

ANNUAL REPORT 2020

An elderly couple is standing in a garden. The man, on the left, is wearing a blue button-down shirt, khaki pants, and a light blue face mask. He has his arm around the woman's shoulder. The woman, on the right, is wearing a white top, a teal cardigan, dark pants, and a light blue face mask. They are both looking down at something in the garden. The background shows various plants, including purple flowers and green foliage, and a wooden raised garden bed.

GALLOWAY
RIDGE
AT FEARRINGTON

**“People are capable at any time in their
lives, of doing what they dream of.”**

- PAULO COELHO



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A Note

FROM GALLOWAY RIDGE LEADERSHIP

At Galloway Ridge, we instill our mission statement into each aspect of our senior-living community. Every action focuses on our core values – caring, empowering, integrity, and commitment – which tether us together in good times and bad. This past year, however, has brought its own extraordinary challenges as we, the nation, and indeed the world, fought a pandemic that led to unimaginable loss of life and lifestyle. In the face of these unparalleled obstacles, we found strength in core values outside of our typical framework: creativity and perseverance.

With the impact of the pandemic still fresh in our minds, we have the privilege of offering our 2020 Annual Report to showcase the solutions and small victories that gave us hope over the past year's difficulties as well as the recovery that awaits us in coming months.

Let us begin by thanking our residents and employees for their generosity and sacrifices that allowed our community to continue its spirit of giving.

While volunteering opportunities were sharply curtailed during Covid-19 protocols, you continued to shore up the community and the greater Chatham County area with financial donations to maintain funding for our support programs.

At a time when our community was forced to take extreme measures for the health and safety of our residents and staff, we innovated and restructured our routines and means of communication to stay connected to each other and loved ones outside of our campus. We cannot tell you how impressed we all are with the ingenuity that led to the creation of a full schedule of robust digital content to keep our residents active and engaged.

From assisting with Zoom calls, maintaining quality nutrition through meal delivery, realizing tent visits, and facilitating small group bubbles in both independent living and The Arbor, our residents and staff members navigated the treacherous nature of the pandemic to engage, enrich, and empower one another. In addition, our resident-led committees and leadership pivoted to virtual meetings to conduct business and promote interaction.

Without a doubt, 2020 took a financial toll on many communities, and in that regard, Galloway Ridge overcame a loss of revenue and unexpected expenditures through positive market returns and distributions from the Federal Cares Act. We ended the year with a net surplus of almost \$4.3 million, which leaves us in good standing at the onset of the new fiscal year. Please look for more detailed accounting and information about our charitable funds as you read the report.

We also can celebrate our achievements as a community in 2020. Galloway Ridge was recognized as a “Top 25 Wellness-Based Senior Living Community in North America” by The International Council on Active Aging. We are honored by this award, and the resiliency and adaptability of our staff during the pandemic demonstrates why, year after year, our accolades grow.

In addition, this past year led to several initiatives implemented to boost employee attraction and retention as our focus on identifying and rewarding People of Passion continued. With increased and specialized training, improved communication, and competitive compensation, our employment experience holds true to our core values.

Allow us to reiterate how amazed we are with how our Galloway Ridge family faced and overcame the adversities that defined 2020. Every member of our community stepped up and contributed to stay courageous and committed to a common goal of health and safety. They say it takes a village to raise a child, but we say it takes a village to raise up each other, and that is just what this Galloway Ridge village did.

**With many blessings for a
year of recovery, prosperity,
and tranquility,**


BOB ZIMMER
Executive Director /
Chief Executive Officer


ROB NELSON
Rob Nelson, Board President

2020 BOARD MEMBERS

Rob Nelson - President
Stan Campbell
Robbie Cox
Valerie Crofton-Harris
Matt Ewend
Kelly Mackay
Fred Sparling
Todd Peterson
David Perry
Marva Price
Jeff Strickler
Alex Weller

COMMUNITY ENGAGEMENT COMMITTEE

2019/2020

Rob Nelson
(President)
Stan Campbell
Robbie Cox
Bob Holton
Jim May
David Perry
Bill Sharpe
Becky Spence
Diane Vannais
Gloria Wilkins

2020/2021

Rob Nelson
(President)
Sue Blaustein
Robbie Cox
Frances Fuller
Carol Gillham
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Jim May
David Perry
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Bill Sharpe
Becky Spence
Alex Weller
Eilean Yates
Jack Zollinger

MEET OUR LEADERSHIP

The following individuals dedicate their time and involvement to Galloway Ridge and the community at large, both as board members and residents of the community. We appreciate their leadership and support!

With this team of difference-makers, countless improvements have been made on campus to better the lives of Galloway Ridge residents and provide a truly remarkable place to live and thrive. These leaders are one of the many aspects of our community that make Galloway Ridge so special.

Our Team of Senior Directors

BOB ZIMMER

Executive Director / Chief
Executive Officer

ADAM MELTON

Associate Executive Director /
Senior Director of Health Care

DANA BOYLAN-WALKER

Senior Director of Finance

KIM HUTTER

Senior Director of Human
Resources

MISSY JOHNSON

Senior Director of Marketing
and Sales

ADRIAN W. JACKSON

Senior Director of Facility &
Technology Operations

Core Values



caring

Showing compassion for the well-being of others.



empowering

Encouraging and engaging others.



integrity

Treating each other with honesty, fairness and sincerity.



commitment

Pledging to give our best effort.

OUR MISSION:

Galloway Ridge exists to inspire meaningful and engaged lives and to assure each resident a superior quality of life and care.

WHO WE ARE

Galloway Ridge is a Life Plan Community that blends Southern hospitality and cosmopolitan sophistication. Our residents enjoy independent living as well as an array of activities and progressive health programs where employees and neighbors alike truly care for one another.



466 RESIDENT
POPULATION

77 AVERAGE AGE
AT MOVE IN



84
AVERAGE
AGE OF
RESIDENTS



RESIDENT
AGE-RANGE



1000+
SMALL GROUP
ACTIVITIES



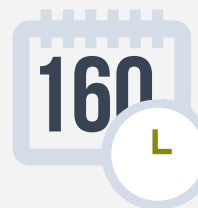
41
RESIDENT
PETS



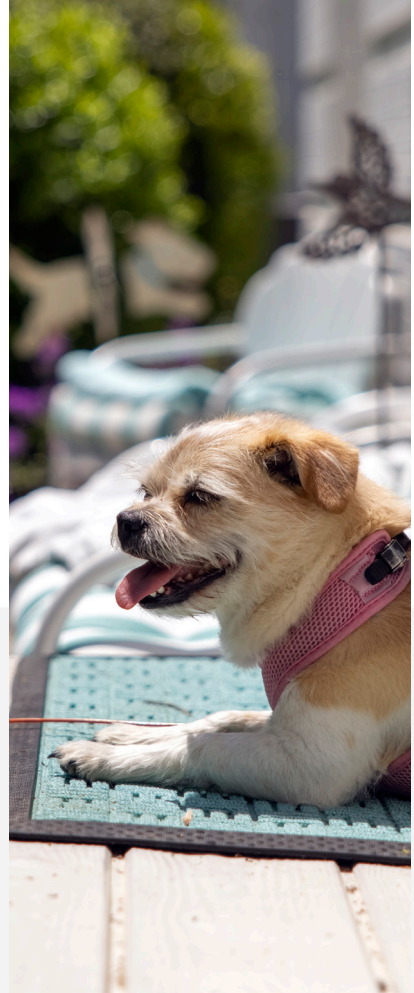
TOTAL NUMBER
OF EMPLOYEES



12
PROMOTED
EMPLOYEES
IN 2020



NUMBER OF
EMPLOYEES
WITH 2+
YEARS OF
SERVICE



FINANCIAL *Report*

With the largest percentage of our funds allocated toward our residents, it’s no wonder Galloway Ridge provides quality life-care. We make sure that all of our residents have what they need in this phase of life. Thanks to the Residents Benevolent Care Fund, we are able to subsidize the monthly fees of residents who are having financial difficulties. We truly embrace the meaning of community with each and every fund we offer. Our residents live exemplary lives with the way they put others before themselves.

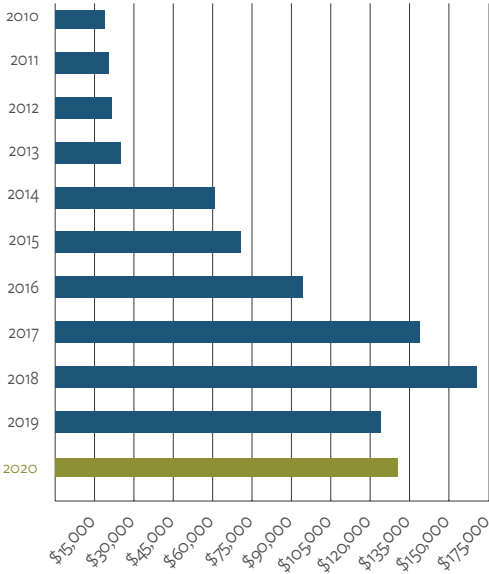
Net Operating Margins

	AUDIT 2020
Total Revenue	\$34,625,464
Total Expenses	\$30,344,847
Operating Surplus	\$4,280,617
Days Cash on Hand	297
Debt Service Coverage	1.28
Benevolent Care Assistance	\$130,456

Residents Benevolent Care Fund Total:

\$2,693,193

Historical Benevolent Care Needs



Operating Revenue

Resident Services	\$ 25,486,683
Healthcare Services	\$ 4,408,309
Duke Center for Living	\$ 482,910
COVID-19 Relief Fund	\$ 776,407
Investment Gain	\$ 1,873,173
Other	\$ 1,597,982
Total Operating Revenue	\$ 34,625,464

Cash Flow from Entrance Fees

Entry Fees Received	\$6,949,000
Entry Fees Refunded	\$(3,598,211)
Net Entry Fees Collected	\$3,350,789



Operating Expenses

Direct Resident Care	\$11,458,410
General Services & Utilities	\$6,236,371
Depreciation & Amortization	\$3,384,803
Interest Expense	\$2,010,804
Administrative, General & Mktg	\$7,254,459

TOTAL \$30,344,847

Program Services Distribution

		Salary & Benefits	Medical & Personal Care	Food Services	Facility Services	Supplies	Utilities	Administration	Marketing
Direct Resident Care	\$11,458,410	\$10,469,465	\$988,945						
General Services & Utilities	\$6,236,371			\$1,802,983	\$1,331,614	\$80,318	\$752,240	\$2,231,106	\$38,110
Depreciation & Amortization	\$3,384,803							\$3,384,803	
Interest Expense	\$2,010,804							\$2,010,804	
Administrative, General & Mktg	\$7,254,459							\$5,887,066	\$1,367,393

THE FUND *Breakdown*

A BRIEF OVERVIEW OF OUR FUNDS

Each of these funds play a key role in the overall success of Galloway Ridge. With each contribution, we are grateful to know this money is going toward enriching the lives of our residents, employees, and community.

Chatham County Charitable

Fund: A way for residents and other donors to support Chatham County agency projects

Residents Benevolent Care

Fund: Offered to residents who are unable to pay their monthly fees

Special Events Fund:

Finances special events to defray the cost of programs at Galloway Ridge

Employee Scholarship Fund:

Helps recipients pursue degrees, certificates, and other opportunities

Employee Appreciation Fund:

Provides holiday checks for employees each year

Galloway Ridge, Inc. Fund:

Recognizes our employees for their outstanding service to the residents

Library Fund: Keeps books and other collections up-to-date and purchases supplies



“We make a living by what we get, but we make a life by what we give.”

— Winston Churchill

Every year we ask your support for the Galloway Ridge Charities and we would like to share with you the success of these efforts. Thank you for your generous support.

	TOTAL RAISED
Chatham County Charitable Fund::	\$106,321
Employee Scholarship Fund:	\$ 88,486
Galloway Gala::	\$ 64,539
Special Events Fund:	\$ 6,575
Residents Benevolent Care Fund:	\$ 63,273
Library Fund:	\$ 7,123
Art Fund:	\$ 81,522
Miscellaneous:	\$ 35,375

OVER
15,000
HOURS VOLUNTEERED



GALLOWAY RIDGE PROUDLY SUPPORTS

American Red Cross
Boys & Girls Club
Council on Aging
Chatham County Schools

CORA
Habitat for Humanity
Interfaith Council
Linus Project Quilts

Literacy Council
Salvation Army
United Way of Chatham County
...and more

“Spread love everywhere you go. Let no one ever come to you without leaving happier.”

MOTHER TERESA

CHATHAM COUNTY CHARITABLE FUND**A way for residents and other donors to support Chatham County agency projects**

Established in 2006, the Chatham County Charitable Fund is a way for residents and other donors to support Chatham County not-for-profits, schools, and government agency projects. Annually the fund invites eligible groups in Chatham County to apply for community grants, with both well-established and new agencies considered for funding. An effort is made to fund projects in various locations within this large, rural county.

Every year the Charitable Fund responds to grant applications that reflect expressed community needs. The community grant program has a disciplined approach to fund distribution.

\$100,000

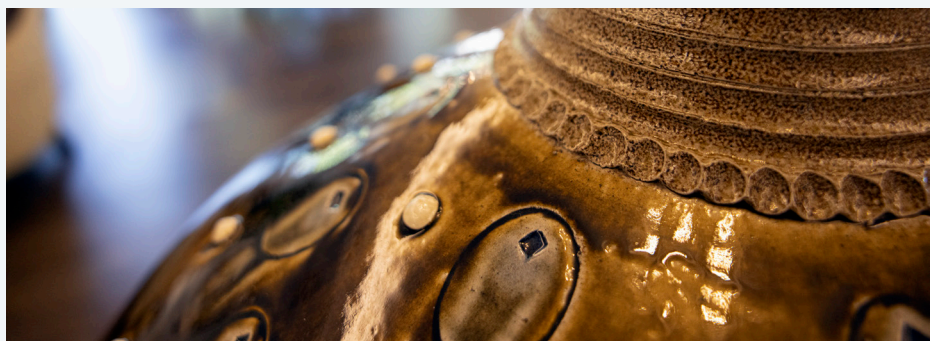
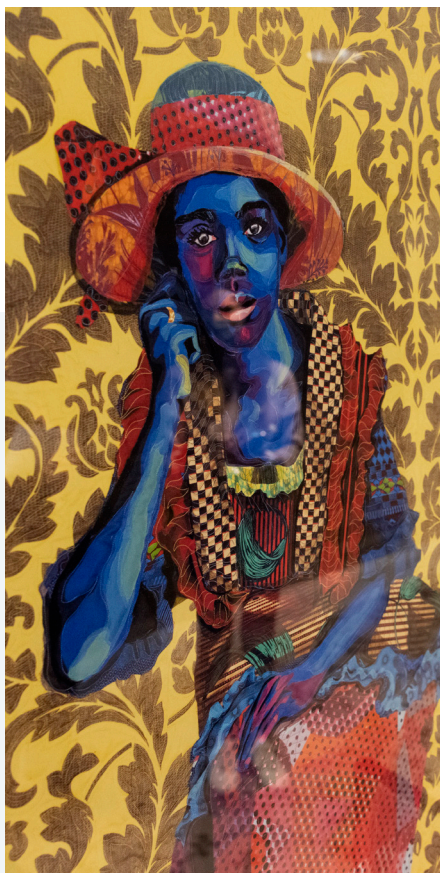
Distributed in Grants

16

Grants Awarded

With appreciation for the generosity of Galloway Ridge residents in 2019, the Galloway Ridge Chatham County Charitable Fund Grant Distribution Committee announced the following 2020 Community Grant Recipients.

	TOTAL DISTRIBUTED
Chatham Cares Community Pharmacy	\$ 8,100
Chatham County Council on Aging	\$ 8,000
The Hispanic Liaison of Chatham County	\$ 5,000
Second Bloom of Chatham, Inc.	\$ 5,000
Fuel Up at Perry Harrison School	\$ 4,800
FACES of Chatham	\$ 2,000
The Learning Trail, Inc.	\$ 4,750
Autism Society of North Carolina	\$ 5,000
Legal Aid of North Carolina	\$ 5,000
Chapel Hill Training Outreach-KidSCOpe	\$ 5,000
El Futuro	\$ 8,000
Central Carolina Community College Foundation	\$ 6,000
Chatham County Literacy Council, Inc.	\$ 5,000
Boys & Girls Clubs of Central Carolina	\$10,500
Chatham Outreach Alliance (CORA)	\$ 7,500
West Chatham Food Pantry	\$10,350



Highlights of the more than 90 pieces in the collection to date include a large Aboriginal painting by Michelle Possum Nungarrayi; a print by Bisa Butler; a photograph by Thomas Mangelsen; watercolors by Gerald Brommer and Dara Mark; a work by emerging French artist Bertrand Flachot; a Leroy Setzian wood carving; a period Utamaro woodblock print; and two Navajo rugs. North Carolina artists include Mark Hewitt, Bob Rankin, Mitchell Lonas, Marjorie Pierson, and Randy Shull. Under the same standards the advisors apply to purchased works, residents have donated numerous items collected over many years from their personal collections, including works by Eric Karpeles, Jeff Way, Pierre Bonnard, and Brian Kazlov. Other items range from the more grand to the more modest, but all contribute to the quality of life and increasing pride in our community.

COMMUNITY ART ADVISORY

George Meinig,	Terry Parsons
Chair	Betty Schabacker
Roger Berkowitz	Joan Tenchar
Jane Bultman	Josh Carr, Staff
Karen Havighurst	liaison

ART IN THE TIME OF PANDEMIC

While the pandemic created a plethora of challenges, it also nudged us towards adaptation and innovation. For one of our residents, a former director of a significant American art museum, the pandemic afforded the time to kick off an effort to build a permanent collection of original works of art for the Galloway community, using only funds raised one-on-one, not by general campaign, from the residents themselves.

With a small resident advisory committee, he established standards for the collection—only artists with an exhibition history, art in good condition, and so forth—and began, with his advisors’ help, to introduce residents to the project in personal discussions, with a view to obtaining donations, whether of funds or works of art. Works for possible acquisition were sought from artists, galleries, and auction houses, not just locally, but worldwide. As they are acquired, management displays this art in newly renovated corridors and public spaces.

The project began in earnest in early spring 2020 and has become a truly exciting feature of community life. It has resulted in compelling aesthetic experiences for the residents and employees, encouraging them to interact with works of art, not all of which are in their “comfort zone.” An art historian has been engaged to present on Galloway’s digital programs as the art collection grows.



"Working at Galloway Ridge is more than just a job. We are a passionate community of unique individuals who strive for the best quality of care, not only for our residents, but also for each other."

KIM HUTTER, SENIOR DIRECTOR OF HUMAN RESOURCES

It is a fact that residents' and employees' satisfaction go hand and hand. Therefore, we constantly strive for Galloway Ridge to continue to be a competitive and sought-after workplace. Our commitment is to provide a supportive and enriching work culture for all employees, new and current. Through workplace surveys, feedback, and research, we have curated three new initiatives which began in 2020.

These initiatives have yielded great success in their introductory year! We are already experiencing stronger relationships and improved systems for hiring, training, and employee engagement. In addition, these efforts will lead us to improved employee retention, internal promotion, and overall workplace wellbeing.

ENRICHING THE EMPLOYEE EXPERIENCE

GALLOWAY WAY

From the first day, we want all employees to know they are a part of our community and we are grateful they chose us as their employer. The Galloway Way is an onboarding tool we use to welcome our new employees through a video series introducing our core values, leadership team, and community history.

WECARE CONNECT

WeCare Connect is a program we use to gain insight and measure workplace morale through ongoing surveys of new and current employees. Through connecting with our employees and building strong relationships of trust, we can grow our workplace culture. The survey results allow us to troubleshoot and continue to make Galloway Ridge a desirable choice for employment.

RELIAS TRAINING

We want all employees to feel knowledgeable and confident in the work they do. With the Relias Training software, we can teach safety and job preparedness online with interactive videos and quizzes. In addition, we can track all employees' progress and implement ongoing training to keep all staff well-informed.

"IN THIS UNIQUE AND CHALLENGING TIME,
OUR COMMUNITY JOINED TOGETHER WHILE
PHYSICALLY APART AND FOUND A

New way to thrive."

BOB ZIMMER, EXECUTIVE DIRECTOR/CEO





THANK YOU COVID TASK FORCE!

The Task Force is comprised of the Executive leadership, our Healthcare Administrator, two residents who are highly qualified to interpret research information and various Directors who have a high degree of involvement with residents. The Task Force actively discussed information from the scientific community, the CDC, and local and state Health Departments to arrive at an agreed upon Pandemic Plan designed to help protect both residents and staff at Galloway Ridge. With diligence and safety in mind, The Task Force successfully kept coronavirus cases to a minimum with no contact spreading within the community.

COVID TASK FORCE MEMBERS

BOB ZIMMER

Executive Director/CEO

ADAM MELTON

Associate Executive Director

FRED SPARLING

Resident and retired physician, specializing in infectious disease research

JAN SASSAMAN

Resident and Residents Council liaison

JOSH CARR

Director of Resident Services

SANDRA HAGGINS

Administrator/Director of Clinical Services

CORI CANSLER

Director of Resident Enrichment

AMBER SMITH

Director of Duke Center for Living

CELESTE LESTIENNE

Senior Executive Assistant

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of Galloway Ridge
The GE Foundation
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IN MEMORY AND HONOR

IN MEMORY OF

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Durant Bell
Malvina Brady
Claire Brown
Hugh Chapin
Fred Clinton
Elaine Crescenzi
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Andria Dickson
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Parents of Mary
& William Fitzgibbon
Virginia Pearce
Charlie Pearce
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Mary Louise Webb
Nan Weiss
Susie Weller
Robert Wilkins
Betsey Wood
Bill Woolsey

IN HONOR OF

Arbor Staff
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Josh Carr
Hugh Chapin
Ed Cottongim
Rhoda Davis
Terrie Doyle
Jerry Feldman
Ruth Flannelly
Galloway Ridge Employees
Galloway Ridge Marketing and
Sales Team
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Elizabeth Jones 100th B'day
Kitchen and Dining Room Crew
Shirille Lee Communities In Schools
Jack McNeil
Ted J Oliver

Charlie Pearce
Lynn Savitzky
Walter Shur
Ed & Becky Spence
Evelyn Ullman
Gloria Wilkins
Claude Young's 90th Birthday

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Carolina Inn
Chapel Hill Restaurant Group
Duke Center for Living
Flair Restaurant & Wine Bar
Hyatt Place
Kitchen Restaurant
Noble Automobile Detail Service
Tarantini Restaurant
The Governors Club
Victoria Park Florist
Washington Duke Inn & Golf Club


THE GUARDIANS FOR GALLOWAY RIDGE SOCIETY

The Guardians for Galloway Ridge Society recognizes our residents and friends who, through their vision and philanthropy, seek to ensure that the highest quality of life and healthcare services will be available to current and future residents of Galloway Ridge. Their generosity supports a tradition of caring that began with Galloway Ridge's very first residents.

Ann & Phil Alderks
Leah Austin
Evelyn & Mort Barrow
Judy & Bill Bond
Muriel & Armand Burgun*
Susan Calman
Beverly & Hugh Chapin*
Bev & Henry Chase
Marjorie & Fred Clinton
Nancy & Jim Cochran
Jeanne & Ned Cooper*
Lucy & Fred Cornett*
Wanda & Ed Cottongim
Rich Cox & Jim May
Robbie Cox & Julia Wood
Lila & Dick Crafts*
Elaine & Jim Crescenzi
Nan & Hugh Cullman*
Terrie & Tom Doyle*
Anna & Jim Fowler*
Betty & Don Francisco*
Eugenie Frick
Barbara & Jim Fritschel
Nick & Carol Gillham
Carol & Joe Graceffa*
Wilhelmina & Jan Hanrath*
Woodard Heath*
Drs. David & Audrey Heining-Boynton
Sallie & Bruce Holmberg
Sandy & Bob Holton*
Caroline & Michael Hornblow
Bill Horton
H.G. Jones
Anne & Barry Kane
Theresa & David Kao
Mary Kerrigan
Joan & Stan Lettas
Nancy & Miles Lovelace
Doris & David Luening

Helen & Daniel Ma
Angela & Robert McCoy
Sue McCutcheon
Beverlee & Jack McNeil
Davie & Bob Nycum & Family*
Phyllis & Bill Nye*
Ginny & Charlie Pearce*
Welshie & Farrel Potts
Jeanne Riddle
Anne & Jan Sassaman
Lynn Savitzky*
Bill Schwab
Ruth & Walter Shur*
Rosalyn & Peter Smith
Elizabeth & George Steele*
Carolyn Sturgess
Diana & Arnold Thackray*
Turnaround Shop
Diane Vannais & Charles Waldren
Barbara & Harry Walsh
J. Boyd Webb
Annie & Bill Weinreich
Nan Weiss
Ellen & Irwin Welber*
Susie & Alex Weller*
Sheila Duignan & Michael Wilkins*
Joan & Sam Williamson*
Susan Wisely & Michael Gunason
Virginia & Ralph Young*
Betty Jean & Claude Young
Linda & John Zarembo*
Joan & Jack Zollinger*

**Charter Members*



"ONE OF THE MARVELOUS THINGS ABOUT
COMMUNITY IS THAT IT ENABLES US TO
welcome and help people
IN A WAY WE COULDN'T
AS INDIVIDUALS."

JEAN VANIER

GALLOWAY RIDGE
AT FEARRINGTON

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Pittsboro, NC 27312



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