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(top) There is a lot of talent in this photo! It features the entire cast who sang, danced and entertained as part of the 2022 Bethesda Orchard Follies! To watch the performance, go to the Bethesda YouTube channel.

(center) Activity Directors Adrienne Loyd (Village North Retirement Community, second from right) and Jocelynn Lewis (Christian Extended Care & Rehabilitation, far right) combined efforts to coordinate a substantial number of school supplies for Parker Elementary School for the 2022-23 school year.

(bottom) Sergeant Kevin Bentley and Detective Erica Anderson (far right) of the St. Louis Metropolitan Police Department pose with a sampling of the 150 gifts collected by the Bethesda Corporate Team for underprivileged children. Bethesda's representatives include (I-r) Michelle Glass, Kathy Joslin and Penny Northern-Phanse (seated).







Welcome to the 2022 Report to the Community.

The theme of this year's Report to the Community is **Positively Bethesda**. I particularly like the use of the word "positively" because, depending on the context, it has two distinct meanings—both of which I believe are appropriate and accurate depictions of Bethesda as we embark on our 134th year of serving the St. Louis senior population and their families.

First, the very essence of **Positively Bethesda** exudes optimism. We have every reason to be optimistic and grateful for the resilience of this organization. Our team has been able to withstand tremendous challenges since our beginnings in 1889 and, more recently, those delivered by the pandemic. Yet today, each day is met with enthusiasm for assisting our residents as they pursue their interests and lead vibrant lives.

For example, I hope you enjoy meeting Leona Harris, our "cover girl," whose profile can be found on page 16. She has lived at Bethesda Gardens for nearly 20 years, and has turned her baking hobby into the quintessential definition of hospitality for the other residents and their guests. Recently, her holiday cookie production topped 1,100! Read on to learn her secret.

Second, the use of the word "positively" conveys conviction. As in "Absolutely, *Positively* Bethesda." We are steadfast in our resolve to provide care that protects the dignity and well-being of our residents. That starts with our team of caregivers.

As you will read in the report, Bethesda has created many programs to invest in our talented employees, including providing an "education ladder" to professional success, developing solutions for work flexibility, and cultivating new opportunities for nurses from across the globe. We are committed to helping dedicated individuals build rewarding healthcare careers, which in turn provide high-quality experiences for our residents.

Your loyalty and generosity make our optimism and conviction possible. The committed support from donors like you to the Bethesda Health Group Foundation provides valuable enhancements each year. This report shares a few examples of how your exceptional financial support allows us to make life more meaningful, memorable and dignified for those in our communities.

Thank you for your continued support, and enjoy the report!

Joseph J. Brinker President & CEO

Joseph J. Bruhn

Joe Brinker (left) celebrates with Teresa Buehler and Tom Collins, the 2022 Norwood Award honorees.
Read more about Teresa and Tom on page 14.

Establishing a Culture of "WOW!"

Bethesda Redefining Excellent Customer Service

At Bethesda, we continually strive to improve the quality of life for those we serve, but we realize there is always room for improvement. By implementing a program called "WOW! Customer Service," we are furthering this commitment by inspiring team members to provide experiences that leave people feeling great.

Fred Falker, "WOW! Customer Service" consultant and Bethesda Board Member, introduced the program. Fred has spent much of

"Our team members are working very challenging jobs, and sometimes they might feel like they don't matter. Going through this training shows them that what they do is important, and they matter tremendously to our organization. In turn, it improves the quality of our residents' lives."

Michelle Glass, Senior Vice President of Senior Living and In-Home Services his career in the customer service space and has helped dozens of organizations pursue the "WOW" level.

"When it comes down to it, delivering amazing care to everyone is crucial because everyone deserves it," says Fred.

Fred introduced the program through a "train the trainer" model, in which team members were provided with the knowledge and confidence to put the program into action and train their peers.

"I think this program has been so well received because it has support from every level of our organization," says **Michelle Glass**, Senior Vice President of Senior Living and In-Home Services. "We're also very committed to celebrating team member wins, which I think makes them know that we are paying attention and we care about them."

The program has also helped Bethesda retain team members, which is of utmost importance in this challenging labor market. "Our team members are working very challenging jobs, and sometimes they might feel like they don't matter," says Michelle. "Going through this training shows them that what they do is important, and they matter tremendously to our organization. In turn, it improves the quality of our residents' lives."

Bethesda Meadow is one of the Bethesda communities that has successfully implemented "WOW! Customer Service." Since the program's introduction, Bethesda Meadow hosts monthly trainings for new employees and staff members who need a refresher course. These trainings have resulted in noticeable improvements in the culture of the community.

"The key to our success has been consistency in trainings and accountability, meaning people who are not exhibiting 'WOW! Customer Service' are required to retake the training course, or potentially even be dismissed from their role," says Wade Hachman, Administrator at Bethesda Meadow, who facilitates the program with Jo Ann Skelton, Administrative Secretary. "We've set a standard for every single person on our team because our residents, and our employees, deserve the absolute best."

"It's hard to surrender full trust of your parent, but knowing there's someone in my Mom's corner who has her best interests at heart lets me sleep easy at night."

Becky Wright,Daughter of Bethesda Meadow
resident Donna Day

Donna Day, a Bethesda Meadow resident, and her daughter, Becky Wright, are among the many who have experienced "WOW! Customer Service" firsthand.

"I'm very impressed with what I have seen in this area over the last few months, and **Neka Leggs**, one of the CNAs, quickly became one of my Mom's favorite people," Becky says. "She has taken the time to truly get to know my Mom. They sing together, and Neka spoils her with treats."

Becky credits the attention to detail and level of attentiveness from Neka and the rest of the Bethesda Meadow staff for the exceptional care her mother has received. She says they are quick to notice when something isn't quite right with Donna and can take swift action to get her the care she needs.

"It's hard to surrender full trust of your parent, but knowing there's someone in my Mom's corner who has her best interests at heart lets me sleep easy at night," says Becky.

Becky is also thankful for the companionship Neka has with her mother.



"Neka has been my friend for a long time," says Donna. "Everyone here is kind, but there's something special about Neka. She always goes above and beyond for me, and she

For Neka, outstanding customer service is just part of her job. Knowing she's making a difference in someone's life is an incredible feeling—it's what makes her excited to go to work.

feels like home."

"It's so easy for me to provide 'WOW! Customer Service' because of the family environment at Bethesda Meadow," says Neka. "I'm not originally from St. Louis, and most of my family is elsewhere. However, I feel like I have grandparents to love and care for here, which is a great feeling."

Sadly, Donna passed away in January of 2023.

Donna Day (left) and her daughter,
Becky Wright (center) sit fireside with
Neka Leggs, CNA, one of Donna's favorite
caregivers at Bethesda Meadow.

Carving out Career Pathways at Bethesda

Bethesda's commitment to mentoring and developing staff aligns with our belief that our team members are our greatest assets. Four of Bethesda's "shining stars" share how the organization's support is helping them achieve their career goals.

Emina Bursac

Emina Bursac is living the American dream, and she attributes much of her success to the support she has received from Bethesda. Emina and her family immigrated to the U.S. from Bosnia. She knows both the value and rewards of hard work and determination.

Emina was first introduced to Bethesda when she took classes at Bethesda Dilworth to be a Certified Nurse Assistant (CNA) and then a Certified Medication Technician (CMT). She worked weekends at Bethesda Southgate after becoming a Licensed Practical Nurse (LPN) while going to school during the week to become a Registered Nurse (RN). Emina was supported in this endeavor by Bethesda's tuition reimbursement program and her fellow team members, who made sure she could accommodate her class schedule.

"I occasionally had to perform my clinicals on Saturdays, and it meant so much that my colleagues at Southgate supported me," says Emina. "Becoming an RN would have been very difficult without Bethesda and the whole Southgate team."

In May of 2022, Emina earned her Bachelor of Science in Nursing from Central Methodist University. Today she is a Corporate Compliance Nurse for Bethesda and is working toward becoming certified in healthcare compliance.

Jerry Ahillen

Bethesda Barclay House General Manager Jerry Ahillen knows the importance of having a plan. When Jerry moved back to his native St. Louis from Florida in 2016, he accepted a job as a driver at Bethesda Barclay House to get his foot in the door. His sights were set on being General Manager of one of the retirement communities, and he made that known. Once his work ethic and professionalism caught the attention of Michelle Glass, Senior



Emina Bursac (2nd from right) discusses a case with Corporate Compliance team members (I-r) **Dawn Poppe, Kevin Curry** and **Erin Conner.**



Vice President of Senior Living and In-Home Services, that day came a lot sooner than anyone might have predicted.

In less than a year, Jerry was the business office lead at Bethesda Dilworth, a position that helped prepare him to become Admissions Counselor at Barnes-Jewish Extended Care (BJEC) and then Sales Counselor at Bethesda Barclay House. It was there that he was promoted to General Manager in December 2021.

"I owe so much of my career trajectory to Bethesda's culture of cultivating talent and making pathways for team members who want to advance within the organization," says Jerry. "Everyone at Bethesda cares for our residents like they are family. That same commitment to excellence extends from upper management to staff, offering the resources and encouragement team members need to flourish."

Jill Immethun, Bethesda's Wound Ostomy Care Coordinator, travels to residents' rooms to treat their wounds.

Jill Immethun

Jill Immethun, Bethesda's Wound Ostomy Care Coordinator, is a trailblazer. Having started as a CNA in 2002, Jill worked her way up the nursing ranks. In 2021, she earned her certification in wound ostomy and continence through Emory University's online program. Her studies led her to identify a need for Bethesda to have a wound care nurse, so she wrote a proposal and presented it to corporate leadership,

Jerry Ahillen, General Manager at Bethesda Barclay House, enjoys a cup of coffee in his office during a rare quiet moment.

and they agreed. In her newly created role, she oversees care for all patient wounds.

In August of 2022, Jill began the Master of Science in Nursing program at Maryville University, and is again benefiting from Bethesda's tuition reimbursement program. Upon graduation, she will specialize in adult gerontology primary care.

"I am forever grateful to Bethesda for providing the opportunity for me to grow in my career," Jill says. She credits offerings like Bethesda's Career Ladder apprenticeship program for giving senior staff members an avenue to help junior staff advance in their careers, bringing the cycle of mentorship full circle.

continued on page 8





Felinna Love (middle) chats with residents **Doris Rice** (left) and **Sylvia Swaysland** in the Village North Retirement Community living room.

Felinna Love

Soon after starting her career at Bethesda as an Administrative Assistant in the Corporate office, Felinna Love's father unexpectedly passed away. She became the guardian of her sister, who was just 15 at the time—a big responsibility for a 28-year-old. Recently divorced, Felinna remembers feeling extremely alone and overwhelmed. That's when Bethesda's Human Resources Department made her aware of their Employee Assistance Program, which includes grief counseling, a benefit Felinna says proved invaluable.

"I can't even begin to measure the amount of support I got from people I had just met," she says. "The empathy, the connection...it was something I will always remember with a profound sense of gratitude."

In time, Felinna was able to honor a promise she had made to her father by earning a business degree from Lindenwood University, graduating in December of 2018. She credits Bethesda's tuition reimbursement program as well as the Mary June King Scholarship, which assists with things like books and laptops. While in school, Felinna became

"A lot of places don't have the type of resources we enjoy here, and that is probably a big reason why Bethesda attracts so many amazing staff members. The commitment we all have to our residents extends to each other. It's really special."

Felinna Love, General Manager, Village North Retirement Community

a Sales Counselor for Village North Retirement Community. She was subsequently promoted to Assistant General Manager and, in 2020, to General Manager.

Felinna points to the way Bethesda supports its employees as something not to take for granted. "A lot of places don't have the type of resources we enjoy here, and that is probably a big reason why Bethesda attracts so many amazing staff members," she says. "The commitment we all have to our residents extends to each other. It's really special."

By the Numbers: Career Ladder Program



182
Total CNA and CMT class participants since

program began in 2019



88

Bethesda employees have more than 20 years of service

Participants completed the CNA and CMT classes in 2022



84
Age of Bethesda's oldest employee



100%

Certified Nurse Assistant class participants who took and passed the CNA exam in 2022

Bethesda Financials

Year ending June 30, 2022

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

Revenues

| Net service revenue | \$ 83,055,089 |
|-----------------------------------|---------------|
| Other operating revenue and gains | 8,715,585 |
| Contributions | 715,153 |
| Non-operating investment gains | 3,175,622 |
| Total revenues | \$ 95,661,449 |
| | |
| Evmanaga | |

Expenses

| Direct professional care | \$ 41,132,556 |
|------------------------------------|-------------------|
| Dietary service | 9,719,862 |
| General resident & campus services | 12,386,735 |
| Administrative services | 20,520,011 |
| Employee health & welfare | 1,721,634 |
| Depreciation | 7,757,803 |
| Interest | 4,512,856 |
| Provision for bad debts | 445,287 |
| Total expenses | \$ 98,196,744 |
| | |
| Net income | \$ (2,535,295) |
| | |

Bethesda Health Group, Inc. and Subsidiaries Combined Balance Sheet

Assets

| Current assets | |
|---|-------------------|
| Cash and cash equivalents | \$ 2,123,979 |
| Assets limited as to use | 14,447,578 |
| Resident accounts receivable | 2,978,819 |
| Management fee receivable | 2,351,866 |
| Other current assets | 1,776,560 |
| Total current assets | \$ 23,678,802 |
| | |
| Assets limited as to use, net of amount | |
| required to meet current obligations | \$ 61,574,902 |
| Property, plant & equipment, net | \$ 101,157,245 |
| | |
| Beneficial interest in trusts | \$ 1,550,014 |
| Beneficial interest in affiliate | 7,082,828 |
| Other assets | 551,492 |
| Total other assets | \$ 9,184,334 |
| Total assets | \$ 195,595,283 |
| | |

Liabilities And Net Assets

| \sim | | | | | |
|--------|--------|------|-----|-------|----|
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| Current maturities of long-term debt | \$ 2,980,000 |
|---|-------------------|
| Line of credit | 2,000,000 |
| Accounts payable | 3,081,435 |
| Accrued expenses | 7,719,880 |
| Other current liabilities | 2,021,184 |
| Total current liabilities | \$ 17,802,499 |
| | |
| Long-term debt, less current maturities | \$ 94,978,427 |
| Life residents' fees | 51,245,393 |
| Other liabilities | 4,333,329 |
| Total other long-term liabilities | \$ 150,557,149 |
| Total liabilities | \$ 168,359,648 |
| Net assets | 27,235,635 |
| Total liabilities and net assets | \$ 195,595,283 |
| | |



The Memorial Care Center team poses outside the community's updated sign.

Bethesda Expands in 2022

Bethesda added two new communities to the organization in 2022—one further expands the relationship with BJC HealthCare and one furthers Bethesda's presence in an area we know quite well.

In April, **Memorial Care Center** (MCC) became the fifth BJC-owned community to be managed by Bethesda. MCC is located on the campus of BJC's Memorial Hospital in Belleville, Ill., and provides post-hospitalization rehabilitation and therapy to patients needing additional care before returning home.

In November, Bethesda purchased **Pacific Place**, a boutique retirement community comprised of 32



(L-R) Bethesda executives **Michelle Glass**, Senior Vice President, Senior Living and In-Home Services, and **Roger Byrne**, Executive VP and CFO, speak with residents at Pacific Place about the transition to Bethesda ownership.

apartments and two cottages in the heart of the Old Orchard section of Webster Groves. Pacific Place becomes the organization's second retirement community in Webster, as it is located mere blocks from Bethesda Orchard.

"We continually strive to identify opportunities that will allow us to provide exceptional senior living and quality care and services to an expanding number of St. Louisarea seniors," says **Joe Brinker**, President & CEO. "We are confident that the expansion of our BJC relationship, along with the purchase of a community with the reputation of Pacific Place, will let us do just that."

Jackie Yoon to Become Board Chair in 2023



Bethesda is pleased to announce that **Jackie Yoon**, former President, St. Louis Market, Bank of America, has been elected as Chair of the Bethesda Board of Directors in 2023.

Jackie will be replacing **Kevin Klingler**, who served as Board Chair in 2021 and 2022. She has served as Vice Chair and Treasurer during her tenure on the Bethesda Board.

"Jackie's unique combination of financial acumen, strategic leadership and empathy for seniors makes her an excellent fit to serve as Bethesda's Board Chair," says **Joe Brinker**, President & CEO.

Telemedicine Arrives at Bethesda

Bethesda skilled nursing and rehab patients and staff can now virtually interact with medical professionals at night and on the weekend, thanks to a collaborative initiative with BJC HealthCare and Sound Physicians.

Through an app on an iPad, nurses and physicians can review a patient's chart together and even have a dialogue with the patient to address and triage any issues. The physicians have access to the patient's electronic medical record and any emergency room records. A virtual stethoscope is even available as part of the app.

"The key to this program is timely intervention for our patients and

provider relief for our staff," says **Kiel Peregrin**, Chief Operating Officer. "Our nurses can access the Sound Physicians team weeknights from 5 p.m. to 8 a.m. and 24 hours on weekends at practically a moment's notice."

"Our experience is that patients are reassured by the virtual presence of a physician skilled in nursing home care, who then seamlessly passes care to us in the morning," added **Dr. Charles Crecelius**, Medical Director of BJC Medical Group.

The initiative began at Christian
Extended Care & Rehabilitation
(CECR) in Florissant and Memorial
Care Center in Belleville, with further
expansion to other Bethesda skilled



CECR Director of Nursing Constance
Harris-Newson positions the iPad so that
rehab patient Gwendolyn Stevenson can
see and speak with Dr. Adnan Lakhani.

nursing communities in the coming months. As of Dec. 31, 2022, the initiative has served more than 190 Bethesda patients.

Creative Recruitment Continues at Bethesda

In 2021, the stage was set, as the Bethesda Human Resources
Department developed creative and innovative strategies for recruiting qualified applicants. They focused primarily on attracting those in the nursing field in order to fill open positions at Bethesda skilled nursing/rehab communities and community-based services.

Fast forward to 2022, and the implementation of those creative recruitment strategies is paying off.

For example, the international nursing market has been a great portal for quality nurses who would like the opportunity to practice in the United States. In 2022, Bethesda hired more than 20 nurses, many of whom are working at Bethesda communities, including natives of Brazil, Nigeria and the Philippines.

"These nurses are doing a wonderful job," says **Eileen Caffey**, Director of Recruitment and Retention.
"They exhibit a great deal of clinical knowledge and empathy for our residents. We hope to secure the talents of additional nurses as a result of this initiative in 2023."

A second successful strategy that Eileen said will continue is the Contingency Nurse Program. In this program, which is designed to fill gaps in scheduling staff to work in Bethesda communities, the participants are not stationed at one facility but could be asked to work anywhere in the Bethesda system. Participants in the program are full-time Bethesda employees who enjoy a higher rate of pay and schedule flexibility, but they are not eligible for benefits.

"We specifically targeted Licensed Practical Nurses to begin the program as a test, and we have been so pleased with the results that we expanded the program to include other nursing positions, such as Certified Nurse Assistants," says Eileen. "So far, we've hired about 40 nurses!"

(L-R) **Billy Perpetua** (Philippines), **Viviane Nascimento** (Brazil) and **Ina De Castro**(Philippines) are among the new registered nurses working at Bethesda. All three are working at Barnes-Jewish Extended Care.



Congratulations to the following Bethesda team members, supporters, communities and services for the recognition received in 2022:



Kiel Peregrin, Chief Operating Officer, was among the chosen few named to the prestigious "40 Under 40" class of 2022. More than 300 nominations were submitted for consideration for this year's class, coordinated as always by the St. Louis Business Journal.

BEST NURSING HOMES 2022 Newsweek

Two Bethesda communities,
Bethesda Dilworth and
Bethesda Meadow, were
named to Newsweek's Best
Nursing Homes 2022 list. This
award recognizes communities
according to key performance
data, peer recommendations

and response to the COVID-19 pandemic. Only 450 communities throughout the nation were selected to the 2022 list—and both Bethesda communities were also named to *Newsweek's* list for 2023.

Bethesda Southgate was one of only 13 skilled nursing/rehab communities across the nation, and the only one in the state of Missouri, to receive the 2022 Silver Level National Quality Award from the American Health Care Association (AHCA). The three-level program (Bronze, Silver, Gold) assesses long-term and postacute care organizations' capabilities against nationally recognized standards for excellence.





Lora Schmittling (right) and Juanita Smith of the Activities Department at Memorial Care Center were honored with a 2022 Governor's Engaging Aging Award. The award is presented by the Illinois

Department on Aging to celebrate the community's efforts to support residents' spiritual well-being as part of a holistic approach to rehabilitation and recovery.



Bethesda Southgate team members (l-r) Shaun Heidke, Nicole Carter and Amanda Fleming were honored with "Employee of the Year" awards at the 2022 LeadingAge Missouri Annual Conference. Amanda won for Direct Care, Nicole for Administrative Support and Shaun for Environmental Services. LeadingAge is a national association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.



Five Bethesda communities were named to the *U.S. News & World Report* Best Nursing Homes list for rehab services for 2022-23: **Alton Memorial Rehabilitation & Therapy, Barnes-Jewish Extended Care, Bethesda Southgate, Christian Extended Care & Rehabilitation** and, for the 13th consecutive year, **Memorial Care Center! Bethesda Southgate** was also recognized for long-term care.



Natalynn Casey (left) and Jen Schmittling, two Licensed Practical Nurses at Alton Memorial Rehabilitation & Therapy, were among the St. Louis metro area nurses featured in a special section in the St. Louis Post-Dispatch titled "Nurses—the Heart of Health Care." Featured nurses had to be nominated to be considered for inclusion.



Eight Bethesda communities and one community-based service were named to the list of Top Area Senior Living Facilities and Home Health Providers, as researched by DataJoe and published in *St. Louis Magazine*:

Barnes-Jewish Extended Care, Bethesda Gardens, Bethesda Hawthorne Place, Bethesda Meadow, Bethesda Orchard, Bethesda Southgate, Christian Extended Care & Rehabilitation, St. Andrews & Bethesda Home Health, and Village North Retirement Community. Alton Memorial Rehabilitation & Therapy and Christian Extended Care & Rehabilitation were voted as "Best of the Best" in the Alton/Godfrey and North County communities, respectively, by the residents living in those communities. The team at CECR (top) was voted "Best in North County" in both the Skilled Nursing/Rehab and Nursing Home categories, and the AMRT team was voted as the "Best Skilled Nursing Facility"—for the fifth consecutive year!







Katrina McFarland, a Certified Medication Technician at Bethesda Dilworth (second from left), and Micky Williamson, a Senior Accountant (second from right), celebrated their selection as the recipients of the 2022 Mary June King Scholarship. The scholarships are designed to assist Bethesda employees in their pursuit of post-secondary education. Katrina and Micky are seen here with Mary Brown (far left), Ms. King's daughter, and Kathy Joslin, Senior Vice President of HR and Marketing.

Awards and Accolades



2022 Norwood Award Honorees

Bethesda honored two very deserving individuals— Teresa Buehler and Tom Collins—with the 2022 Norwood Award.

Tom, the retired President of Northern Trust, was highly involved in Bethesda's strategic planning during a pivotal time in the organization. He served as Board Treasurer from 2008-2010 and then as Board Chair in 2011 and 2012, at which time he helped transition the Bethesda presidency from **John Rowe** to **Joe Brinker.** Tom is now a member of the Advisory Board.

Teresa is a longtime volunteer for Bethesda Hospice Care, especially in the service of the "No One Dies Alone" program. As a "NODA" volunteer, Teresa sits vigil with Bethesda seniors who are within days of passing away, providing breaks for heavy-hearted family members or accompanying those who have no family to comfort them.

Congratulations, Tom and Teresa, on receiving the prestigious Norwood Award!



In recognition of the many energy-efficient initiatives put into practice at Bethesda in 2022, the organization earned "Champion Level" in the Green Business Challenge—for the 10th consecutive year!

BHG Foundation News

As Bethesda continues to grow and evolve as it approaches its 135th anniversary in 2024, the Bethesda Health Group Foundation is continuing its unwavering commitment to always making a positive impact in the lives of our seniors.

Elizabeth Hayne Society



Members of the newly established Elizabeth Hayne Society, named after Bethesda's first president, are dedicated to providing all levels of exceptional care to seniors no matter their financial resources. Just like Mrs. Hayne, society members

are compassionate advocates for senior care and health, especially for those with limited funds or family support.

Members make annual gifts of \$1,000 or more, helping provide direct care to low-income Bethesda seniors requiring home health, at-home services, hospice care or financial aid to remain in their Bethesda home.

Membership includes benefits such as invitations to the annual luncheon, health screenings and educational events, a free flu shot and more. To join the Elizabeth Hayne Society and support Bethesda, go to BethesdaHealth.org and click on "Giving to Bethesda" or call 314-800-1916.



Scan the QR code with your smartphone to easily become a member of the Elizabeth Hayne Society.

Charitable Programs Make Profound Impact

The Bethesda Health Group Foundation raises vital funds to support our six charitable programs and provide services to Bethesda residents and patients who have outlived their ability to pay. We rely on the generosity of individuals, residents, corporations, private foundations and bequests to sustain our programs.

Bethesda's Charitable programs include:

- Healthy at Home: Provides financially struggling Bethesda seniors with nursing, therapy services and social work services to help them recover and remain happy, healthy and independent in their homes.
- **Hospice Care:** Focuses on comfort, pain management, hygiene and nutrition for Bethesda seniors, as well as bereavement support for family caregivers.
- We Honor Veterans: A nationally recognized hospice program initiated by the National Hospice and Palliative Care Association, in collaboration with the Department of Veterans Affairs, to honor and acknowledge all Veterans for their service. Bethesda Hospice Care is one of the few hospices in the state of Missouri that has achieved a We Honor Veterans Level 5 rating, the highest tier of the program.
- Aging in Place: Provides light housekeeping and personal hygiene services to Bethesda residents who have experienced a health setback and now need assistance in order to remain as independent as possible during rehabilitation or healing.
- Career Ladder:
 Provides
 certification
 classes to
 younger adults
 just starting
 their careers,
 those chronically
 unemployed and
 underemployed,
 and Bethesda
 employees



Bethesda Dilworth residents **Patricia Cammarata** and **Judith Burkart** water flowers in the new raised plant beds.



Bethesda Southgate resident **Virginia Billings** enjoys the new Whisper GLIDE swing with Activities Assistant **Debbie Larkin.**

looking to advance and develop their career path in senior services.

• **Humanitarian Care:** Provides financial assistance so qualified residents can remain in their independent senior living, assisted living or skilled nursing communities regardless of their financial resources.

Special Donations from the Women's Board

Thanks to the Bethesda Women's Board, the residents of Bethesda Dilworth and Bethesda Southgate have new ways to enjoy a little R&R outdoors. The board generously donated a WhisperGLIDE wheelchair-accessible swing to Bethesda Southgate and installed raised plant beds at Bethesda Dilworth.

The WhisperGLIDE swing is a welcome addition at Bethesda Southgate, allowing wheelchair users and non-wheelchair users opportunities to take part in the therapeutic nature of swinging together.

At Bethesda Dilworth, the donated plant beds are being used to grow herbs and vegetables for the kitchen. The residents enjoy watering, weeding and simply looking at the plants. "For those who have gardened in the past, the plant beds give them a sense of purpose and continuity," says **Carrie Vahldieck**, Administrator at Bethesda Dilworth. "The plants will brighten the residents' days for years to come!"

The teams at Bethesda Southgate and Bethesda Dilworth extend their sincerest thanks to the Women's Board for these donations.

Leona Harris

If cookies and pies are the keys to the heart, then 97-year-old **Leona Harris** has captured the heart of each and every Bethesda Gardens resident and employee.

Walk past Leona's apartment on any given day, and you may be overcome with the sweet smells of freshly baked chocolate chip cookies or snickerdoodles. You'll often find her inside her kitchen, among her collection of cookbooks and more than 200 salt and pepper shaker sets, perfecting her recipes for everything from mini pineapple upside-down cakes and zucchini bread to apple pie.

For Leona, baking is both a hobby and a passion, and it has always been a part of her life.

"I come from a big family," she explains. "We always had parties, and I always brought the dessert."

When Leona moved to Bethesda Gardens 19 years ago (she is currently the retirement community's longest-tenured resident), it didn't take long before she was baking up a storm. She supplies treats for bake sales and get-togethers, pies for staff birthdays, and holiday cookies for her neighbors—all of her neighbors!

In fact, during the 2022 holiday season, Leona baked more than 1,100 cookies in her kitchen. She's learned to practice restraint in not devouring her hard work. "I always have to taste one cookie!" she explains.

In addition to baking, Leona also likes games—she plays bingo, dominoes, pinochle and bowling. A former regular bowler, she now participates in and keeps score for Bethesda Gardens' weekly Wii bowling league, where, of course, she brings treats for her fellow players to enjoy after a game or two.

When asked about the secret ingredient to her success, Leona doesn't hesitate.

"I use a lot of butter!"

Steve Vendt

Steve Vendt and his wife, Beverly, are big fans of the great outdoors. They've hiked and camped in all 50 states...in some cases, multiple times.

"We just love being away from the city and getting into nature," Steve says. "You never know what you'll see. Our favorite place is wherever our trailer takes us!"

For their next adventure, the couple had planned a two-month-long trip to hike and camp across the Midwest and northwestern U.S. But Steve discovered that he needed a total hip replacement in early 2022.

"I told my surgeons that I had this trip coming up and no matter what, I was going to hike it," Steve explains. "They told me it was absolutely doable, as long as I was determined and consistent with my rehabilitation."

After his surgery on February 9, 2022, Steve settled into a short-term rehab stay at Bethesda Dilworth following some shining recommendations from the team at SSM Health St. Mary's Hospital.

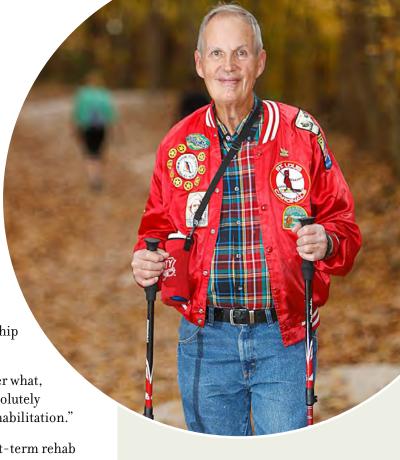
"I loved being at Bethesda Dilworth because the therapists were exceptionally kind and helpful," he says. "They pushed me and gave me a lot of practical tips that I am still using today."

Once Steve's stint at Bethesda Dilworth was complete, he returned home and utilized St. Andrews & Bethesda Home Health. For the next month, therapists came to his home twice a week to continue his rehabilitation and help him prepare for the big hike.

"At my final appointment, my occupational therapist excitedly told me we had reached all my goals," he says. "I told her I just had one left to achieve—I had to be able to climb to my bunk inside our trailer."

Steve was on a mission. With his therapist close by, he walked outside to where his trailer was parked and went inside. Then, for the first time in months, he climbed up into his bed.

"I'm so grateful to the team at Bethesda Dilworth and those in Home Health for helping me achieve this dream of mine," Steve says. "Because of them, I was able to go on an incredible trip with my wife and our friends. We saw beautiful views and made a lot of great memories together."



"I loved being at Bethesda
Dilworth because the therapists
were exceptionally kind and
helpful. They pushed me and
gave me a lot of practical tips that
I am still using today."

Steve Vendt

Judy & Jo

Judy Portnoy and Jo Durham have always considered themselves to be "green thumbs." When they met at Bethesda Barclay House a few years ago, the women became fast friends, bonding over their love of gardening and the joys of being outside. So, it's no surprise that by working together, they transformed the Barclay House courtyard from an uninspiring space into a warm and welcoming gathering place.

"I have an aesthetic eye and I love seeing pretty things," says Jo. "When I got here, I saw there was an awning over the courtyard. I thought that would serve as a nice sitting area, so I started moving furniture and created a sitting space. Then, Judy brought in a banana tree, and we started bringing in pots to plant other things. And the rest is history!"

After securing permission from General Manager Jerry Ahillen and the Bethesda Barclay House team, Jo and Judy began working on the "new and improved" Barclay House courtyard. Now, visit on a warm summer day and you're greeted by a multitude of colors and fresh smells. Begonias, petunias, purple sage and geraniums decorate the perimeter, complementing the sparkling blue water in the swimming pool. In a corner, herbs such as mint, basil, rosemary and oregano sprout.

"We've created a space that is enjoyed by everyone here—whether they look at it from their apartment window, or they sit outside to eat lunch or dinner," says Jo.

"It works so well because it all flows and it is usable," adds Judy.



Jo Durham,

Bethesda Barclay House Resident

This backyard oasis has certainly made an impact on Jo and Judy's fellow residents. Some visit frequently to cut fresh herbs to include in homemade basil jelly and pesto. **Kate Worland** and other Barclay House friends have also pitched in to help keep the courtyard looking beautiful.

"It's a win-win for everybody," says Judy.

The ladies have a vision for what else they'd like to see in the courtyard one day—maybe making it an environment to attract hummingbirds or installing lattice for plants to grow vertically. Whatever the plan, they know how this new space makes people feel.

"I am thrilled to be able to add something here," says Judy.
"It is such a good feeling to know that we are creating something for everyone to love."

Erv Wilson

Ervin "Erv" **Wilson** never predicted his time in the Army would be spent playing baseball. Lots and lots of baseball.

Erv was drafted by the United States Army in 1958 while working as an auditor for the Department of Defense.

"I deployed to Frankfurt, Germany, for a two-year term," says Erv. "After a year, they found out I played baseball when I was younger and asked me to join the Babenhausen Rammers, a team that traveled to Army bases to play and entertain the troops."

Although he grew up playing baseball, he hadn't formally played since high school.

"I was a little hesitant to agree since it had been so long since I played," he says. "I quickly realized the skills I had developed were still there—they just needed to be used again."

Erv was one of 12 members of the Rammers, who traveled and played at other Army bases across Germany and in Paris. Erv played third base, and was considered to be one of the best in the league at his position. After more than a few infield hits and stolen bases, Erv was asked to run track for the Army. He agreed and performed quite admirably in the sprints.

No matter where they played, the Rammers attracted crowds—sometimes up to 500 people. They mostly played in front of military members and their families.

"My teammates became my family—we had so much fun together," he says. "My fondest memories of my time in the Army are being part of the Rammers and getting to travel to some incredible places."

Although Erv never played or coached baseball after his time in the Army was finished, he's been an avid New York Yankees fan, having spent a lot of time in the Big Apple after he got married in 1960.

"Growing up, I just really loved playing sports," says Erv, recalling his experiences while sitting in his apartment at Village North Retirement Community in Florissant, where he now lives. "I was so thankful to have earned a scholarship to the University of Illinois for basketball, but I never thought I would be lucky enough to continue playing a sport of any kind once my school days were over."



Rylee Glass

It's always a brighter day for residents, staff and visitors when **Rylee Glass**, Bethesda's Chief Snuggle Officer, comes to visit.

A two-year-old, 65-pound Bernedoodle (mix of Bernese Mountain Dog and poodle) whose owner is **Michelle Glass**, Bethesda's Senior Vice President of Senior Living and In-Home Services, Rylee has become a regular at most Bethesda communities. She is especially loved at Bethesda Terrace, where Michelle's niece **Casey Gerhard** serves as Office Coordinator and watches over Rylee.

"Everyone loves Rylee," Bethesda Terrace resident **Lotus Bacher** says. "You can see and feel a difference here from the joy she brings us. It's a very special thing."

With her colorful scarves and a dozen tricks up her paw, Rylee is not short on entertainment for residents. On a typical day, you can find her standing on her hind legs to greet everyone at the front desk—including the delivery man—and dancing with her "Aunt" Casey at happy hour.

"It's like she's part human," Bethesda Terrace resident **Gisela**

Harr says of Rylee's extraordinary intelligence. "She knows my footsteps and will come to me because she knows I always have treats."

As an official American Kennel Club "Canine Good Citizen" with a good temperament and sociable personality, Rylee was carefully chosen and trained by Michelle to bring comfort and joy to the residents of Bethesda—and it's her favorite thing to do.

"Her whole body wiggles with excitement," Michelle says. "She always prefers coming to work with us over doggie day camp at Kennelwood on Mason Lane or staying home by herself."

Vice President and Senior General Manager Andrea Tripp believes having Rylee to hug and love on provides an extra source of physical touch that many of the Bethesda Terrace residents need. The pure excitement Rylee elicits is the most significant impact she's seen on the culture of her community. She says both residents and staff are always asking for a "Rylee Day."

"Rylee is the perfect medicine," Bethesda Terrace resident **Bob Ackermann** says. "She brings comfort and a little bit of home back to us."

"Everyone loves Rylee. You can see and feel a difference here from the joy she brings us. It's a very special thing."

> **Lotus Bacher**, Bethesda Terrace resident



"With the help of his Hoyer Lift, it was wonderful seeing him get out of bed. I know he felt like he was living his life again, and I felt like I had my companion back."

Marilyn Hensler



Marilyn and Ron Hensler's love story began in New England. Ron, a St. Charles, Missouri, native, was in the Air Force. While he was stationed in northern Maine, he met Marilyn.

"I went to a party and he was there," says Marilyn.
"He was cute. I was on a date with someone else!"

Later, her neighbors officially introduced them. It was love at first sight. They married within six months, when Marilyn was 17 years old.

The couple eventually moved to St. Louis, where they raised two daughters. Ron worked as a carpenter for McDonnell Douglas (later Boeing) and loved hunting, fishing, bowling, renovating his home, and spending his time with his wife, daughters, sons-in-law and grandchildren.

In 2013, Ron suffered a fall, which began a series of health problems over the years, including numerous strokes, pneumonia, a broken hip, an above-the-knee amputation and, eventually, dementia. After a few bad experiences at local skilled nursing communities and rehab centers, Marilyn vowed to keep Ron at home and take care of him herself. She quickly realized she needed help, however, and that's when Lead Physical Therapist Neil Patel, Nurse Denise Kirsch, and Physical Therapy Assistant Dan Maul of St. Andrews & Bethesda Home Health stepped in.

"I cannot say enough good things about St. Andrews and Bethesda Home Health, and specifically, Neil, Denise and Dan," says Marilyn. "Those three and Bethesda were the best things that happened to Ron and me."



For a while, Ron did not want to get out of bed. That changed around Christmas of 2020, when the Home Health team brought in a Hoyer Lift, which is designed to transfer patients from place to place, such as from their beds to chairs.

For the first time in a long time, Ron could enjoy all the comforts of home. He spent a lot of time in his favorite room—the den, or what Marilyn affectionately calls "Ron's Room," where his hunting collection is on full display. He ate his meals at the kitchen table, and celebrated birthdays with his family on the back porch he had built himself.

"With the help of his Hoyer Lift, it was wonderful seeing him get out of bed," says Marilyn. "I know he felt like he was living his life again, and I felt like I had my companion back."

Ron passed away in August of 2022 at the age of 74. Marilyn is extremely grateful for the support of the team from St. Andrews & Bethesda Home Health for taking such loving care of Ron during very trying years and through the pandemic.

"There is just something different about them," she says.
"They treated him so kindly—always asking how they
could help me and what we needed. I tell everyone to go
to Bethesda. You won't find a better place for care."

The 1889 Club

Bethesda was established in 1889 and has been fortunate to receive generous support from faithful donors, year after year, to sustain our mission of caring for seniors.

The 1889 Club recognizes those who contribute annually to provide exceptional care to seniors and ensure that all

residents, no matter their ability to pay, will always have a home at Bethesda.

Members of the 1889 Club make at least one gift each fiscal year (July 1 – June 30) and are recognized in this annual report with their years of giving behind their names. The 1889 Club represents giving since 2002.

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Bethesda Dilworth resident **Doris Danna** was honored by the Landmarks Association of St. Louis in October when she received the H. Meade Summer Jr. Award. Doris, who worked as an architect for more than 50 years, was the first woman to be elected President of the St. Louis chapter of the American Institute of Architects and the first woman to receive its Gold Honor Award. Congratulations, Doris!

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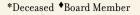
Doris and Max Loudenslager

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Ray Marklin (4)

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The Women's Board was excited to finally join together again after a brief hiatus due to the Covid-19 pandemic.

Standing (I-r): Susan Fagan, Mary Kirschman, Carol Szweda, Roberta Boley, Judith Portnoy, Angie Heumann, Sally Lilly, Jane Mahan, Maud Jeanty, Linda Sanders, Pat Kapsar, Sharon Burkhardt, Michelle Glass, Mary Sertl, Sharon Poe, Lisa Meyer, Gloria Wotka, Candice Brown, Rosemary Oliver, Anita Rooney, Jennifer Popp, Susan Brinker, Kathy Joslin

Sitting (I-r): Margaret Ganyard, Chris Crouch, Shirley Graham, Josephine Durham, Gretchen Martinson, Angelina Harris

Sheila McDonald Michael McMahon Barbara Melton (2) Chere Merkel (6) Janyne Mondina (4) Kristen and James Moynihan

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Board of Directors



Front row (I-r): **Joseph J. Brinker**, President & CEO; **Jackie Yoon**, Vice Chair; **Kevin J. Klingler**, Chair; **Philip A. Hutchison**, Secretary

Back row (I-r): Colleen M. Wasinger, James H. Esther, M.D., Patrick J. Rooney, Frederick G. Falker, J. Dale Meier, J. Mike Keller

(Not pictured: **Susan G. Moore**, **Mark W. Reifsteck**. **John W. Rowe**. Treasurer)

Leadership Team



Front row (I-r): **Katherine E. Joslin**, Senior Vice President, Human Resources & Marketing; **Joseph J. Brinker**, President & Chief Executive Officer; **Roger T. Byrne**, Executive Vice President & Chief Financial Officer; **Kiel S. Peregrin**, Chief Operating Officer

Back row (I-r): **Jeffrey R. Waldman**, Corporate Vice President and Director of Marketing; **Jennifer Popp**, Vice President and Administrator; **Linda L. Sanders**, Corporate Vice President & Director of Development; **Michelle M. Glass**, Senior Vice President, Senior Living and In-Home Services; **Kevin L. Curry**, Vice President & Corporate Compliance Officer

(Not pictured: **Candice E. Brown**, Vice President and Administrator; **Andrea L. Tripp**, Vice President and Senior General Manager)

Advisory Board



Front row (I-r): **George Clements**, **Jackie Shillington**, **Jim Sertl**, **M.D.**, **Juanita Hinshaw**

Back row (I-r): **Joe Brinker**, President & CEO; **Gary Mayes**, **Pat Kapsar**, **Dave Fleisher**, **Al Poelker**, **Sally Lilly**, **Fred Perabo**

(Not pictured: **Bob Barrett**, **Ken Bass**, **Nick Clifford**, **Tom Collins**, **Dave Culver**, **Curt Engler**, **Franc Flotron**, **Earle Harbison**, **Peter Krombach**, **Steve Woodard**)

Life at Bethesda

Our communities have been busy having so much fun! See updates firsthand by scanning the QR code with your smartphone to find direct links to each of our communities' Facebook pages.











- Barnes-Jewish Extended Care residents engage in a fun yet competitive balloon volleyball match!
- 2 Kesha Douglas, a Wellness Partner with Bethesda Senior **Support Solutions** (right), reviews the medication planner
- with Bethesda Barclay House resident Bess Gardner. Bess is one of nearly 350 Bethesda residents who received in-home assistance from the Senior Support Solutions and Care Management team members in 2022.
- 3 The following Bethesda residents were among those honored at the 2022 Vietnam War Veterans Breakfast: sitting (I-r) Bob Morris, Ron Jones, Bob Kraus; standing (I-r) Rick Turner, Albert Cawns, Charles Perkins, **Roy Pennington**
- 4 Members of the Bethesda Hawthorne Place team braved the chilly weather to celebrate the community's 5th anniversary in January. In its five years of existence, rarely has the community had more than three or four of its 58 apartments unoccupied.











- 5 Leadership from
 Bethesda and Alton
 Memorial Hospital watch
 as Susan McClenahan,
 Administrator of Alton
 Memorial Rehabilitation
 & Therapy, cuts
 the ribbon at the
 community's
 September 22
 celebration.
- 6 Marilyn Nennert and Lovette Brown figured out a very creative way to "keep cool" during the Bethesda Gardens' Garden Luau!
- 7 Sitting (I-r) Tom Sepe, Bob Hotze, Al Kertz, Tony Favazza; standing (I-r) Vi Hotze, John Dames, Molly Kertz, all of whom are residents at The Oaks at Bethesda, are just a
- few of the more than 100 Veterans and spouses who were honored at pinning ceremonies held throughout the organization on Veterans Day in 2022.
- 8 The residents at
 Bethesda Terrace are
 always ready to lend a
 helping hand—here (I-r)
 Rosalie Bogucki, Evelyn
 Kleeb, Dorothy Boenker
 and Jeanette Knittel
- teach St. Louis County Prosecuting Attorney **Wesley Bell** how to play Rummikub!
- Jessie O'Bryant celebrates her 108th (yes, 108th!) birthday with some of her best friends—the team at Christian Extended Care & Rehabilitation.



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

Big Bend & Berry Roads Oakland, MO 63122 (314) 686-4250

Pacific Place

45 South Old Orchard Webster Groves, MO 63119 (314) 961-3041 Village North Retirement Community 11160 Village North Dr.

St. Louis, MO 63136 (314) 355-8010

Bethesda Skilled Nursing Communities with Rehabilitation and Respiratory Therapy

- * Memory Support
- ▲ Rehab & Therapy Centers

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* A

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 Memorial Care
Center •

4315 Memorial Dr. Belleville, IL 62226 (618) 619-5010

Bethesda Home and Community Based Services

Bethesda Hospice Care 1630 Des Peres Rd.

St. Louis, MO 63131 (314) 446-0623

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

Bethesda Care Management

1630 Des Peres Rd. St. Louis, MO 63131 (314) 800-1911 Meals on Wheels Bethesda Dilworth (314) 968-5460,

ext. 5410

Bethesda Assisted Living Communities

*Memory Support

Bethesda

Hawthorne Place*

1111 Berry Rd. Oakland, MO 63122 (314) 853-2551

Charless Village

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



