Ray Routh, a volunteer at the Adult Day Care program at Bethesda Dilworth, offers a jovial “hello” from the annual Volunteer Appreciation Luncheon.

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Teams of all kinds track their performance. Standings, rankings, and averages all drive improved performance, regardless of the sport or competition. Our Bethesda team is no different. Our commitment to St. Louis seniors requires us to measure ourselves against our personal goals and compare our success against industry standards.

In the past year, Bethesda has achieved many new milestones, each contributing to our ultimate goal of constantly improving the lives of the seniors and families we serve. In particular, our satisfaction and outcomes measure higher than our peers; our occupancy is increasing; we have earned accolades from the *St. Louis Business Journal* as one of the “Best Places to Work;” and for the fifth consecutive year, we are considered one of St. Louis’ Top 50 organizations dedicated to improving the region.

While we have so much to be proud of, I note that these achievements have been earned during a protracted economic downturn and painful cuts to health care funding.

Our long-term charity care, offered to those residents who have outlived their personal means, is on the rise. Thankfully, many St. Louis families and businesses recognize the essential service Bethesda provides and, in turn, include the Bethesda Health Group Foundation in their charitable giving plans.

Safeguarding the dignity and quality of life for the aging requires a team effort. From the talents of our staff, to the elected officials who determine national health policy, to the generosity of charitable donors—the long-term solution to ensuring that senior care is accessible and focused on quality relies on each of us.

Please enjoy this report of achievement and the many stories detailing a sampling of the amazing residents and employees who comprise Bethesda, and thank you for your continued support.

Joseph J. Brinker
President & CEO
Bethesda Health Group, Inc.
Thirty years ago, Bethesda was a very different place to work. There were no smartphones, no electronic medical records and no handheld scanners. Even TIME Magazine’s “Person of the Year,” the computer, was just being introduced into the workplace. Some say this era of typewriters and answering machines was a simpler time; others say it took too long to accomplish everyday tasks.

One thing is for certain—throughout the past 30 years, Bethesda has always had compassionate, hardworking professionals who sincerely care about our residents. This is especially true in the case of 10 employees, each of whom has devoted more than 30 years of dedicated service to Bethesda.

“Our work is truly a team effort, and we all have the same goals and believe that our seniors come first.”
—Val Sansoucie

They include: Rene Bure, Certified Medical Technician, Bethesda Dilworth; Linda Hamilton, Licensed Practical Nurse, Bethesda Southgate; Mary Knowles, Dining Service Director, Bethesda Southgate; Melvin Lewis, Housekeeper, Bethesda Dilworth; Terrie Massey, Adult Day Care Supervisor, Bethesda Dilworth; Virginia Moore, Dining Service Aide, Bethesda Dilworth; Paulette Parks, Activities Supervisor, Bethesda Dilworth; Val Sansoucie, Director of Purchasing, Bethesda Corporate; Leon Smith, Dishwasher, Bethesda Barclay House; and Deborah Stanley, Medical Records Clerk, Bethesda Dilworth.

These devoted individuals have spent their careers selflessly taking care of the needs of St. Louis seniors at Bethesda. They have witnessed the organization expand as it ensures that seniors live independent and fulfilling lives. This special class of employees agree that making a senior resident feel cherished and loved makes their work day worthwhile.

“The seniors at Bethesda are like family to me,” says Mary Knowles, who has been with Bethesda for 32 years. “I started working at Bethesda at the young age of 17, and I really grew up with the residents. Each day, we try to make a difference in their lives, even if it’s just making them smile.”

The leadership at Bethesda believes that dedicated employees are the organization’s greatest asset. The organization works to make sure employees are heard and feel respected. In return, they put their hearts into creating a safe and caring environment for their residents.

“Our employees always put the welfare and health of our residents as their first priority, and in countless situations, go above and beyond their daily responsibilities,” says Kathy Joslin, Senior Vice President, Human Resources and Marketing. “This dedication and loyalty to our residents easily illustrates why our employees are our greatest resource. We try to honor that dedication by including them in our mission statement... providing fulfilling career opportunities...to encourage the possibility of a long and fulfilling career with Bethesda.”

Kathy says employees are committed and involved in the organization. Each year, two employees are nominated by their peers to join the President’s Roundtable, a team that meets with President & CEO Joe Brinker to discuss the challenges and opportunities of the organization.

This year, employees said thank you to the organization by voting Bethesda as one of the “Best Places to Work” in a survey conducted by the St. Louis Business Journal.

“We were named a ‘Best Place to Work’ because Bethesda is a big organization that has that small-town feel,” says employee Val Sansoucie, who has been with the company for 34 years. “Everyone knows each other, and the employees bond like a close-knit family.

“Our work is truly a team effort, and we all have the same goals and believe that our seniors come first,” she says.
Names (left to right): Mary Knowles, Melvin Lewis, Leon Smith, Val Sansoucie, Rene Bure, Deborah Stanley, Paulette Parks, Terrie Massey and Virginia Moore. (Linda Hamilton not pictured)

Team: Bethesda Employees
Position: 30 or More Years of Dedicated Service
Bethesda Introduces Senior Support Solutions

For seniors, maintaining lifelong independence is an invaluable endeavor. For the Bethesda Senior Support Solutions team, helping maintain that independence is a fundamental mission.

Amy Trau, Corporate Vice President, Home & Community Based Services, spearheaded the creation of the Senior Support Solutions program to fill a true need in the community, ensuring that a comprehensive care plan exists to help seniors stay independent.

“Many seniors are hesitant to talk about newly occurring health issues for fear that they will be forced to move from their homes,” says Amy. “The reality is that there are a variety of services available that offer professional, in-home care and enable them to stay independent longer.”

“We work to build a trusting relationship with seniors and their families. People thank us every day for our work.”

—Terri Glaze

Amy assembled a highly qualified team of senior care professionals who provide thoughtful advice while counseling and offering help.

In addition to Amy, the Senior Support Solutions team includes: Michelle Glass, Vice President and Director; Chandelle Martel, Certified Geriatric Care Manager; and Terri Glaze, Community Care Coordinator. With more than 90 combined years experience, the team is intimately familiar with the needs and concerns of seniors.

“We brought together the best of the best to this project,” says Amy. “Our team is very knowledgeable and practiced in this field. Chandelle, for example, is one of the few certified geriatric care managers in the St. Louis area.”

In “connecting the dots,” the Bethesda Senior Support Solutions team works to understand a client’s specific needs, and introduces them to a range of available and affordable services and supports. Services can include everything from managing medications and rehabilitation to escorting clients to medical appointments and sharing information with their family.

“I like to compare what we offer to wearing glasses or using a walker,” Chandelle explains. “Our services are just like any other health care tool that helps you stay independent and live your life.”

Chandelle says that once they find out about the program, they are so grateful to be able to confide in the team and get the support they need.

Rita Linck, a seven-year resident of Bethesda Orchard, sought advice from the Senior Support Solutions team. She now receives professional care and services from St. Andrews & Bethesda Home Health, which includes rehabilitation care.

“I was recently hospitalized, and I had to make a big decision about whether or not I could come back to live at my apartment,” says Rita. “I’ve been very pleased with how everyone has been so helpful and willing to extend themselves in order to keep me here and independent at Bethesda. I was so grateful to the Senior Support Solutions team for working to make me feel comfortable.”

Many of the program’s new referrals come from satisfied clients like Rita. As Community Care Coordinator, Terri finds that the response to Bethesda’s new program is overwhelming.

“We work to build a trusting relationship with seniors and their families,” Terri says. “People thank us every day for our work. Even hospitals are taking notice, and are referring us and our services to their patients.”

Michelle also points to the fact that their personalized consultation and evaluation services are free and available throughout St. Louis.

“Our assessment of your needs and progress is completely complimentary,” says Michelle. “Whether you live at a Bethesda community or a private residence, we’ll take the time to go over your care options and find the best solutions.

“Once seniors take the first step and reach out to us, we take care of the rest and make sure they can fully and freely live their lives,” she says.
Names: Michelle Glass, Amy Trau, Chandelle Martel and Terri Glaze

Team: Senior Support Solutions
Position: Helping Seniors Maintain Independence
Its entrance is marked by two large wooden doors. It could pass for just another meeting place, but what sets this room apart from the others at Bethesda Meadow is its true sense of patriotism. Flags and ribbons hang from the chandelier in the middle of the room. A growing shrine of frames displaying various photos of the American flag decorates the back wall. Below the frames sits a shadow box-like glass cabinet. Paying tribute to World War II, Korea and Vietnam, the cabinet honors those who have served with the help of memorabilia, plaques, statues and pictures. It tells the story of Bethesda Meadow’s veteran residents.

Volunteer Bob Morris dubs this back area the Wall of Honor. And just as the Wall tells the stories of the Meadow’s veterans, Bob Morris tells their stories as well, but in his own way. A retired lithographer, Bob joined the Bethesda team after a neighbor encouraged him to spend his newfound free time helping others at the skilled nursing community. Now in his sixth year volunteering, he has since become the outlet for Bethesda Meadow’s residents to share their stories.

“My volunteer interviewer said something about being a Hospice volunteer,” Bob says. “I told her I was hesitant, and that I’m not trained for that. But she said, ‘I hear so much about you. Just do what you’re doing now—just talk to people.’”

Serving as a Bethesda Meadow and Bethesda Hospice Care volunteer, Bob is not limited by a description of what his job entails. His main objective is to be a friend—someone residents can talk to about the day they’ve had, and someone to banter with. Most of all, he is their confidant, their “go-to guy” to reminisce with about their life stories and achievements.

“I have too many memories and too many stories,” he says. “I ought to write a book. You could write a chapter everyday about a new person—war stories or what they did growing up. It’s amazing what they can tell you about their families.”

In addition to maintaining the Wall of Honor, Bob helps organize the annual Veterans Day celebration. It begins with a touching ceremony to commemorate all veterans, and culminates in the “Living Avenue of Flags,” during which veterans and residents and their families brave the cold and wave flags on Old State Road to the delight of honking passersby.

Always lending an ear to listen, Bob finds joy in knowing the residents on a one-on-one basis. He understands how important recognition is to the veteran residents and is excited to continue to find new ways to give it.

Bob also established the Boys of Bethesda—or as residents like to call it, B.O.B.—a group for male residents that holds barbecues and organizes field trips to local attractions such as the Soldier’s Memorial and the Museum of Transportation. With the B.O.B., as with everything he does, Bob promotes camaraderie not just between himself and the residents but also between the residents themselves.

Always lending an ear to listen, Bob finds joy in knowing the residents on a one-on-one basis. He understands how important recognition is to the veteran residents and is excited to continue to find new ways to give it.

“For some of them, it brings back a lot of memories,” he explains. “A lot of them like the exposure to be recognized again—a pat on the back goes a long way.”
Name: Bob Morris
Team: Bethesda Meadow and Bethesda Hospice Care Volunteer
Position: Confidant, Friend, “Go-to Guy”
Relaxing in the breezy sitting room at his century-old cedar shake home in Kirkwood, Courtney Shands Jr. loves watching the Eurasian Tree Sparrows bounce from branch to branch on the trees outside the home’s large windows.

“The Eurasian Tree Sparrow was brought to the St. Louis area in the 1870s,” Courtney explains as he points out the bird’s distinctive black mark on its cheek. “They stayed right here in St. Louis and didn’t spread. In fact, it’s the only place in North America where you can find them.”

Courtney can relate to the loyal sparrow. After traveling around the world as a child, he settled in St. Louis as a young adult and never left.

Originally born in St. Louis, Courtney moved often with his family. His father, Courtney Shands Sr., was a respected U.S. Navy Admiral who served in World War II and the Korean War.

Because of his father’s active naval career, Courtney grew up in far away places, including China, where he attended the Shanghai American School. Courtney went on to earn his bachelor’s degree from Washington University and a law degree from Harvard University. He returned to St. Louis, where he raised his family and launched a successful legal career with his firm, Kohn, Shands, Elbert, Gianoulakis & Giljum, LLP.

Now retired at age 83, Courtney takes pleasure in the simple quiet of his home and enjoys spending time outdoors with his wife, Bliss. The couple has nurtured a sweeping garden retreat throughout their front and back lawns. Everything from oak and holly trees and French lilac bushes to Better Boy tomatoes and snapdragons grows casually throughout their yard and gardens.

Courtney is especially proud of a dramatic flower known as a Night-Blooming Cereus. It’s an exotic plant that blooms at night; its seven-inch striking blossoms are pure white and only last for one night.

“It’s rare that you see a bloom like this,” Courtney says. “We managed to bring this plant back from Hawaii and have had it for many years.”

Courtney’s ties to his home and community continue to grow stronger. This year, he received care at the Bethesda Rehab & Therapy Center at Bethesda Dilworth, which has enabled him to remain independent and enjoy his beloved home.

“The people at Bethesda were wonderful. They did everything to make me feel comfortable.”

—Courtney Shands, Jr.

Following treatment at Missouri Baptist Medical Center for congestive cardiac failure, Courtney went to the Rehab & Therapy Center to further his healing and rehabilitation. With the help of the Bethesda team, he was able to regain his strength.

“The people at Bethesda were wonderful,” he says. “They did everything to make me feel comfortable.”

Courtney felt the location of the Bethesda Rehab & Therapy Center at Bethesda Dilworth was a perfect fit for his family. His wife, children and grandchildren were able to visit often, as he was only five minutes away from his own home.

“It was convenient for everyone,” Courtney says. “My daughter was able to really supervise my care. “Having been a nurse, she knew a few extra tricks,” Courtney says with a smile. “She made sure there was always a filled candy dish in my room so that I got extra attention from the nurses.”

Now back at home, Courtney is grateful for his regained independence. He lovingly named his home “Amble By” after the home’s first owners, the Ambler family, and because the yard is known to neighbors as a friendly bypass or shortcut through the neighborhood as they often amble by.

For Courtney and Bliss, “Amble By” has become a place where friends, family, a cat named Velvet and even the faithful Eurasian Tree Sparrows love to be.
Name: Courtney Shands, Jr. (with his wife, Bliss)
Team: Bethesda Rehab & Therapy Center patient
Position: Retired Attorney, Gardener, Bird-Watcher
behind every great team is a strong general manager—the person who finds a way for the rest of the team to reach their potential. In nearly every aspect of his life, Harris Frank has served this vital role and has ultimately helped more people than he can count to achieve their personal best.

Tapped to chair the St. Louis Jewish Community Center’s (JCC) 100th anniversary in the late 1970s, Harris had his hand in a number of different projects aimed at honoring the JCC’s long history of supporting athletics and fitness in the community. Through this work, he learned about regional sporting competitions for seniors across the nation; each were locally organized without a national network connecting them. Rather than host something similar, he envisioned combining the best of these into a national competition.

With the help of many St. Louis businesses and a “very well-organized dear friend,” Ken Marshall, Harris helped spearhead what became the Senior Olympics. Those first games were held in 1987, mostly on the campus of Washington University, and competitors enjoyed closing ceremonies under the Gateway Arch that featured Bob Hope. Since then, many thousands of senior athletes have competed across the nation every year.

This behind-the-scenes coordinator dipped his toe into the competition one time. Thinking he was in pretty good shape at 64 years old, he trained for a triathlon. “Swimming was rough,” he recounts. “The ride wasn’t so bad, but when I got off the bike, I saw runners already coming in to the finish. That was one very beautiful, quiet and lonely run, but I finished!” he describes with self-deprecating humor.

Today, Harris keeps his computer and iPhone busy doing research, staying current and managing a busy calendar of appointments out of his new home at Bethesda Barclay House. His Clayton home keeps him central to each of his interests. An avid golfer, he intends to play “as long as I shoot my age or better, and as long as they have golf carts.” Harris also enjoys frequent lunches and dinners out at the area’s many restaurants.

“I tutor elementary students because I want to help them be successful.”

—Harris Frank

He consults with his former real estate business colleagues on a weekly basis and tutors four elementary students, each two times a week. “I like to work with them young, catching them as they start to read and write to make a greater difference in their ability to learn,” he says. Why does he volunteer to help four kids, instead of just one or two? And why twice a week instead of just once, as is more typical? “I want to help them be successful, and I believe capturing their attention on a consistent basis twice a week is helpful to them.”

Although a successful businessman, Harris is most comfortable sharing details of his community work and contributions. He sums up his priorities well: “You can make a lot of money, or you can make a difference.”
Name: Harris Frank
Team: Bethesda Barclay House Resident
Position: Philanthropist, Civic Leader, Triathlete
Follow Her Lead

Legendary film star Mae West liked to say, “You only live once, but if you do it right, once is enough.” Opal Otis is definitely doing it “right.” The feisty redhead recently celebrated her 100th birthday—a fact which is hard to believe. It’s not that Opal has aged gracefully; rather, it’s as if she hasn’t aged at all. Her zest for life is enviable, and her positive outlook is contagious.

Life seems to amuse Opal, and she exudes an adventurous “what’s next?” charm. She’s able to find the good in just about every situation, and she wants to share the joy—like a pied piper beckoning others to follow and join the fun. With far more than a spring still in her step, Opal continues to teach dance to those who are daring enough to try and keep up with her.

Dance has been front and center in Opal’s life since childhood. A natural performer, her real passion is helping others learn to dance—something she’s been doing for more than 80 years. From the neighborhood kids she recruited for her backyard productions, to the Bethesda residents learning to line dance, Opal has shared her love of dance with thousands of students.

Opal was born in south St. Louis in 1912. As a small girl, she enjoyed music, dance and Girl Scouts. All would prove to be lifelong interests for her. In high school, Opal recalls how boys would come to her locker, and she would teach them basic steps so they could dance with their dates at prom. After graduation, she opened a beauty shop with her mom, which they operated together for several years.

Through her involvement with an accordion club, Opal met Warren Otis, and they quickly became friends and started dating. Though she was fond of Warren, there was a slight glitch—he didn’t know how to dance!

“I told him that if he couldn’t dance, I wouldn’t marry him,” laughs Opal. So she taught him to dance, and he loved it. Dance would remain an integral part of their life together.

The couple married in 1938, and had three sons: Robert, Stephan and Whitney. While the boys were young, Opal stayed at home, devoting her time and energy to support their various activities and interests.

When the boys were older, Opal and Warren became more involved in dancing, and began to teach at the local YMCAs and other locales. For more than four decades, the couple danced and taught others the varieties of their craft, including square dance and rounds, ballroom, fox trot, swing, tango and country-western styles.

Their students performed at a wide range of venues: charity balls, hospitals, nursing homes, prisons and even ocean cruises. Opal also organized and directed two special Girl Scout dance performances—one at Busch Stadium and the other at the old Arena. Both performances involved months of practice with scouts from troops across the region.

In addition to dancing, Opal and Warren enjoyed hosting parties at their beautiful Kirkwood home. Opal loves to entertain, so their parties would be splashy affairs. Some required formal attire, many were themed, and all featured great food, music and, of course, dancing.

Warren passed away in 1992. Opal remained in their home for a number of years by herself, continuing to teach dance and exercise classes. In 2010, after coaxing from two close friends who were residents, Opal moved to Bethesda Gardens, not far from her home in Kirkwood.

Opal hasn’t lost a step since moving in. She continues to teach dance, meet friends for lunch and host dinner parties. She appreciates all that Bethesda Gardens offers. “There is enough going on to keep you busy—games, movies, field trips and more,” she explains.

Recently, Opal was honored as one of the oldest living Girl Scouts in the St. Louis area. As part of the honor, she participated in several special events to commemorate the Girls Scouts’ 100-year anniversary, including the downtown St. Louis parade and the unveiling of the first Girl Scout postage stamp.

One of Opal’s greatest joys is spending time with her family. Her three sons are all married, and Opal says she “hit the jackpot” when it comes to her daughters-in-law, grandchildren and great-grandchildren.

Hitting the jackpot: The perfect way to describe Opal Otis’ life.
Name: Opal Otis
Team: Bethesda Gardens Resident
Position: Dancer, Teacher, Girl Scout
Introducing Bethesda’s “ Resident” Medical Team

Throughout Bethesda’s 123-year history, the organization has been dedicated to providing the highest quality care and services to St. Louis seniors. It’s no surprise then that four local physicians, each intimately familiar with providing quality patient care, have found that living at Bethesda Barclay House is “just what the doctor ordered.”

For Drs. Roger Nelson, Roy Jerome Williams Sr., Austin Montgomery and Llewellyn Sale Jr., the Clayton-based senior living community offers the perfect blend of socialization, comfort and convenience. After decades of faithfully caring for St. Louisans, the doctors are enjoying a more relaxed pace at the senior living community.

Looking back, the Bethesda Barclay House’s physician residents fondly share insights from their life experiences.

Who inspired you to become a doctor?

Dr. Williams: In my family, it truly became a tradition. My father, my brother and my two sons all have worked in medicine.

What’s an important lesson that you’ve learned during your years of practice?

Dr. Nelson: It’s important to listen more than you talk. Take the time to really hear what people are saying. This can apply to working in medicine and life in general.

What’s the secret to living a long and healthy life?

Dr. Sale: Be sure to exercise your mind and body, yet allow yourself to relax each day. I told my patients it was good to unwind after a hectic day and have a daily happy hour, or minute, with a beverage of your choice.

How did you ensure your patients were comfortable?

Dr. Williams: I enjoyed having a friendly rapport with my patients and always tried to make them feel at ease. In all my years of practice, I never gave a “shot” to any of my patients. I only gave “injections.” To patients, injections don’t hurt as much as shots!

As the saying goes, laughter is the best medicine. Do you find this to be true?

Dr. Montgomery: Yes, yes, yes! I always try to leave my patients laughing.

What did you find most rewarding about being a doctor?

Dr. Nelson: I truly cherished the trusted doctor-patient relationship.

What's the best advice you give your patients?

Dr. Montgomery: Remember this simple rule: All things in moderation… and always listen to your doctor!

What do you like about living at Bethesda Barclay House?

Dr. Sale: The entire Barclay House staff is wonderful. I feel safe and value my freedom here. I enjoy spending time with fellow residents, walking in Shaw Park and watching sunsets here.
Name: Drs. Roy Jerome Williams Sr., Roger Nelson, Llewellyn Sale Jr., and Austin Montgomery
Team: Bethesda Barclay House Residents
Position: Retired and Semi-Retired Physicians
Community Engagement

Bethesda Hosts Community Speakers Series
This year, Bethesda partnered with the St. Louis chapter of the Alzheimer’s Association to introduce a new educational series tailored to caregivers whose loved ones are living with Alzheimer’s disease. Special guest speakers included:

• Dr. Gary Small, Director of the UCLA Longevity Center and Division of Geriatric Psychiatry.
• Dr. John Morris, Director of the Charles F. and Joanne Knight Alzheimer’s Disease Research Center at Washington University.
• Dr. Charles Crecelius, a St. Louis gerontologist.
• Dr. Valerie Walker, a St. Louis family medicine specialist.

Recognition and Awards
Employee Awards
Theresia Metz, Volunteer Coordinator at Bethesda Dilworth, received the Special Ambassador award from the Special School District (SSD). Theresia was chosen for her commitment to helping students with developmental disabilities learn work skills through the Community-Based Vocational Instruction program.

Karen Zurick, RN, Director of Nursing at Bethesda Southgate, was honored as a finalist for an “Excellence in Nursing” award from St. Louis Magazine. The awards recognized nurses who are dedicated to patient care, as well as adhere to strict clinical, ethical and professional standards.

Steven Wilk, CPP, Director of Corporate Security at Bethesda, was awarded the Carl Bender Security Professional of the Year Award by the St. Louis Chapter of the American Society for Industrial Security. Wilk was chosen for his significant contributions made to the local security industry.

Norwood Awards
Each year, Bethesda recognizes individuals who reflect the mission and values of Bethesda in their service to the organization and our seniors. At the 14th annual Norwood Awards ceremony, Bethesda honored two individuals celebrating 30 years of service at Bethesda.

Earle H. Harbison, a former Bethesda Board Member and current member of the Advisory Board, was one of the driving forces behind the Bethesda Legacy Society. Earle serves as co-chair of the Legacy Society, and under his leadership the number of Legacy Society participants and donations have grown substantially.
Robert L. Neuenhahn has been a consistent presence at Bethesda Dilworth for the past 19 years, by escorting residents to rosary and Catholic Mass services on Saturdays. He develops lasting friendships with the residents and helps raise their spirits, giving meaning and purpose to their lives.

**Bethesda Earns National Spirit of Innovation Award**

Bethesda has been selected as a winner of a 2012 LTC & Senior Living LINK Spirit of Innovation Award.

This national achievement recognizes companies for their innovation, dedication to continuous improvement, development of best practices, and commitment to the success of the long-term care industry. Bethesda was chosen for its advancements in the areas of technology and software development for improved senior care.

“We’re thrilled and honored to win this award, and the positive light it shines on Bethesda’s dedication and focus in using technology as an enabler of better health outcomes,” says Larry Hickman, Senior Vice President and Chief Information Officer.

**St. Andrews & Bethesda Home Health Boasts High Performance**

Lowering re-hospitalization rates (the rate in which a person has to return to the hospital after being discharged due to continued illness) is a top priority for hospitals and senior care organizations alike.

According to reports from the Health Outcome Assessment Information Set (OASIS) C, St. Andrews & Bethesda Home Health had the lowest re-hospitalization rate of any home health agency in St. Louis.

In fact, not only was its rate of 18 percent lower than its nearest local competitor, but it is 6 percent less than the Missouri average and 8 percent less than the national average!

**RCGA Top 50**

The St. Louis Regional Chamber & Growth Association (RCGA) has once again named Bethesda Health Group as one of the “Top 50 Businesses Shaping Our Future” in the Greater St. Louis area. This is the fifth consecutive year, and the sixth time in the last seven years, that Bethesda has been selected!

**Bethesda Named One of the Best Places to Work in St. Louis**

Bethesda has been recognized as one of the “Best Places to Work” by the St. Louis Business Journal. The selection process included an online survey in which all Bethesda employees were invited to take.

“The idea that our employees think highly enough of Bethesda to be selected to an exclusive group of organizations is a tribute to the employees themselves,” says Kathy Joslin, Senior Vice President, Human Resources and Marketing. “We wouldn’t have been selected if it hadn’t been for their commitment and dedication to Bethesda, our residents and their families.”
As I reflect on the efforts this past year of the Bethesda Health Group Foundation, I’m reminded of a quote by Anne Frank—“How wonderful it is that nobody need wait a single moment before starting to improve the world.”

It’s an inspiring philosophy embraced by so many members of the Bethesda family. This year, 1,116 dedicated donors contributed more than a million dollars to the Foundation. Additionally, more than 900 volunteers logged nearly 31,000 hours of service. These are individuals who didn’t wait. They saw a need and took action—either by making a monetary donation or volunteering their time and talent to help others.

From the resident who contributes to the John W. Rowe Humanitarian Care Fund to the volunteer who spends countless afternoons playing board games with our residents, each of the individual acts is impactful—as a whole, they are a powerful force for good.

The theme of this year’s Report to the Community is “Team Bethesda”—which truly captures what we’re all about. As a team, we deliver on our mission to provide quality care and services to St. Louis seniors—while providing financial assistance to residents who have outlived their resources.

Your generosity continues to make the critical difference in what we do at Bethesda. It’s the reason why we can offer essential services, such as wellness programs or a certified geriatric care manager, free of charge to our seniors; continue improving our facilities; bridge the gap between what government support (Medicare/Medicaid) covers and what the care (or service) actually costs; and keep care affordable, particularly during times of economic downturns and state and federal cutbacks.

Throughout our long, rich history of senior care, we have managed, even during challenging times, to provide assistance to those residents who outlived their assets. This past year, we provided more than $11.5 million in uncompensated charitable support to St. Louis seniors.

The Bethesda Health Group Foundation is committed to a donor-centered practice of philanthropy. Our fundraising approach recognizes the importance of voluntary leadership in our work and the voluntary character of giving. Our donor-centered fundraising also emphasizes how giving meets the needs of our older adults and adds value to their community life.

Among our highlights this past year:
- **The Legacy Society**—nearly 150 donors and growing, these committed individuals continue to serve as the cornerstone of our fundraising effort.
- **Lasting Heritage**—provides our residents with an opportunity to donate part or all of their refundable entrance fee or deposit back to their Bethesda community or service.
- **Beyond Bethesda**—a new social accountability publication which profiles volunteers who give tirelessly of their time, as well as the many ways in which Bethesda gives back to the St. Louis community.

I am grateful to all the members of our Bethesda family who live our mission every day through their spirit and generosity. I applaud their heart and their initiative. And I encourage others to follow their lead—to not wait. If you see a need, respond to it. Reach out. Help improve the lives of our seniors today and tomorrow—one caring gesture at a time.

Pamela E. Dempski
Corporate Vice President and Director of Fund Development
Honor Roll of Donors  
(Year Ending June 30, 2012)

We gratefully acknowledge our donors for their support and generosity. Every effort has been made to accurately recognize our donors. If in the future you would like your name listed differently than how it appears below, or if any errors have occurred, or if you prefer to be listed anonymously, please accept our sincere apology and contact the Foundation office with your changes at 314-800-1916.

Life Legacy (planned gifts)
Tom W. Bennett  
Irrevocable Trust  
Marge Bieser  
Alyce Blome  
Daniel and Blanche Bordley  
Fund for Bethesda; A Fund of the Greater St. Louis Community Foundation  
Antoinette C. Breihan  
Susan Rassieur Buder  
Memorial Trust  
Leo R. Buder Foundation Trust  
Margaret L. Butler Trust  
Mary Alice Collins Memorial Fund; A Fund of the Greater St. Louis Community Foundation  
Winifred E. Cummins  
George B. D’Arcy Trust  
Nicholas Dopuch  
Robert and Lorene Drews  
Beatrice Edson  
Evelyn L. Eldridge Living Trust  
Eleanor G. Ryan Estate  
Joyce A. Fincher  
Mary Poore Fobes  
Flower Fund  
Margaret B. Grigg Foundation  
Harris Frank  
Dorothy Hanpeter  
Alfred* and Mary Jane Heitzmann  
Russell and Virginia Jones  
Jack and Sally Lilly  
Bill Malcolm  
Mary E. J. Mermod Trust  
Annelise Mertz*  
Jean Mullgardt  
Jean G. Newton  
Joe Palacek  
Viola J. Reynolds Trust  
John W. Rowe  

Frank A. and Alpha H. Ruf  
Fund; A Fund of the Greater Saint Louis Community Foundation  
Katherine Stauffer  
Charitable Trust  
Lois C. Tuttle*  
Evel V. Wilder Trust  
Ray Wolversen  

Pillar Level ($10,000+)
Anonymous  
Bethesda Meadow Auxiliary  
The Charless Foundation  
Emerson  
Paric Corporation  
RehabCare  

Founder Level ($5,000-$9,999)
Anonymous  
The John M. Wolff Foundation  

Independence Level ($2,500-$4,999)
Anonymous  
Joe and Susan Brinker  
Phil and Judy Hutchison  
Mel and Ruth Kohl  

Empowerment Level ($1,000-$2,499)
Anonymous  
Sarah Arnold  
Jamie J. Aukskalnis  
John and Virginia* Baird  
Ken and Judy Bass  
Waltraut and Elwyn Bowell  
Jane D. Bryan  
George and Barbara Clements  
Nick and Marian Clifford  

Tom and Jennifer Collins  
Tom and Chris Crouch  
David and Joan Culver  
Tom and Pam Dempski  
Denis L. DuMontier  
Louise DuMontier  
Franc and Anne Flotron  
James and Michelle Glass  
Susan M. Goodman  
Gray Design Group  
Richard Gund  
HP Products  
Wade and Michele Hachman  
Earle and Suzanne Harbison  
Tom and Mary Harris  
Larry and Julie Hickman  
Doug and Kathy Joslin  
Robert and Marilyn Kane  
Patricia Kapsar  
Patrick and Sanna King  
Gary and Janet Koenig  
Jack and Sally Lilly  
John F. Norwood  
Fred and Ida Perabo  
AI and Julie Poelker  
Barbara J. Puckett  
John and Virginia Rowe  
Richard and Marty Schenk  
James and Mary Sertl  
Leslie G. Simon  
St. Louis Service Bureau Foundation  
Nathan and Kelly Torno  
Mike and Amy Trau  
Tom and Muriel Van Oordt  
Tim and Martha Vosse  
Jeffrey and Georgee Waldman  

Opportunity Level ($500-$999)
Anonymous  
Goran Abutovic  
Anonymous  
Robert S. Barrett  

*deceased

Bethesda Gardens resident Martha Johnston takes a second from her busy day to give the camera a smile.
Participants Justina Guerra (left) and Evagela Halastanis watch the Cardinals game at Adult Day Care program at Charless Village.
%deceased

Bethesda resident Bob Auer participates in an exercise activity with his fellow residents at Assisted Living at Charless Village.

Charmaine A. Rinaldo  
Jeffrey C. Robeff  
Kathy Roseland  
Linda Roubal  
John and Victoria Rutledge  
Roy and Linda Schauble  
Schnucks  
Frederick K. Schwarz  
Lisa Sertl  
Tanyette Shannon  
Edmond R. Siebert  
Stan Soboleski  
Scheryl Spangler  
Steel Dynamics, Inc.  
Dannon Stover  
Richard and Beverly Straub  
Frances B. Stuhl  
Gary and Bonnie Taylor  
Vicki L. Taylor  
Martin and Cindi Templin  
Amanda Ulrich  
Richard and Joann Wagner  
Darin Wilkerson, Jr.  
Cordia Young-Brown  
Marie A. Zucchini

Friends Level ($1-$99)

Jack T. Ahrens  
Robert and Lynn Albus  
Linda Aldag  
Brianna Allred  
Brigid Amoroso  
Anna Anderson  
Anonymous  
Marilu Arellano  
Ruth Arney  
Marilyn Arras  
Jessica Asp  
Joan L. Asp  
Kevin Aubuchon  
Amanda Austin  
Sandra Austin  
John Ayers  
Joan Baer  
Steven Barnes  
Michael and Nancy Bartel  
Christina Bartels  
Bailee Baumberger  
Terrice Beals  
Caroline Beasley  
Joseph Beaver  
Janine Benjamin  
Carol Bennett  
Donna Bennett  
Patricia Berberich  
Sylvia Bergbauer  
Bethesda Barclay House Employees  
Bethesda Corporate Employees  
Bethesda Dilworth Employees  
Bethesda Orchard Employees  
Bethesda Private Duty Employees  
Bethesda Gardens Employees  
Bethesda Hospice Care Employees  
Bethesda Meadow Employees  
Bethesda Southgate Employees  
Bethesda Terrace Employees  
Marge Bieser  
Eddie Billingsley  
Mimoza Bitri  
Ron Blackwell  
Roy Bland  
Lamont Blockton  
Frank and Georgette Bloecher  
Olga Bojko  
Sharon M. Bornefeld  
Clayton Borage  
John and Marilyn Boschert  
Carol Bots  
John and Allie Botz  
Patricia Bowers  
Jim and Sally Bradford  
Linda Bradshaw  
Robert and Sharron Braning  
Antoinette C. Breihan  
Nancy Breitenstein  
Marion and Ann Marie Brewster  
Pamela Brice  
Leigh Brickle  
Mary T. Briece  
Cheryl Brosch  
Wanda Brose  
Gloria Brostoski  
Karla Brueck  
Lujana Brunner  
Giovanna Bruno  
Shirley W. Bub  
Margaret Buckely  
Tiffany Buckner  
Wakita Buford  
Rene K. Bure  
Michelle Burlingame  
Burns & McDonnell  
Emina Bursac  
Mary Busby-Simpson  
Patrick Bush  
Janet Campbell  
Robert and Rose Campbell  
Gene K. Cannon  
Peggy Cantrall  
Judy Carleton  
Shelley Carley  
Dorothy J. Carney  
Jim Cary  
Brian J. Casey  
William and Emily Castle  
Holland F. Chalfant  
The Charless Home Employees  
Zachary Christensen  
Jacki Christenson  
Arthur Clark  
Kim Clark  
Sharon Clark  
Jerry and Mary Claywell  
Barbara Cline  
Catherine J. Cloyd  
Mary Cody-Hill  
Cheryl Cole  
Edward Collins  
Miria Collins  
Anne Connor  
Cathy M. Consolino  
Cathy Conway  
Sarah Cook  
Robyn Cooper  
Patricia Corzine  
TaSherra Cotton  
Theresa J. Coughlin  
Linda Cowan  
Michael and Nancy Cowan  
Lera Crady  
Phyllis Crane  
Kathleen Cranor  
Carrie Craven  
Roxana Crawley  
Genora Croffett  
Joseph Crogan  
Janet Crosby  
Bonnie R. Cuneo  
Kevin L. Curry  
Anthony and Mary Ann Cutelli  
Marie Cutsoukos  
James M. Cymbor  
Katie Czarnecki  
Edward and Gail Dabler  
Brenda David  
Teresa Davidson  
Ginger Davis  
Reginald and Amanda Davis  
Sherry L. Deery  
Cam Delaney  
Mary Desuza  
Fred and Pat DeWitt  
Erin Dexter  
Laura Dillard  
John A. Dillingham  
Fatima Dizdarevic  
Nicholas Dopuch  
Rhonda Doran  
Marvin Dorsey  
Pamela Doyle  
Erin Duckett  
Lois L. Duggins  
Daniel and Patricia Duncan  
Arlesa Dungy  
Denise Easterwood

*Mdeceased

Mildred Kunce “visits” with Harrison the Cockatiel at the Adult Day Care program at Bethesda Dilworth.

23
Earlene Eckert
Dennis Eddlemon
Carl M. Edwards
Kayla Edwards
Konnie Egerton
Coleen Eggemeyer
George Eigel
Joyce M. Eiserle
Byrl Engel
Natalie Estes
Jeanette L. Estopare
Anastasia Ewing
Gary and Doris Ferguson
Michelle Fielden
Tanya Fields
David and Gay Fillo
Joyce A. Fincher
David and Janice Flake
Karen E. Fletcher
Ian Frank
Cate Freeman
Jacqueline Frerichs
Virginia Fry
Monica Fry
Jackie Gable
Dorothy Gannon
Precious Garner
Rod Garner
Gene E. Garrett
Melissa A. Garrett
Melissa V. Geisler
Carmela Gennaro
Marion Georgen
Mable Gilmore
Ralph and Liz Glaser
Howard and Rosella Gleason
Tammy Gleiforst
Jan Goek
Leon and Elaine Golfin
Mary Goodwin
Paul and Pamela Gordon
Kenneth and Sharon
Gottschi
Fikreta Gracanin
Kingsland and Janet Graf
Stephanie Graf
Kim Gray
Deb Grayem
Mary Grebe-Bird
Helene Gregor
Mary Groesch
Thomas and Lisa Grommet
JoAnn Grotegeers
Dorothy Guderian
Lorraine Guderian
Melody J. Guillies
Margarita Haessig
Hiwot Hailom
Jonathan and Edith Hale
Rena E. Hale
Lisa Hamilton

*deceased

Reba Hamilton
Marian Hamlen
Barry Hanson
Robert and Diane Harrison
Marilyn L. Harrington
Robert Harris
Pamela Hasenbeck
Jim Hawkins
Tom S. Hawkins
Alicia Hazard
Mary A. Hefferly
Leola J. Henkel
Charles and Elizabeth Henerey
Haley Hercules
Erica D. Herman
Joshua Hill
Joan B. Hiler
James Himmelberg
Mary Lou Holland
Scott and Joan Holley
Anne Holmes
Shirley Holmes
Jean Holtz
Robin Hood
Carrie Hopler
Theresa Horn
Tori Hotz
Emily House
James House
Theodis Howard, Jr.
Jan Irvin
Joann P. Iwasyszyn
Brenda Jackson
Rose Jacobsmeyer
Jessica Janson

Michael and Carla Jarvis
Jasmina Jasarevic
Maud Jeanry
Alice L. Jockish
Kiki Joest
Audrey Johnson
Demarco Johnson
Jerry and Renita Johnson
Michael R. Johnson
Michele E. Johnson
Pamela Johnson
R. Duane and Susan Johnson
Tremain Johnson
Martha Johnston
Lois Jones
Sharon Jordan
M. E. and Cheryl
Jungewaelter
Fatbardha Kalemaj
Esther Kaufman
Robert and Doris Kaufmann
Brian Kayman
Lawrence and Jean Keller
Loretta L. Keller
Michael Keller
Monica Kelley
Valerie L. Kelly
George J. Ker, Jr.
KeyBank Foundation
Shirley Keyes
Charles and Carol Kibbons
Ruth Killen
Jeremy King
Jelena Kitanovic
Harold E. Knight, Jr.

Henryetta N. Knobel
Marjorie B. Koonis
Sue Ann Kodner*
Barb Koehler
Brittany Komerous
Mike and Ann Korte
Jack and Pat Kramer
Tammy M. Kraus
Keith L. Kreck
Janelle Kronshagen
Craig Krull
Bob and Carol Kuhl
Lou Kuhnmuench
Ben Kukor
Piotr Kulikowski, M.D.
Annamay Kunz
Linda Kyle
Jeron Lane
Charles H. Larkin
Christopher and Gloria
Lawrence
Lilian Lawrence
Frank Lebeau
Betty Lee
Joan T. Lehmkuhl
Alex Leinnicke
William and Michele Lenz
Steven and Kathryn Leonard
Christina LeRiche
Deborah A. Letchworth
Robert Levy
Melissa Licata
Lynn M. Licklider
Moses Lilako
Rita C. Linck
Ray Routh, Chaplain Michael Tooley, Reverend Howard Gleason, Ruth and Mel Kohl at the Norwood Awards dinner.

*deceased
Frances Svezia
Joann Swain-Herr
Ed Swallow
Georginia Swearson
Tara Szymanski
Nancy L. Talley
Jimmy Tassin
Lillian Tate
Kathleen C. Taylor
Christina Terry
Cortney Thomas
Julie Ann Thomas
Patricia M. Tice
Erin Tobey
Glenda Treadway
Rachel Trimble
Enis and Emina Tutundzic
Mary Uhlenbrock
Amanda Ulrich
Judy Unger
Diana G. Valdez
Christine M. Van Doren
Amy Van Oordt
Mary Vance
Lillian Ventimiglia
Cristina Vigil
Carrie Vogelgesang
Bud Voit
Diane L. Voit
Sally Voss
Betty Wagoner
Jessica Wallace
Tamra Walsh
Kenneth Walters
James Wampler
Julia Waterson
LaTonya Watkins
Carole Webster
Jan Weitzel
Eula Wells
William and Elizabeth Wells
Mary Wessel
Jane Wever
Shelley Whisler
Scott and Melissa Whitcraft
Amy Whiteside
Alice Whitney
Pam Whittaker
LaVonda Whittington
Tammy S. Wiedner
Steven S. Wilk
Mary B. Williams
Roselle Williams
Laurel Willis
Antoinette Wilson
Maurice Wilson
Nancy Wind
Thomas Winkle
Daniel Wobbe
Edith Wohldmann
Rich and Dotty Wolf
Ruthann Wolf
Marion E. Wood-Smith
Sabrena Wortham
Betty Wright
Thomas and Gayle Wright
Rick Yehling
James and Prudence Yerkes
Yorlum Enterprises, LLC
Jeanette Young
Scott Young
Annelise Zeltmann
In-Kind Gifts
3D Pest Control
Acupuncture St. Louis
Agro-Logics LLC
Alarm Center USA, Inc. Sure Lock & Key
Anonymous
Marianne Barrow
David Beaman Jr.
BeautiControl
Sharon Beirne
Brunswick Zone Lakeside C & F Restaurants, LLC
C. J. Muggs
CCG Enterprises DBA Burger King
CC’s Elite Martial Arts
Jim Cary
Brad Clay
Coca-Cola Refreshments
Combs Auto Service and Tire Center
Cotton Babies, Inc.
Curves
DBA Domino’s Pizza Central MO. Pizza, Inc.
Decorative Concrete Resurfacing
DeNoyer Dance Studio, Inc.
Barbara Egler
Erker’s Kirkwood
US Foods
Fortel’s Pizza Den
Adora Frick
Grafica Fine Art & Custom Framing
Healthcare Complete Herbs & More
Hostess
Susan Jaworoski
Peter Jaycox
Jilly’s Cafe and Steakhouse
Kay’s Cleaners
Sanna King
Lee’s Famous Recipe Chicken
The Lodge Des Peres
LookAfter Hair Company
The Magic House
Massage Envy Spa Oakville
Dorothy L. Morris
NTB-Tire Kingdom
Oberweis Dairy
Olympiad Gymnastic
Paperdolls Boutique
Peppers Deli & BBQ Company
Tina Pittman
Chyrle Reed
Mary Roqueplot
St. Louis Times
Sam’s Club
Second Sitting Consignments
Signature Landscape & Design
Starbucks
Sun Farm Food Service
Swing-A-Round
Sandy Tegethoff
Theatre Guild of Webster Groves
Two Doors Down By Lindwedel Jewelers
Viviano’s
Walmart #2213
Kirkwood-Webster Groves
Family YMCA

Gloria Jennings, a Bethesda Orchard resident who received services at the Bethesda Senior Therapy Center, works on arm exercises with therapist Debbie Goltschman.

*deceased
Volunteer Groups

2012 Women’s Board

Back row, left to right: Inky Ball, Sally Lilly, Ginny Rowe, Susan Krombach, Susan Brinker, Nancy O’Brien, Judy Bass, Sue Bahle, Lorraine Magee, Pat Kapsar, Kathy Joslin, Joan Bayer, Erle Lionberger, Jane Hughes, Marian Desloge, Lydïa Meier

Front row, left to right: Ann McCandless, Jane Bryan, Audrey Smith, Patricia Bushman, Julie Poelker (Treasurer), Barbara Clements (President), Mary Sertl (Membership Chair), Dorothy Harper, Susan Goodman, Sue Voorhees

Not pictured: Carroll Baechle, Florence Baur, Jean Bouchard, Sharon Burhardt, Martie Dille, Lorene Drews, Carol Gaskin, Suzanne Harbison, Mary Harris, Juanita Hinshaw, Susan E. Logie, Dessa Morrow, Fran Stuhl, Amy Trau, Joyce Ulrich, Georgee Waldman, Joan Whitford

2012 Advisory Board

Back row, left to right: Tom Bayer, Sally Lilly, Dale Meier, Gary Mayes, John Rowe, Earl Dille, Harry Kennedy, Jim Mills, Earle Harbison, Bob Drews, Jim Sertl, Joe Brinker, Steve Woodard

Front row, left to right: Peter Krombach, Betty Sims, Cathy Reiss, Franc Flotron

Volunteer Groups

Legacy Society Executive Committee

Back row left to right: Joe Brinker, Joe Birk, Joan Culver, David Culver, Earle Harbison, Jr., Tom Collins, Joan Bayer, Tom Bayer, Ginny Rowe, John Rowe, Mary Sertl, Jim Sertl
Front row, left to right: Bob Drews, Lorene Drews, Jack Lilly, Sally Lilly, Susan Goodman
Not pictured: Ken Bower, George and Barbara Clements, Earl and Martie Dille, Jim and Ellen Esther, Harris Frank, Bob Kane, Fred and Ida Perabo

Bethesda Dilworth Auxiliary

Marie Zucchero, Vice President; Charlene Zinkl, President; Theresia Metz, Volunteer Coordinator; Peggy Kirkwood, Retiring President
Not pictured: Maud Jeanty, Secretary

Bethesda Meadow Auxiliary

Bob Morris; Janice Surti; Ruth Kohl, President; Emily Lankau, Secretary; Mary Ellen Pfeifer; Betty Bohling; Fran Burns, Vice President; Sharon Waddell; Ann Bruschi; Faye Compton; Rachel Stricklin; Darla Neely, Volunteer Coordinator
Meet the Management Team

Joseph J. Brinker
President and
Chief Executive Officer

R. Kenneth Bass, Jr.
Senior Vice President,
Senior Living

Larry D. Hickman
Senior Vice President,
Administrative Services
and Chief Information Officer

Katherine E. Joslin
Senior Vice President,
Human Resources and Marketing

Patricia P. Kapsar
Senior Vice President and
Corporate Compliance Officer

Alphonse D. Poelker
Senior Vice President,
Long Term Care

Pamela E. Dempski
Corporate Vice President and
Director of Fund Development

Amy J. Trau
Corporate Vice President,
Home and Community
Based Services

Timothy L. Vosse
Corporate Vice President and
Chief Financial Officer

Christine E. Crouch
Vice President and Senior Administrator

Michelle M. Glass
Vice President and Director,
Bethesda Senior Support Solutions

Martha E. Schenk
Vice President and Administrator

Muriel C. Van Oordt
Vice President and Senior Administrator

Jeffrey R. Waldman
Vice President and Director
of Marketing
Meet the Board of Directors

**Thomas R. Collins**
Chairman of the Board, President and Chief Executive Officer at Northern Trust Company of Missouri.

**Marian F. Clifford**
Board Secretary, civic leader and Board Member of the Charless Foundation.

**John W. Rowe**
Vice Chairman of the Board and former Bethesda President and Chief Executive Officer.

**Kenneth J. Bower**
Principal at Moneta Group, LLC.

**Joseph J. Brinker**
President and Chief Executive Officer of Bethesda Health Group.

**George W. Clements, Jr.**
Retired family business owner and former President at Midtown Medical Center Redevelopment Corporation.

**Joseph E. Birk, Jr.**
Board Treasurer, retired attorney and executive at Ameren UE.

**David M. Culver**
Retired banking and insurance executive.
Thomas J. Harris  
Executive Vice President of MMS—a Medical Supply Company.

Richard C. Mueller Jr.  
Principal at Bopp Chapel.

Philip A. Hutchison  
Retired Senior Vice President of Human Resources at Emerson Electric Company.

Fred H. Perabo  
Retired Director of Community Affairs at Ralston Purina Company and former President at Metropolitan Association of Philanthropy.

Kenneth J. Kolkmeier  
Retired President of Nooter Construction Company.

Susan G. Moore  
School teacher, civic leader and Board Member of the Charless Foundation.
Financial Report

Bethesda Health Group has been caring for St. Louis seniors since 1889, and never have our employees, volunteers and board members had reason to be any prouder of our ability to serve those seniors truly in need than right now.

The commitment and diligence in doing whatever is needed for our residents and the senior community wherever they call home continues to exceed any expectations, as evidenced by the awards we have earned from St. Louis agencies and national organizations.

And this past year, through the incredible generosity of our donors and perseverance of the Bethesda Health Group Foundation, we have been able to offer more than $11.5 million in Humanitarian Care support. As we’ve stated before—you will likely find it rare for a non-profit organization of our size to make a commitment of this magnitude.

We are honored that the legacy and mission of the Charless Foundation is still present throughout Bethesda despite the closing of The Charless Home. This legacy is most evident in our Charless Village campus in South County.

We are heartened by the commitment shown by the Bethesda Health Group “family”—both in minimizing expenditures and continuing to support the Foundation’s efforts to ensure that no resident will be forced to leave a Bethesda community because they outlived their means.

One of the important components of the Bethesda mission is maintaining financial strength. The organization has a strong and sound financial footprint, with net assets in excess of $41 million.

We at Bethesda continue to:
- Expand our care and service offerings
- Make needed capital investments
- Implement technology advancements for residents and staff
- Recruit and retain caring and compassionate employees

The following data, totaled for the 2012 fiscal year, offer a glimpse into the care and services we provide to our residents, their families and the general public:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled Nursing days</td>
<td>231,266</td>
</tr>
<tr>
<td>Inpatient Rehabilitation and Therapy days</td>
<td>30,874</td>
</tr>
<tr>
<td>Home Health visits</td>
<td>11,991</td>
</tr>
<tr>
<td>Senior Support Solutions visits</td>
<td>41,577</td>
</tr>
<tr>
<td>Hospice Care days</td>
<td>19,909</td>
</tr>
<tr>
<td>Meals on Wheels delivered</td>
<td>28,250</td>
</tr>
<tr>
<td>Capital Improvements Expenditures</td>
<td>$4,307,180</td>
</tr>
<tr>
<td>Bethesda Employees</td>
<td>1,150</td>
</tr>
<tr>
<td>Bethesda Volunteers</td>
<td>900</td>
</tr>
<tr>
<td>United Way and other Community Charities</td>
<td>$79,640</td>
</tr>
<tr>
<td>Money raised for “Hearts for our Homes” employee campaign</td>
<td>$63,500</td>
</tr>
</tbody>
</table>
Bethesda Health Group, Inc. and Affiliates  
Combined Statement of Operations  
Year ending June 30, 2012

<table>
<thead>
<tr>
<th>Revenues</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Net service revenue</td>
<td>$59,431,403</td>
</tr>
<tr>
<td>Other revenue and gains</td>
<td>4,833,649</td>
</tr>
<tr>
<td>Contributions</td>
<td>1,011,810</td>
</tr>
<tr>
<td><strong>Total revenues</strong></td>
<td><strong>65,276,862</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional care</td>
<td>28,258,632</td>
</tr>
<tr>
<td>Dietary services</td>
<td>7,685,928</td>
</tr>
<tr>
<td>General services</td>
<td>8,500,213</td>
</tr>
<tr>
<td>Administrative services</td>
<td>12,542,930</td>
</tr>
<tr>
<td>Employee health and welfare</td>
<td>3,522,848</td>
</tr>
<tr>
<td>Depreciation</td>
<td>7,517,843</td>
</tr>
<tr>
<td>Interest</td>
<td>3,498,087</td>
</tr>
<tr>
<td>Provision for bad debts</td>
<td>431,160</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>71,957,641</strong></td>
</tr>
</tbody>
</table>

Bethesda Health Group, Inc. and Affiliates  
Combined Balance Sheet  
Year ending June 30, 2012

<table>
<thead>
<tr>
<th>ASSETS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$3,606,001</td>
</tr>
<tr>
<td>Assets limited as to use</td>
<td>388,868</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>3,151,481</td>
</tr>
<tr>
<td>Other current assets</td>
<td>2,246,923</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>9,393,273</td>
</tr>
<tr>
<td>Assets limited as to use, net of amount required to meet current obligations</td>
<td>69,563,602</td>
</tr>
<tr>
<td>Property, plant and equipment, net</td>
<td>104,629,477</td>
</tr>
<tr>
<td>Beneficial interest in trusts</td>
<td>864,772</td>
</tr>
<tr>
<td>Other assets</td>
<td>854,056</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>$185,305,180</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
</tr>
<tr>
<td>Current maturities of long-term debt</td>
<td>$1,005,000</td>
</tr>
<tr>
<td>Accounts payable</td>
<td>1,268,853</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>4,478,177</td>
</tr>
<tr>
<td>Other current liabilities</td>
<td>2,641,243</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td>9,393,273</td>
</tr>
<tr>
<td><strong>Long-term debt, less current maturities</strong></td>
<td>75,425,000</td>
</tr>
<tr>
<td>Life residents’ fees</td>
<td>36,543,180</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>22,376,012</td>
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<tr>
<td><strong>Total liabilities</strong></td>
<td>143,373,465</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>41,567,715</td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>$185,305,180</strong></td>
</tr>
</tbody>
</table>

**Humanitarian Care**

The amount of charity care that Bethesda provided to hundreds of deserving seniors who lacked the financial resources to pay established rates was larger than ever.

For the fiscal year ending June 30, 2012, total uncompensated charges related to services was $11,542,000, an increase of more than 21 percent ($2 million) in charitable support from the previous year. This total takes into consideration the unreimbursed charges of Medicare and Medicaid that Bethesda incurred for the services we provide to our seniors.

And with net assets exceeding $41 million, Bethesda continues to offer a strong and stable financial environment for our residents, their families and the community.

Donate Today!
Thank You for All You Do!

Ding-a-Ling Singers at Bethesda Dilworth

Bethesda Hospice Care volunteers

Shirley Powers (standing) and Billie Houk attend fellow Bethesda Orchard resident Bea Davidson’s 100th birthday party.

Bethesda Meadow residents, volunteers and staff, as well as area first responders, celebrate Veterans Day.

Bethesda Gardens resident Pat Graf participates in Wii bowling competition.
Volunteers from Charless Village, which includes Bethesda Southgate, Assisted Living at Charless Village and the Bethesda Rehab & Therapy Center at Bethesda Southgate

Bill DeWitt III, President of the St. Louis Cardinals, with Bethesda Barclay House resident Toni Breihan at the Fall Legacy Society Luncheon.

(Left) Volunteers from Charless Village, which includes Bethesda Southgate, Assisted Living at Charless Village and the Bethesda Rehab & Therapy Center at Bethesda Southgate

Bethesda Terrace resident Ginny Mattlage, and Bethesda Terrace employee Casey Gerhard.

Sherry Deery, an RN case manager with Bethesda Hospice Care (right) and CNA Monica Fry provide care to Bernice Raebel, a former resident at Bethesda Meadow.

Bethesda Dilworth resident Suzanne Troutman with Fredbird during the annual “Opening Day” celebration.

Members of the Bethesda Terrace Dining Services team show off desserts at the Strawberry Festival.

Tom Miskle, Executive Director of Medicare Services, and CherRae Shanley, IT Applications Administrator, participate in the 2012 “Hearts for our Homes” fundraising campaign.

Joyce and John Clemens take a walk as (left to right) Jackie Gable, Susan Goodman, Art and Carol Oppenheim and Georgeann Gaebe, fellow residents at The Oaks at Bethesda, enjoy a beautiful day.
Bethesda Health Group, Inc.
1630 Des Peres Road, 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 Road
  Kirkwood, MO 63122
  (314) 965-8100

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

- **The Oaks at Bethesda**
  Big Bend, West of Berry Road
  Oakland, MO 63122
  (314) 372-5839

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

**ASSISTED LIVING**

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

**BETHESDA SKILLED NURSING COMMUNITIES**

- **BETHESDA SKILLED NURSING COMMUNITIES**
  (including memory care, rehab and therapy and respite care)

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

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

- **Bethesda Southgate**
  5943 Telegraph Road
  Oakville, MO 63129
  (314) 846-2000

**BETHESDA HOME AND COMMUNITY BASED SERVICES**

- **Adult Day Care at Bethesda Dilworth**
  9645 Big Bend Blvd.
  Oakland, MO 63122
  (314) 446-2103

- **Adult Day Care at Charless Village**
  5943 Telegraph Road
  St. Louis, MO 63129
  (314) 846-2003

- **Bethesda Hospice Care**
  8175 Big Bend Blvd.
  Suite 200
  Webster Groves, MO 63119
  (314) 446-0623

- **Bethesda Senior Support Solutions**
  8175 Big Bend Blvd.
  Suite 202
  Webster Groves, MO 63119
  (314) 446-0700

- **Bethesda Rehab & Therapy Center at Bethesda Dilworth**
  9645 Big Bend Blvd.
  St. Louis, MO 63122
  (314) 446-2122

- **Bethesda Rehab & Therapy Center at Bethesda Southgate**
  5943 Telegraph Road
  St. Louis, MO 63129
  (314) 846-2001

- **St. Andrews & Bethesda Home Health**
  8175 Big Bend Blvd.
  Suite 150
  Webster Groves, MO 63119
  (314) 218-2600

- **Bethesda Senior Outpatient Therapy Center**
  8175 Big Bend Blvd.
  Suite 130
  Webster Groves, MO 63119
  (314) 218-2610

- **Meals on Wheels**
  Bethesda Dilworth
  (314) 968-5460, ext. 5410
  Bethesda Southgate
  (314) 892-1124

Bethesda Health Group is a nonprofit organization that creates supportive and caring lifestyles for St. Louis-area seniors with an equal focus on superior quality and value. Bethesda Health Group does not discriminate on the basis of race, color, religion, gender, national origin, sexual orientation, disability or age in admission, treatment or participation in its programs, services and activities, or in employment.