*Thanks to the support provided by the Home Health Gap Assistance fund, **Willie Mae Barlow** has returned to work and can clean her own house, just months after fracturing her ankle and receiving services from St. Andrews & Bethesda Home Health.*

recipient not only in St. Louis but throughout Missouri.

Respite care provides families a much-needed break from caregiving duties by placing their loved one in a short-term care facility, where they not only receive quality medical care but also engage in physically and cognitively stimulating activities.

"Bethesda Health Group provides valuable services in the local community and plays a vital role in improving quality of life for families affected by dementia. We are pleased to support their work and help them deliver these important services," says **Charles Fuschillo Jr.**, AFA President and CEO.

Bethesda is grateful for the generosity of these organizations and others that have funded vital services and programs. These grants are invaluable in helping us provide the very best living communities and care to seniors all across the St. Louis metropolitan area.

## Donor and Volunteer Snapshots

Donors and volunteers are vital in helping Bethesda deliver on our promise to provide quality care and create vibrant living communities for seniors, regardless of their ability to pay. Here, a few individuals share why they've chosen to give back to Bethesda.



**Barb Winkler, a volunteer at Bethesda Southgate**

"I've been running the gift cart at Southgate for seven years. I started volunteering the month after my mother died. She and my father received tremendous care here, and during that time I became close to the staff and residents. I didn't want to cut ties with them, and volunteering seemed like a good way to continue those relationships. Every time I'm here, I give residents hugs and smiles and a listening ear—I've gotten as much out of the experience as any of the residents."

**Dr. George and Stephany Mendelsohn, donors to Bethesda's 130 Club**

"We're happy to contribute so others can enjoy the same quality of life we have at Bethesda Barclay House. We like that Bethesda is a nonprofit that helps people when they need it—it's important for seniors to have a place to live where they are treated with respect. Here, we're all treated the same and we all receive a high level of care and commitment."



**Brandy Butler (left), Certified Nurse Assistant with Bethesda Senior Support Solutions and donor to Bethesda's 130 Club**

"I donate to Bethesda because I want to make a difference in others' lives. I first got interested in helping seniors when my dad got sick. Now as a Bethesda CNA, I help with medication, household work and anything else they need. I also provide companionship and have formed close relationships with several residents."





**Ray Routh, who has contributed nearly 40,000 hours of his time as a Bethesda Dilworth volunteer**

"I started volunteering 32 years ago, when my mother was here in adult day care and later in rehab. I keep coming back as a volunteer because I know everyone and they know me. I've built beds and headboards, games, shadow memory boxes for residents' doors and even picture frames for the walls. Now, I come almost every day to offer companionship to the residents. I like getting to know them and making sure they have someone to talk to. My wife, Gloria, is my inspiration—she volunteered 14,000 hours in her lifetime at Barnes-Jewish Hospital."

**Lila Simpson, Bethesda Clinical Process and Applications Coordinator (right), who donates in her coworkers' names during the holidays**

"For the past five years, I've given my coworkers "Hope Doves" as a holiday gift because I believe in the Bethesda Foundation and its mission. It is truly a gift that keeps on giving, as the Foundation helps cover the cost of care when residents can no longer pay. Knowing how committed I am to the Foundation, one year my teammates purchased a Hope Dove in my honor—that remains one of the most touching moments of my life."



**Bud and Peg Jolley, longtime Bethesda Health Group Foundation supporters, who donated a portion of their entrance fee through the Foundation's Lasting Heritage program**

"We wanted to donate because we have so appreciated the service we received at Barclay House for the past eight years. The little things they do add up to make our lives easier—everything from making the beds and loading the dishwasher to managing our medications. We've always believed in helping people and have tried to do so as much as possible throughout our lives."

*The Lasting Heritage program provides a convenient and meaningful way to leave a legacy while helping future generations of seniors remain with Bethesda.*

# Faces of Bethesda

During the late 1950s, **Ken Voss** was a first lieutenant in the 7th Logistics Support Squadron, an elite team of pilots tasked with transporting atomic weapons to strategic air command and overseas bases around the world.

Ken and his team picked up weapons in New Mexico for transport to bases in numerous locales. “You name it, we went there,” he says, listing off Iceland, England, France, Japan and Guam, among others. Ken flew 22 missions overseas, spending more than 22,000 hours in the air.

One memorable mission involved a nearly 24-hour journey flying from Guam to Formosa (now Taiwan), before finally landing in Okinawa. As a typhoon was

approaching Formosa, his team evacuated without a flight plan or weather information. Landing in Okinawa unannounced, they were welcomed by an Air Force base on full alert. “They didn’t know who we were, and we had a big atomic bomb on board,” Ken says.

Fast-forward to 2017. Ken was among the Veterans who participated in the Greater St. Louis Honor Flight to Washington, D.C. Ken’s youngest son, Douglas, accompanied him, and it was only then that Douglas learned the top-secret role his father played in the Cold War.

Ken is quick to point out that his time in active duty was a tiny part of his life—the most important years were living in St. Louis with his wife, Pat, and their two sons. The native St. Louisans wed just a few months before Ken began his military career; and earlier this year, they celebrated their 64th anniversary.

Ken and Pat, originally residents of Bethesda Orchard, moved to Bethesda Hawthorne Place, an assisted living community, in 2019 when Pat needed additional care. Pat sadly passed away later in the year, and Ken moved back to Bethesda Orchard.





When Bethesda Orchard resident and Korean War Veteran **Ed Gibbs** was approved for an Honor Flight to Washington, D.C., he began thinking of candidates to serve as his escort. With spouses not allowed and his only son living halfway across the country, Ed turned to **Leslie Schaeffer**, Manager of Support Services for Bethesda Hospice Care.

Ed met Leslie in 2018, shortly after he and his wife, Shirley, moved to Bethesda Orchard and Ed became a regular member at the monthly Veterans group Leslie facilitates.



In the early morning hours of October 1, Ed and Leslie boarded the Greater St. Louis Honor Flight organization's "Freedom One" flight. They spent the day together, visiting the military memorials in Washington, D.C. Out of a group of about 60 Veteran-escort pairs, Leslie was the only escort who wasn't a family member to the Veteran or a volunteer with the organization—a testament to her work and the impact she has had on Bethesda's Veteran community.

"The Honor Flight is extremely well deserved for all of our Veterans," Leslie says. "The most meaningful part for me was, first and foremost, having the opportunity to go with Ed, but also going to every memorial and thinking about why each of them were built and honoring all the men and women who didn't make it."

Ed adds, "I'd been to D.C. in the 50s and 60s, but that was before the monuments were built. The Tomb of the Unknown Soldier is always the best experience. It gives you a little more hope."

While the two may have joked about Leslie being mistaken for Ed's daughter while in D.C., back in St. Louis after a whirlwind trip, Ed says: "She's the daughter I never had."

"The Honor Flight is extremely well deserved for all of our Veterans. The most meaningful part for me was, first and foremost, having the opportunity to go with Ed, but also going to every memorial and thinking about why each of them were built and honoring all the men and women who didn't make it."

—Leslie Schaeffer

# Faces of Bethesda

Pat Kapsar



**Pat Kapsar, R.N.**, may have just started her tenure as the President of the Bethesda Women's Board in 2019, but she's been making her mark on the organization for far longer.

Pat joined Bethesda Health Group in 1990 as Director of Nursing at Bethesda General Hospital, and in 1999 became the organization's first Corporate Compliance Officer. In that role, Pat developed Bethesda's initial compliance program, which later became a model for use throughout the senior services industry. "Compliance programs ensure we're following all the rules and regulations established to make sure seniors have a safe environment," Pat says.

Pat spent her career working in the healthcare industry, a passion that was first identified in fifth grade, when she contracted tetanus. "I lived in a

small town, and my physician came to my house every three hours to give me penicillin because they didn't want to move me to the hospital," she says. "He said, 'Patty, one day you're going to be whatever you want to be, but it's going to be something in healthcare.' That was it. That's when I knew what I wanted to do."

By the time Pat retired from Bethesda in 2014, she was serving as the organization's Senior Vice President and Corporate Compliance Officer. Not wanting to sever ties with the organization and the seniors to whom she gave so much, she jumped into a new "career" as a volunteer, helping to start the Bethesda Southgate Auxiliary and joining the Bethesda Advisory and Bethesda Women's boards.

"As an employee of Bethesda, I saw what these volunteer groups could accomplish, and I was happy to join them," Pat says. "I've always applauded Bethesda's mission to care for seniors."

As head of the Women's Board, Pat spearheads the group's mission to promote service and support to Bethesda, provide educational and stimulating programs for residents, and donate funds to purchase equipment—a perfect fit for someone who dedicated her professional life to the care and welfare of seniors.

"As an employee of Bethesda, I saw what these volunteer groups could accomplish, and I was happy to join them. I've always applauded Bethesda's mission to care for seniors."

—Pat Kapsar



**Werner Stichling**

When **Werner Stichling** was transferred from a local hospital to Barnes-Jewish Extended Care (BJEC) in January 2019, he was suffering severe complications from treatment for lymphoma. "I couldn't move my legs and was on a feeding tube," Werner says.

Actually, when Werner arrived at BJEC, he was fighting for his life, and endured four months of intense therapy until finally he was able to transport himself in a wheelchair and then with a walker. By the time he was ready to return to his home in May, he was able to walk out of the community on his own.

He credits the BJEC staff with keeping his spirits high. Werner recalled one day when Sophie, a physical therapist whom he worked with frequently, encouraged him to stand up, using his wife, Janet, as motivation. "She had Janet stand eight feet from me, and I was to walk to her and give her a hug," Werner says. "I didn't think I could do it, but I did it. It was the first time we hugged in months. We all cried!" To this day, Werner and Sophie stay in touch with each other.

Janet recalled feeling immense relief when her husband was transferred into the caring hands of the BJEC staff. "I was able to go home in the evening with peace of mind because I knew he was well taken care of."

When he returned home to De Soto, Mo., members of the community celebrated, lining his street with American flags to honor the Vietnam War Veteran and former city Mayor. "By the grace of God my life was saved," Werner says. "Having my wife there every day, and the phenomenal physical therapists and nurses at Barnes-Jewish Extended Care, made all the difference."

**Jessie O'Bryant** has had a lot of practice blowing out birthday candles—105 years of practice, to be exact.

The Christian Extended Care & Rehabilitation resident celebrated her 105th birthday earlier this year with a party at the skilled nursing community, coordinated by her great-niece Karan Henderson. It was a memorable occasion, with Jessie surrounded by family and friends and enjoying songs by a singer from the church Jessie regularly attended up until a couple of years ago (when she was "only" 103).

The celebration was fitting for the self-professed music lover. "I like music, but I can't sing and can't dance. I have two left feet," Jessie says. "But let me talk about music, and we'd be here all night!"

Jessie is an inspiration to her fellow residents at Christian Extended Care & Rehabilitation. Since moving there in 2017, Jessie has kept her active lifestyle. "Jessie loves going to the beauty salon...she goes every Thursday," Karan says. "Her all-time favorite food is barbecue, and she raves about the beef, pork, baked beans, greens and cornbread they serve here."

She loves that Christian Extended Care & Rehabilitation is so close to her family and friends, who visit frequently. "She refers to her room as her 'apartment,'" Karan says. "She loves the attention she gets from everyone, and I love the level of care they provide for her. That was the most important thing to me."



**Jessie O'Bryant**

# Faces of Bethesda

"We absolutely love it here. We're close to our friends and love seeing them every day. And the musical entertainment they have every week is incredible. The musicians are so talented. Listening to them brings me the same joy and happiness that dancing used to."

—Betty Vallentine



**Betty Vallentine**

Bethesda Terrace resident **Betty Vallentine** has been a dancing queen since she was just 3 years old. "Dancing was my passion," says Betty. "It has brought so much joy and happiness to my life."

Turns out, she also was quite good. When she was 6, Betty auditioned for a role at the St. Louis Municipal Opera (the Muny) in Forest Park. Among the elite few selected to participate, Betty danced on the Muny's stage during many shows, including "The Wizard of Oz" in 1942, "The Red Mill" in 1944, and "Sari" in 1945.

"Those were some long days! We had dress rehearsals until midnight, and they sure worked us hard," Betty says. "But it all paid off when we performed flawlessly."

After her time with the Muny, Betty began pantomiming and joined a dancing chorus that traveled all over St. Louis, performing at iconic locations such as The Chase Park Plaza Hotel. She starred in shows like

"Anything You Can Do, I Can Do Better" and "Job's Daughters."

Long after her dancing days were over, Betty found herself in rehab at Bethesda Southgate. She quickly became friends with the people she met and was intrigued by their praise for Bethesda Terrace. Betty and her husband, Charles, decided to visit and see for themselves what all the admiration was about.

After a couple of visits, it was clear to Betty and Charles that Bethesda Terrace had "danced" its way into their hearts.

"We absolutely love it here. We're close to our friends and love seeing them every day," Betty says. "And the musical entertainment they have every week is incredible. The musicians are so talented. Listening to them brings me the same joy and happiness that dancing used to."



**Opal Otis'** apartment at Bethesda Gardens defines coziness. Two massive floral couches invite guests to take a seat in the living room. The hallway is lined with photographs of Opal and her friends and family throughout the decades. On the wall hangs a framed sign featuring pink high heels and a quote that, if you know 107-year-old Opal, is seemingly her life motto:

I can do anything with the right shoes.

Ever since she was

a young girl, dancing has been in Opal's blood. In high school, she taught boys so they would know dance moves at parties. Later in life, she led lessons at churches and the local YMCA. She taught her fellow Girl Scouts routines, one of which they performed at a St. Louis Cardinals game. She married her husband, Warren, with one caveat: He had to be able to dance. He didn't, so she taught him. Then they taught dance together.

Her dance classes frequently performed on cruises—more than 30, she says. One year, the group cruised through the Bermuda Triangle. A frightening storm overtook the ship, which led to the case of the missing dance student. He was found a few hours later, pegged behind a sofa.

From ballroom dancing (her favorite!) to hip-hop and even line dancing, Opal's found joy in movement for over a century—and that's her secret. "Dancing made me strong. We had so much fun because of dancing."

Now Bethesda's oldest living resident, she is known to make friends with everyone she meets. She celebrated her 107th birthday in October with a party at her home at Bethesda Gardens, with many of her friends by her side. Opal remains humbled by her experiences and the people she's met along the way. She knows she's lucky to have lived such a successful and happy life. "I've been busy, haven't I?" she says with a smile.

Yes, Opal, you have.

"I can do anything with the right shoes."

—Opal Otis

## Awards & Accolades



**Barbara Clements** (right) and **Judy Lindquist**, seen here with **Joe Brinker**, were selected as the 2019 recipients of the Norwood Award for their outstanding service to St. Louis seniors. The Norwood Award honors individuals or organizations that have given extraordinary support and service to Bethesda.

*U.S. News & World Report* named Bethesda Southgate a Best Nursing Home in the Continuing Care Facilities category for the second consecutive year.

**Maud Jeanty**, a Bethesda Dilworth volunteer; **Chris Crouch**, former Bethesda V.P. and Senior Administrator, Bethesda Southgate/Charless Village; and **Karen Zurick**, Senior Director of Nursing, Barnes-Jewish Extended Care, celebrate their awards at the 2019 LeadingAge Missouri Annual Conference. Maud received the Volunteer of the



Year, Karen received the Employee of the Year, and Chris received the E. Willis Piehl Award for a distinguished history of commitment and leadership in the field of senior services.



**Lena Fountain**, Admissions Counselor at Barnes-Jewish Extended Care, and **Julie Strassman**, Volunteer Coordinator & Bereavement Assistant, Bethesda Hospice Care, celebrate their selection as Mary June King Scholarship recipients with **Kathy Joslin**, Senior VP of HR, and **Joe Brinker**, President & CEO.

The prestigious Hermes Creative Awards are awarded to creative professionals involved in the concept, writing and design of traditional materials, marketing and communications programs, and emerging technologies—and among the 2019 winning entries was Bethesda's 2018 Annual Report.



St. Andrew's Charitable Foundation honored **Ted Savage**, a resident living at The Oaks at Bethesda, as an Ageless Remarkable Saint Louisan, an honor granted to individuals 75 and older who are making a difference in St. Louis through philanthropy, volunteerism and leadership.



Village North resident **Cleora Hughes** (sitting, far right) was honored as a "Living Legend" by The Greater St. Louis Association of Black Journalists. Cleora was the first black entertainment editor at the *St. Louis Post-Dispatch*

and one of the founding members of the Greater St. Louis Association of Black Journalists.



**Julie Strassman**, Volunteer Coordinator at Bethesda Hospice Care (right), beams as she celebrates her Volunteer Director of the Year award, given to her by the Metropolitan Volunteer Management Association. She is pictured with **Leslie Schaeffer**, her supervisor, who nominated her for the award.



Bethesda received Champion Level recognition at the 2019 St. Louis Green Challenge Awards for its commitment to reducing its environmental impact. **Mike Scherrer**, Director of Administrative Services, and **Jessie Bathon**, Staff Assistant, Administrative Services, represented Bethesda at the awards ceremony at the St. Louis Zoo.



Five members of the Bethesda community were nominated for the 2019 VOYCE Awards, given to staff and volunteers who demonstrate exceptional caregiving. Of 85 individuals nominated in the St. Louis area, 20 received awards. Sitting from left to right: award winner **Sarita Weldon** (Senior Admissions Counselor, Bethesda Southgate), **Charlotte Busch** (Senior Human Resources Manager, Bethesda Meadow). Standing from left to right: **Kara Henry** (Social Services, Bethesda Southgate), **Trina Davis** (CNA, Bethesda Hawthorne Place), **Eileen Maher** (Volunteer, Bethesda Dilworth).



For the third consecutive year, the team at Alton Memorial Rehabilitation & Therapy (previously Eunice Smith Home) earned the "Best of the Best" Skilled Nursing Facility by the readers of the *Alton Telegraph*.

# Providing Quality Care for 130 Years— with Your Support

In 1889, Roger and Elizabeth Hayne founded Bethesda to provide quality care for aged women and abandoned children. Eventually, Bethesda’s focus had narrowed to providing services exclusively to seniors and their families. What hasn’t changed through the years is Bethesda’s strong commitment to providing care for those in need—and our family of donors and volunteers are the ones who make this possible.

To date, Bethesda has provided our seniors and families with millions of dollars in support through long-term charity care and senior living financial assistance. Last year, thanks to the effort from our incredible and generous donors, Bethesda provided nearly \$13.5 million in unreimbursed care, allowing hundreds of seniors to remain in our communities, their homes.

Our list of donors includes 1,009 employees, residents and friends. Each year, they

enthusiastically participate in “Hearts for Our Homes,” our annual employee and resident-based fundraising campaign. In 2019, the campaign raised \$143,000. A special thanks is owed to family, friends and residents of Bethesda Terrace, who alone raised more than \$20,000—the highest amount among all our communities.

## The Need Grows

Your help is needed now more than ever, as many seniors today face financial uncertainty. The heart of our mission is providing quality care for seniors, regardless of their ability to pay. We all work together to ensure seniors can call Bethesda “home,” even when their funds have depleted.

Your support touches the lives of seniors in immeasurable ways. We could not possibly express what this means better than the daughter of one of our residents receiving financial assistance:

“We knew Mom’s funds would eventually run out, but knowing she could stay in her home, surrounded by the friends and caregivers who mean so much to her, gave my family incredible peace of mind. In its commitment to caring for seniors of all income levels, Bethesda is providing an invaluable service to St. Louis seniors and the family members who love them.”

*Team members from Bethesda Terrace (Andrea Snyder, Debbie Gould and Marie Bartels) celebrate their Hearts for Our Homes victory with Joe Brinker and Michelle Glass. Bethesda Terrace staff, residents and family members raised \$20,246 for the annual fundraising campaign.*





## How You Can Help

Your gift makes a difference, no matter the size. There are numerous ways to donate—below are just a few examples.

- **Join the Bethesda Legacy Society.** Distinguished membership begins with a tax-deductible gift of \$500 or more. Attending the annual Legacy Society Luncheon is one way we show appreciation for your support.
- **Make a tribute gift.** Your donation may be a “tribute gift” in honor or in memory of someone special. When you donate, Bethesda sends a note with your special message to the honored individual

or the family informing them of your sentiments.

- **Donate through a bequest or trust.** You can designate either a specific dollar amount or a percentage of your estate, creating a meaningful and lasting legacy.
- **Donate your required minimum distribution from your IRA.** Donating part of your IRA may decrease your adjusted gross income and help you reduce taxes, as well as making a significant difference in the lives of our seniors.

For more information, visit [BethesdaHealth.org/giving-to-bethesda/](http://BethesdaHealth.org/giving-to-bethesda/), call (314) 800-1981 or e-mail [pedempski@bethesdahealth.org](mailto:pedempski@bethesdahealth.org).



**Fred Perabo**, Vice Chair of the Bethesda Board and Co-Chair of the Bethesda Legacy Society (right), visits with **Jason Hall**, CEO of Arch to Park, keynote speaker at the 2019 Legacy Society Luncheon.

## Bethesda By the Numbers



Approximately  
**240** Veterans

**\$13.5 million**  
of uncompensated  
charitable assistance  
given to residents

More than **10,000** seniors served annually

**86,000**  
visits from  
Wellness Partners



**518**  
nurses and  
CNAs on staff



**20,182** resident transports



**18,340** Meals on Wheels  
coordinated by  
Bethesda Dilworth and  
Bethesda Southgate

**113,150**

lights on display during  
the 2019 holiday season

*Per the suggestion of resident **Jim Canova**, a photo was taken that captures the beauty and spirit of the holiday light display at the Oaks.*

**1,009** donors

Nearly **2,000**  
flu vaccines administered  
to residents, employees  
and volunteers.

# Highlights

## Bethesda Hospice Care Secures “We Honor Veterans” Level Five status



WE HONOR VETERANS

A late December announcement from the National Hospice and Palliative Care Organization provided the news the Bethesda Hospice Care team had been waiting for—they had achieved Level Five status for the “We Honor Veterans” program, which is the highest level that can be achieved at this time.

At the time of the announcement, Bethesda Hospice Care was the only St. Louis program to reach Level Five status, as well as the only program in Missouri or Illinois. Nationally, fewer than 40 programs had achieved a Level Five designation.

## New Names for Two Skilled Nursing Communities

Same services, same quality, different names.

Village North Health Center (Florissant) is now Christian Extended Care & Rehabilitation, and Eunice C. Smith Home (Alton) is now Alton Memorial Rehabilitation & Therapy.

The name of Village North Retirement Community, which features independent senior living, did not change.



“The services offered at these communities continues, as will the level of quality care and excellence that our residents and their families have come to expect,” says **Kiel Peregrin**, Senior V.P. of Long-Term Care.

Kiel added that accommodations are being made to ensure that the legacy that “Miss Eunice” Smith and her family brought to the Alton skilled nursing community will remain intact.



## Bethesda Unveils New Respiratory Therapy Program

Avoiding rehospitalization is the goal of every patient undergoing rehabilitation therapy at a skilled nursing community.

The majority of hospital readmissions of those rehabilitation therapy patients are due to respiratory-related illnesses (COPD, pneumonia, congestive heart failure) that are not adequately addressed.

For this reason, Bethesda has unveiled the only program in the St. Louis area offering a customized respiratory program administered by licensed respiratory therapists (not nurses).

The program, which is available at all six skilled nursing communities, includes:

- Seven days of respiratory therapy per week
- All therapy activities conducted on site
- All customized programs developed by a team of five respiratory therapists

“We’ve already seen plenty of patients whose health has improved by virtue of the therapy they are getting as part of this program,” says **Kiel Peregrin**, Senior V.P. of Long-Term Care. “In addition, we are achieving our goal—and theirs—of avoiding return trips to the hospital.”

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Year ending June 30, 2019

We gratefully acknowledge our donors and Community Partners for their support and generosity. We have made every effort to accurately recognize our donors; if any errors have occurred, please accept our sincere apology.

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*Residents Carol Strawbridge (Village North) and Joan Whitford (Bethesda Orchard) took active roles in the Bethesda Foundation's voter registration campaign. More than 100 Bethesda residents registered to vote or receive an absentee ballot in 2019.*

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*A handsome group of Veterans living at Bethesda Gardens (plus one who lives at The Oaks) gather during the Veterans Day pinning ceremony. Each community holds a pinning ceremony on this day to honor Veterans and their spouses.*

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 Martin and Cindi Templin  
 Jenis Tentschert  
 Mary Tharp  
 Debra S. Thompson  
 William Thompson

Kaitlin Tippen  
 Marc Tisa  
 Jim and Charlotte Tokos  
 Aria Toran  
 Thomas and Deborah Trau  
 Enis and Emina Tutundzic  
 Carlton Underwood  
 Srirama Vasudevan and  
 Krithika Ramamurthy  
 Village North Retirement  
 Community Employees  
 Angelo and Delores Vlaich  
 Daniel Vogel  
 Joyce Voit  
 Cheryl Voss  
 Sally Voss  
 Diane Wagner  
 Diana Walker  
 Erica Walker  
 Shelly Walker  
 Jessica Wallace  
 Beverly Walls  
 Latosha Walls  
 Christopher Walter  
 Rapheal Walton  
 Elizabeth Wamser  
 Sherry Waterson  
 Joseph Weyhrich  
 Emily White  
 Ann Whitney  
 Jim and Valerie Whitney  
 Teresa Wichern  
 Bernie and Denise Wicklein  
 Diane Wieland  
 Kimberly Wigton  
 Jane Wilhelms  
 Kevin and Donna Wilkinson  
 Dawn Williams  
 DeCarla Williams  
 Faith Williams  
 Lasonza Williams  
 Lee Williams  
 Roshell Williams  
 Amy Willis  
 Aresha Wilson  
 Lisa Wilson  
 Joan Winkelmann  
 Nicole Winker  
 Angela Winklemann  
 David and Barbara Winkler  
 Kionna Winn  
 Robert and Cindy Winters  
 Alvin and Shirley Wittner  
 Debbie Witzel  
 Helen Wood  
 Latrice Young  
 Amira Zametica  
 James W. Zant

\*Deceased ♦Board Member



## Board of Directors

*Sitting, left to right*—Fred H. Perabo, Vice Chairman; John W. Rowe, Chairman; Joseph J. Brinker, President & Chief Executive Officer; Richard C. Mueller, Jr.

*Standing, left to right*—J. Michael Keller; Jackie Yoon; Gary L. Mayes, Secretary; J. Dale Meier; Susan G. Moore; James H. Esther, M.D.

*Not pictured*—Kevin J. Klingler, Treasurer; Mark A. Reifsteck



## Management Team

*Sitting, left to right*—Katherine E. Joslin, Senior Vice President, Human Resources; Roger T. Byrne, Executive Vice President and Chief Financial Officer; Joseph J. Brinker, President and Chief Executive Officer; Kiel S. Peregrin, Senior Vice President, Long-Term Care; Pamela E. Dempski, Corporate Vice President and Director of Development

*Standing, left to right*—Kevin L. Curry, Vice President and Corporate Compliance Officer; Candice E. Brown, Vice President and Administrator; Mark A. Jeffries, Vice President and Administrator; Michelle M. Glass, Corporate Vice President, Senior Living and In-Home Services; Nathan D. Darling, Corporate Vice President, Business Development; Christine E. Crouch, Vice President and Senior Administrator; Jeffrey R. Waldman, Vice President and Director of Marketing



## Advisory Board

*Sitting, left to right*—Al Poelker, Franc Flotron, Pat Kapsar, Dave Fleisher, Joan Whitford, Peter Krombach

*Standing, left to right*—Ruth Kohl, George Clements, Phil Hutchison, Tom Collins, Earle Harbison, Juanita Hinshaw, Joe Brinker, Sally Lilly

*Not Pictured*—Bob Barrett, Ken Bass, Joe Birk\*, Nick Clifford, David Culver, Benjamin Edwards, Curt Engler, John McClure, Cathy Reiss, Jim Sertl, Jackie Shillington, Steve Woodard



## Women's Board



*Sitting, left to right*—Susan Oberkrom, Joan Whitford, Margaret Ganyard, Maud Jeanty, Nancy O'Brien, Sharon Burkhardt (Membership Chair), Jean Bouchard, Joan Howarth, Angelina Harris, Zena Utrecht, Judy Thielker, Pat Kapsar (President), Mary Kirschman

*Standing, left to right*—Angie Heumann, Deni O'Malley, Joan Tiemann, Ruth Ann Cranston, Joyce Ulrich, Susan Logie, Julie Okenfuss, Gloria Wotka, Juanita Hinshaw, Jane Mahan, Mary Sertl, Anne Reed, Sue Voorhees, Dorothy Boenker, Kathy Joslin, Kathy Lupo, Stephany Mendelsohn, Sally Lilly, Barbara Clements, Lisa Calliott, Susan Fagan, Michelle Glass, Ginny Rowe, Sondra Ellis

*Not pictured*—Sara Arn, Laura Baumstark, Toni Breihan, Susan Brinker, Alicia Gonzalez, Margaret Goode, Michele Hachman, Dorothy Hanpeter, Suzanne Harbison, Marilyn Harrington, Christy James, Babs Kolkmeier, Sally Lilly, Susan Martin, Ann McCandless, Connie McManus, Lydia Meier, Lisa Meyer, Susan Moore, Dessa Morrow, Julie Poelker (Treasurer), Mary Ann Reifschneider, Juliette Reed, Jackie Shillington, Fran Stuhl, Georgee Waldman, Susan Webster, Louise Wilson, Jackie Yoon

## Bethesda Dilworth Auxiliary



*Sitting, left to right*—Jan Glass (Vice President), Charlene Zinkl (Treasurer)

*Standing, left to right*—Maud Jeanty (Secretary), Bob Morris (President), Darla Neely (Auxiliary Coordinator)

## Bethesda Southgate Auxiliary



*Sitting, left to right*—Judy LeBlanc (President), Nancy Baumgartner

*Standing, left to right*—Olga Bojko, Kathleen Pongracz (Auxiliary Coordinator), Jan Keale



## Bethesda Meadow Auxiliary

*Left to right*—Bob Morris (Treasurer), Ruth Kohl (President), Candice Brown (VP and Administrator), Julie Yates, Dianne Mollett, Emily Lankau (Secretary), Chanta Scott (Former Activities/Auxiliary Coordinator)

# Bethesda Financials

Year ending June 30, 2019

## Bethesda Health Group, Inc. and Subsidiaries Combined Statement of Operations

### Revenues

Net service revenue	\$ 87,999,523
Other revenue and gains	6,902,613
Contributions	687,665
<b>Total revenues</b>	<b>95,589,801</b>

### Expenses

Direct professional care	45,325,263
Dietary service	9,950,481
General resident & campus services	14,825,325
Corporate administrative services	7,927,277
Employee health & welfare	3,179,620
Professional fees & services	1,284,517
Depreciation	8,751,402
Interest	5,055,473
Provision for bad debts	912,775
<b>Total expenses</b>	<b>97,212,133</b>

**Net income** \$ (1,622,332)

## Bethesda Health Group, Inc. and Subsidiaries Combined Balance Sheet

### Assets

Current assets	
Cash and cash equivalents	\$ 1,992,088
Assets limited as to use	36,020,411
Accounts receivable	4,586,185
Management fee receivable	1,654,425
Other current assets	1,628,874
<b>Total current assets</b>	<b>45,881,983</b>
Assets limited as to use, net of amount required to meet current obligations	41,913,497
Property, plant & equipment, net	116,560,510
Beneficial interest in trusts	1,091,825
Beneficial interest in affiliate	6,832,828
Other assets	163,496
<b>Total assets</b>	<b>\$212,444,139</b>

### Liabilities And Net Assets

Current liabilities	
Current maturities of long-term debt	\$ 24,980,000
Line of credit	2,500,000
Accounts payable	3,298,167
Accrued expenses	7,098,998
Other current liabilities	2,507,881
<b>Total current liabilities</b>	<b>\$ 40,385,046</b>
Long-term liabilities, less current maturities	81,304,408
Life residents' fees	50,054,579
Other liabilities	13,682,918
<b>Total liabilities</b>	<b>185,426,951</b>
Net assets	27,017,188
<b>Total liabilities and net assets</b>	<b>\$212,444,139</b>

# Life at Bethesda



1

1 As per tradition, the Queen and King of Bethesda Orchard (**Judy and Jim Hewlett**) participated in the annual Webster Groves Independence Day parade.



2

2 Missouri Attorney General **Eric Schmitt** talks to the residents at Bethesda Orchard about how to avoid being victimized by a scam. The Glendale native also shared that, when first starting his political career, the first place he ever spoke was at Bethesda Orchard.

3 The esteemed "Ding-a-Lings" are always ready to serenade Bethesda Dilworth residents with a song (which they do every Thursday afternoon around lunchtime).

4 **Grace LeRoux, R.N.**, who has worked at Bethesda Meadow and Bethesda Southgate, shares tips on celebrating the holidays with a loved one with dementia with **John Pertzborn** of Fox 2 News.

5 **Laura Bernstetter**, Senior Care Coordinator in the Care Management Program at Bethesda Senior Support Solutions (left), and **Lea Ann Coates**, Residency Counselor at Bethesda Hawthorne Place, offer information at one of the more than 20 community events tailored to older adults and the community.

6 "King" **Bill Goodale** offers beads to some of his fellow residents at the annual Mardi Gras parade and celebration at Bethesda Meadow.



3



4



5



6

Bethesda Health Group, Inc.  
1630 Des Peres Rd., Suite 290  
St. Louis, MO 63131  
314-800-1900  
www.BethesdaHealth.org

## Bethesda Independent Living Communities

**Bethesda Barclay House**  
230 S. Brentwood Blvd.  
Clayton, MO 63105  
(314) 725-1000

**Bethesda Gardens**  
420 S. Kirkwood Rd.  
Kirkwood, MO 63122  
(314) 965-8100

**Bethesda Orchard**  
21 N. Old Orchard Ave.  
Webster Groves, MO 63119  
(314) 963-2100

**Bethesda Terrace**  
2535 Oakmont Terrace Dr.  
Oakville, MO 63129  
(314) 846-6400

**The Oaks at Bethesda**  
9645 Big Bend Rd.  
Oakland, MO 63122  
(314) 686-4250

**Village North Retirement Community**  
11160 Village North Dr.  
St. Louis, MO 63136  
(314) 355-8010

## Bethesda Assisted Living Communities

**Charless Village**  
5943 Telegraph Rd.  
St. Louis, MO 63129  
(314) 606-9891

**Bethesda Hawthorne Place\***  
1111 Berry Rd.  
Oakland, MO 63122  
(314) 853-2551

## Bethesda Skilled Nursing Communities

*(including Memory Support,\* Rehab & Therapy, and Respite Care)*

**Bethesda Dilworth\***  
9645 Big Bend Blvd.  
Oakland, MO 63122  
(314) 968-5460

**Bethesda Meadow\***  
322 Old State Rd.  
Ellisville, MO 63021  
(636) 227-3431

**Bethesda Southgate\***  
5943 Telegraph Rd.  
Oakville, MO 63129  
(314) 846-2000

**Alton Memorial Rehabilitation & Therapy**  
1251 College Ave.  
Alton, IL 62002  
(618) 463-7330

**Christian Extended Care & Rehabilitation**  
11160 Village North Dr.  
St. Louis, MO 63136  
(314) 355-8010

**Barnes-Jewish Extended Care**  
401 Corporate Park Dr.  
Clayton, MO 63105  
(314) 725-7447



## Bethesda Home and Community Based Services

**Bethesda Hospice Care**  
1630 Des Peres Rd.  
St. Louis, MO 63131  
(314) 446-0623

**Bethesda Senior Support Solutions**  
1630 Des Peres Rd.  
St. Louis, MO 63131  
(314) 963-2200

**St. Andrews & Bethesda Home Health**  
1630 Des Peres Rd.  
St. Louis, MO 63131  
(314) 963-2200

**Meals on Wheels Bethesda Dilworth**  
(314) 968-5460, ext. 5410

**Bethesda Southgate**  
(314) 892-1124

## Bethesda Rehab & Therapy Centers

**Bethesda Dilworth**  
9645 Big Bend Blvd.  
St. Louis, MO 63122  
(314) 446-2150

**Bethesda Meadow**  
322 Old State Rd.  
Ellisville, MO 63021  
(636) 227-3431

**Bethesda Southgate**  
5943 Telegraph Rd.  
St. Louis, MO 63129  
(314) 846-2001

**Alton Memorial Rehabilitation & Therapy**  
1251 College Ave.  
Alton, IL 62002  
(618) 463-7330

**Christian Extended Care & Rehabilitation**  
11160 Village North Dr.  
St. Louis, MO 63136  
(314) 355-8010

**Barnes-Jewish Extended Care**  
401 Corporate Park Dr.  
Clayton, MO 63105  
(314) 725-7447

