



2013 REPORT TO THE COMMUNITY

Supporting Life's Transitions



Established in 1946 • Non-Profit • Faith Based



Charles Vander Broek

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Dear Friends of Resthaven,

Resthaven often meets people at points of transition in their lives. From downsizing for convenience and comfort to the need for extensive life assistance, *Resthaven* has the resources and knowledge to step up when special needs arise for seniors. Our buildings, our programs, our training, and our people are totally dedicated to providing aging people with the personal touch, self-determination, and dignity they need and deserve.

During 2013, *Resthaven* served over 1,100 people by caring for them at many different levels and locations. But what makes the delivery of those services by *Resthaven* staff members distinctive? I believe it is our mission... that of providing a continuum of quality care and services with love and compassion. Our mission drives what we do and how we do it. Our mission motivates our employees in an extraordinary way, and inspires donors and community members to support us.

Resthaven has always been a not for profit organization, which means all of our efforts and focus is on West Michigan and using all of our revenues and resources to directly help the people we serve. Our Board of local community leaders insures that *Resthaven* maintains our mission and our faith based focus.

Year after year we have been able to say we remain a strong organization. Last year we ended financially secure and healthy with occupancy and use of services growing and adjusting to the needs of the community. Our quality surveys done by independent agents and by State and Federal regulators show *Resthaven* offers the highest standards of service. The addition of the *Rehabilitation Cottage* and more care support at *Maple Woods* continues to allow us more specialized and personalized service. *Home Care by Resthaven* continues to be a wonderful way for older people to recover from setbacks and stay at home as long as possible.

West Michigan has so much to offer people as they age. Donations help *Resthaven* to offer financial assistance and programs to seniors who need our resources, talent, and experience. We could not offer our state of the art care and comfort without this financial boost.

As we move into the future, with the challenges of a burgeoning senior population and the uncertainties in health care funding and support, *Resthaven* stands firm in its desire to continue to be a community resource and remain true to its mission.

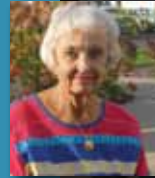
Sincerely,

Charles Vander Broek
President/C.E.O.

Honoring Community Leaders

In October, *Resthaven* and the greater community celebrated "Seven over Seventy" ENCORE! Lakeshore Award winners at a reception at the Holland Area Arts Council. The winners were chosen by a panel of community leaders following a community-wide nomination process.

ENCORE! was established in 2009 as a biennial event hosted by *Resthaven* to honor seven individuals or couples over the age of 70 who have contributed, and continue to contribute, to the betterment of our community and society in their retirement years.



Far left: Shirley Weersing; Seated: Peg Van Grouw, June Reimink; Standing: Dick Stafford, Bill Vanderbilt, Sr., John Nordstrom, Les Hoogland, Charles Vander Broek.

Coordinating Transitions

Lynelle Mulder, *Resthaven's* Transition Coordinator, has over 25 years of experience helping seniors and their families better understand care needs and support options when issues related to aging arise. Lynelle has in-depth knowledge of the community resources available to assist seniors whether in their own homes or in transitioning to a care community. As a service, Lynelle offers assessments and consultations, free of charge, to seniors throughout the area.



Lynelle Mulder, LPN, *Resthaven's* Transitions Coordinator

Recognizing Quality Standards

During 2013, *Resthaven's* Care Center received the highest possible Five-Star Rating by Medicare.gov/ Nursing Home Compare. This evaluation measures the quality of care for every Medicare and Medicaid certified nursing home in the country, which total over 15,000 homes. Criteria for the rating include health inspections, staffing, and quality measures. The ratings are used by consumers and hospital care managers to help measure nursing home quality.





Hope College's volleyball players team up with Warm Friend residents for Operation Christmas Child.

Valuing Life Enrichment

Every day at each of *Resthaven's* residences are numerous opportunities for residents to participate in life enriching activities, each geared to individual interests and abilities.

Group activities include daily exercise programs, attending concerts, Bible studies and worship services, bus trips to restaurants, ice cream shops or landmarks, and celebrations of holidays and events with entertainment and refreshments.

Resthaven believes that relationships and engagement are important components to a person's overall well-being.



Jane Groenleer is first "guest" in the new Rehabilitation Center.

Providing Outstanding Rehabilitation

In February 2013, *Resthaven* dedicated the *Rehabilitation Cottage*, private rooms for 16 guests while receiving physical, occupational and speech therapy following a surgery, accident, or illness. Over 200 guests stayed at the Cottage over the year, most returning to their homes after rehabilitation.

Given the high demand for our rooms and services by community members and hospital care managers, there is clear evidence that *Resthaven* provides outstanding rehabilitation and care by a friendly staff that works hard to make each guest comfortable yet challenged to improve.

Engaging Volunteers

Resthaven depends on volunteers to support many activities and care functions required while serving over 700 residents during the year. In 2013, volunteers contributed 9,073 hours to enrich the lives of *Resthaven* seniors, providing support for resident events, helping with activities and assisting in direct care when possible.

Volunteers not only contribute in countless ways to the well-being of our residents, but provide an opportunity for the community to engage in senior care and to experience the joys of building memorable relationships with older adults.

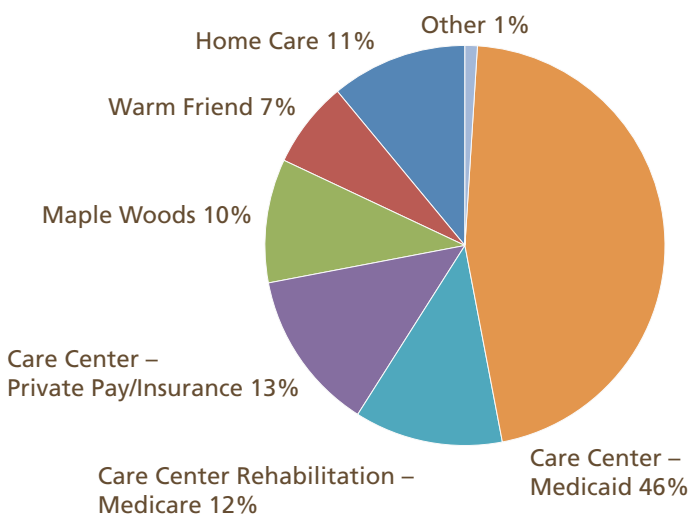


Marge Boeve receives the 2013 "Volunteer of the Year" Award.

2013 Statement of Financial Position

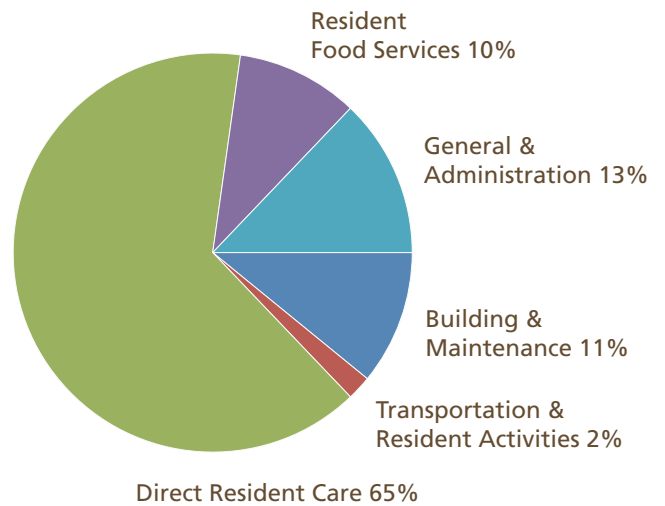
2013 was a strong year financially for *Resthaven*. The census (occupancy) at the three residential facilities was very high. *Resthaven* reinvested over \$600,000 in capital improvements, such as the *Rehabilitation Cottage*, building renovations, technology, and equipment.

**Total Operating Revenue:
\$19,115,730**



**Contributions & Other Income:
\$444,844**

**Total Operating Expenses:
\$19,077,090**



TOP: Resthaven opens the Rehabilitation Cottage with ribbon-cutting ceremony.

LEFT: Rebecca Reed, Resthaven’s Dementia Coordinator, and Shannon March, Good Shepherd Home Unit Director, conducted staff training in dementia care throughout the year. In addition, they presented “The ABCs of ALZ - Understanding Dementia” seminar to interested community members.

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Resthaven's Mission: To glorify God by providing a continuum of quality care and services that demonstrates the love and compassion of Jesus Christ.



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Supporting Life's Transitions

2013

Independent Residents Served

Warm Friend – 81

Assisted Living Residents Served

Maple Woods – 114

**Skilled Nursing/Rehabilitation
Residents Served**

Care Center – 554

Home Care Clients Served – 451

Number of Meals Served – 272,290

Number of Resthaven Employees – 362

Number of Resthaven Volunteers – 257

