

P R O G R E S S   R E P O R T   2 0 1 1



Opening doors.  
**Touching lives.**

GLACIER HILLS

# Opening doors...

Greetings from Glacier Hills staff and Board members. Our success continues to be linked with commitment and collaboration by wonderful friends, volunteers and outstanding community partners. Together, we share a vital role in the wellbeing of seniors.

We recognize our shared initiative—to evolve such that needs are better served today, while tomorrow’s opportunities are met head-on with enthusiasm. Our inspiration is drawn from those at the core of our service. Our goal is to enrich lives and meet or exceed the expectations of residents, patients and clients. Finally, our **impact** extends outward from the heart of this campus to neighboring counties.

It takes “heart” and hard work to make each day **a great day** for those we serve. We take pride in our continued achievement, especially the growth in support that advances resident-staff experiences through philanthropy. Equally exciting are accreditation and certification for Glacier Hills Home Care to provide private, and now, Medicare-covered skilled home health care services.

The future is NOW! We have broken ground on the largest investment in our non-profit’s history. Ann Arbor’s new Care and Rehabilitation facility and our expanded, person-centered care residences and programs will strengthen resources for long-term care, assisted living and community connections. Join us as we open new doors and touch more lives in meaningful ways.



**Ray Rabidoux** | **Ed Hood**  
President & CEO | Board Chair



# Glacier Hills Foundation

**The Glacier Hills Foundation** is building momentum, together with funds that are actively enhancing lives. Its Endowment, Life Enrichment and Dignity Funds specifically benefit independent and assisted living residents, or those in need of short-term rehab, long-term or dementia care.

Our staff is ready to serve because of gifts from the heart. Since late 2006, we raised and distributed over \$1 million. Education tops the list of donor interests, be it the creation of long-envisioned initiatives like our new Learning Institute, or scholarships that have assisted more than 70 staff in their professional skills and career develop-

ment. A family of donors connected with meaningful gift opportunities that grew into significant achievements.

Our primary focus for the next year will be raising funds for a Capital Campaign to realize a new Memory Care Residence within Ann Arbor. As part of the Care and Rehabilitation Center on our lovely campus, it will provide unequalled compassionate care that addresses the area's pressing need for both assisted and skilled nursing care in competitive facilities. Success will propel these essential community services to a new level of excellence.



**Larry Grace**  
Foundation Chair  
and resident



**Dr. Alan Dengiz**  
Campus Medical Director  
with resident

## Opening doors...

### A Life Care Community with "heart" that provides:

**Residents & Families** a gracious, active lifestyle they enjoy within apartment-homes and distinctive villas in a neighborhood setting. Our picturesque campus has nurtured successful transitions between Independent and Assisted or Supportive Living for many older adults, as well as Memory Care.

A **lifestyle** informed by a **comprehensive wellness philosophy**. The six dimensions of wellness are integrated in everything we do. Life Enrichment activities, our campus Wellness Connection and award-winning Wellness Garden connect the Physical, Vocational, Emotional, Intellectual, Social and Spiritual aspects of life, enhanced by excellent treatment facilities and care professionals.

Bridge care between hospital and home needed by **patients from the greater community**, who rely on the **Care & Rehabilitation Center** and/or in-home assistance and **Glacier Hills Home Care** for skilled care professionals.

Strategic **Partnerships that support care excellence**, including the area's outstanding physicians and leading healthcare providers.

**Exceptional staff**, with opportunities for specialized training and scholarships that promote achievement. Our own **Learning Institute** and the Foundation's **Employee Scholarship Fund** are catalysts for professional development.

The key ingredients for **Ann Arbor's future needs**. Our \$26 million Expansion Project (begun 2010), includes innovative programs for short-term and enhanced memory care within new and refreshed facilities. Our groundbreaking begins the next chapter in our history of service to the greater community.



## ...Touching lives

### Education and Partnerships that Support Care Excellence

- To best serve clinical needs now and in the future, and to participate in current research in the field of aging, we value partnerships with **The University of Michigan** and **Saint Joseph Mercy Health System**.
- The **UM Geriatric and Psychiatric Fellows Programs** have provided over 200 physicians on this campus. These associations facilitate the educations of interns/students in Geriatric Medicine and Nursing, Kinesiology and Social Work. We continue to seek relationships with like-minded medical partners, renowned for their innovation and quality of services for older adults.
- The GH Learning Institute** (launched 2008) offers on-site and e-learning opportunities for over 500 staff in

five key skill areas. Specialized training emphasizes Leadership, Personal and Professional Development, Hospitality, and Workplace Safety.

- Our staff has embraced the Best Friends™ Approach to Dementia Care. In the next year, we will extend similar dementia education and person-centered approach philosophies to families in the greater Washtenaw area.
- We join regional universities and community colleges (like Washtenaw Community College) in educating nurses, CNAs, and physical, occupational and speech therapists. A variety of internships facilitate our role as a clinical site for Eastern Michigan University Nursing students, Dietetics Programs, and other disciplines like Pharmacology.



### Positive Care Outcomes in the Care & Rehabilitation Center

- We provide person-centered care and the most advanced treatment standards through services such as skilled nursing, rehabilitative and short-term care, and extended nursing care.
- Comprehensive programs for fall prevention, behavior management, wound and skin care, as well as pain management are available. Residents have access to on-site dental, podiatry, auditory and ophthalmology services.
- More than 93% of admissions originate from our healthcare partners, St. Joseph Mercy and UM Health Systems. In 2010, five physicians and specialists in gerontology have referred

92% of rehabilitation patients. About 4% of short-term residents are referred by 11 other medical facilities.

- Over 60% of short-term rehab admissions are orthopedic and cardiac-related diagnosis, and the average length of stay for short-term rehab is 23 days.
- Therapies are provided seven days a week. Some 77% of Medicare patients returned home after completing their rehabilitation programs, while 21% returned to referring hospitals for more treatment.



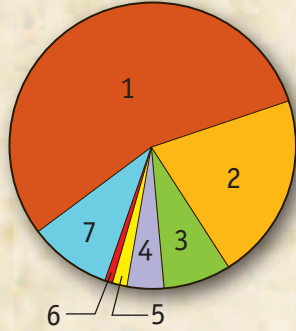
### ...in the Greater Community

- The strategic development of **Glacier Hills Home Care** in recent years has advanced the continuum of care for our residents and new friends. We are touching lives among many more adults aging in place in greater Washtenaw and Western Wayne Counties with our emphasis on dignity, healing and independence.
- The excellent reputation we enjoy today was built upon strong leadership, as well as the experience and dedication of a superbly trained staff. This combination ensures that the skilled nursing and personal care services, and physical or occupational therapies will help you attain the highest level of healing possible.
- Proven performance has earned **Glacier Hills Home Care** professional CHAP accreditation and Medicare certification (April, 2009) that will broaden our impact in the years ahead as we continue to open new doors.

# Statement of Financial Performance

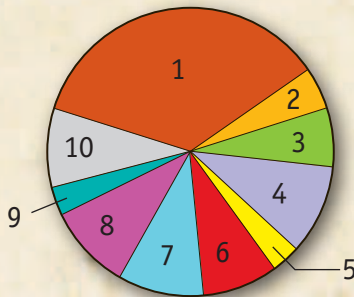
Fiscal Year Ending March 31, 2010

## Source of Funds



1-Nursing Care .....	19,561,948
2-Apartments .....	7,190,019
3-Home Care.....	2,715,851
4-Deferred Revenue .....	1,020,668
5-Other Income .....	471,764
6-Contributions.....	197,300
7-Investment Earnings.....	3,934,099
Reserves .....	0
<b>Total FY2010 .....</b>	<b>\$ 35,091,649</b>

## Use of Funds



1-Nursing Care .....	12,687,379
2-Apartments .....	1,374,570
3-Home Care.....	2,429,395
4-Dining Services .....	3,244,672
5-Housekeeping & Laundry .....	1,054,603
6-Facility Operations & Grounds ...	2,767,548
7-General & Administrative.....	3,271,724
8-Depreciation & Amortization ....	3,195,122
9-Interest Expense .....	1,608,783
10-Reserves .....	3,457,853
<b>Total FY2010 .....</b>	<b>\$ 35,091,649</b>

# Glacier Hills Organization

**Glacier Hills, Inc.**  
**Glacier Hills Home Care**  
**Glacier Hills Foundation**

- Phyllis Adams
- John Balbach
- Karl Bartscht
- Helen Berg
- Dale Berry
- George Borel
- *Alene Blomquist, GHHC Chair*
- Noelle Conlin
- Charles Crone
- Jean Crump
- Alan Dengiz, MD
- Joan Dickson
- *Steve Dobson\**
- John Eman
- Doug Freeth
- *Larry Grace, GHF Chair*
- *Ed Hood, GHI Chair*
- Kathrin Kudner
- Allan Newman
- Neal Persky, MD
- Ray Ravidoux
- Margaret Reynolds
- Stephanie Smith
- Donna Snyder
- Bill Stapleton
- David Steinberg, MD

## Executive Team

- Ray Ravidoux, *President & CEO*
- Linda Bennett, *Executive Vice President, Glacier Hills Foundation*
- Sally Schaden, *Executive Director, Projects & Systems*
- Catherine Schmidt, *Chief Financial Officer*
- Kim Thompson, *Executive Director, Care & Rehabilitation Center*
- Julia Wellings, *Executive Director, Residential & Home Care Services*

*\*Capital Campaign Chair*

