



2021 *Annual* REPORT

GALLOWAY RIDGE AT FEARRINGTON







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GALLOWAY RIDGE

Mission & Values

THE MISSION:

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

CORE VALUES:

Galloway Ridge's Core Values
Support the Residents'
Engagement with the Community.



caring

Showing compassion for the well-being of others.



empowering

Encouraging and engaging others.



commitment

Pledging to give our best effort.



integrity

Treating each other with honesty, fairness and sincerity.

A Note

FROM GALLOWAY RIDGE LEADERSHIP

Our core values - caring, empowering, commitment, and integrity guide everything we do at Galloway Ridge. While we are proud to continually maintain our vibrant and engaged community matched with a high standard of care, this is no easy feat. We have learned it is more than adapting to virtual meetings and mask protocols. It is about thriving in the new norm.

Thanks to our independent status as an organization, our leadership can be forward-thinking and nimble in facing daunting challenges like staffing and supply chain shortages. Our strengths in adaptability and creativity expand beyond economic challenges. Over the past couple of years, the political climate has encouraged our residents and employees to take a deep dive and look at what we can do better to make all feel welcome at Galloway Ridge.

This past year has given us a lot to celebrate, learn, and grow. Our core values align perfectly with our freedom for innovation, gift of introspection, and spirit of perseverance. We will continually adapt to provide the best experience to current and future community members, including employees and residents alike.

In addition to highlighting our financial standings and philanthropic community, this report will offer a glimpse into what makes our community truly A Great Place To Work® and share the important work our Racial Equity Task Force accomplished. We hope you enjoy reading a few of the many reasons we are proud to be Galloway Ridge.



Bob Zimmer
Executive Director /
Chief Executive Officer



Kelly Mackay
Board President

2022 BOARD MEMBERS

Kelly Mackay - *President*
Rob Nelson - *Vice President*
Robbie Cox - *Secretary*
Edwina Woodbury - *Treasurer*
Lisa Chapman
Valerie Crofton-Harris
Matt Ewend
David Perry
Marva Price
David Rubin
Fred Sparling
Jeff Strickler

2021 COMMUNITY ENGAGEMENT COMMITTEE

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Kelly Mackay
Rob Nelson
David Rubin
Edwina Woodbury
Adam Melton
Jan Sassaman
Sue Blaustein
Frances Fuller
Carol Gillham
Bob Holton
Sue Klapper
Jim May
Bill Sharpe
Becky Spence
Eilean Yates
Alex Weller
Jack Zollinger

MEET OUR *Leadership*

Our Board Members, residents, and Senior Directors dedicate their time and talents to Galloway Ridge and the community at large. 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

ADRIAN JACKSON

Senior Director of Facility &
Technology Operations

ADAM MELTON

Associate Executive Director

ARVILLA JOHNSON

Senior Director of
Healthcare Services

DANA BOYLAN-WALKER

Senior Director of Finance

MISSY JOHNSON

Senior Director of
Marketing and Sales

KIM HUTTER

Senior Director of
Human Resources





"The meaning of life is
to *find your gift.*
The purpose of life is to
give it away."

PABLO PICASSO



WHO WE *Are*



REDEFINING RETIREMENT WITH VIBRANCY FOR AN ABUNDANT LIFE

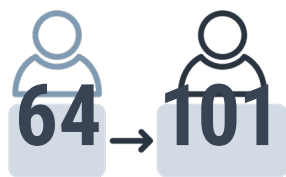
Galloway Ridge is a Life Plan Community that blends Southern hospitality and worldly sophistication. Our residents enjoy independent living as well as an array of activities and progressive health programs where employees and neighbors alike truly care for one another.

2021

by the numbers



464 *residents*
in our community



resident
age range



29 *new residents*
welcomed



78 *average age*
at move in



84 *average age*
of residents



51 *pets*
adored by residents



6,363 *enrichment*
activities
for our residents

ABOUT OUR *Community*



2021

Although the pandemic continued to present challenges in 2021, Galloway Ridge had another successful year. Investment income was favorable and the Duke Center for Living rebounded to near pre-pandemic levels. Expenses were held in check and occupancy remained at 96%. The net surplus for the year was approximately \$4.7 million.

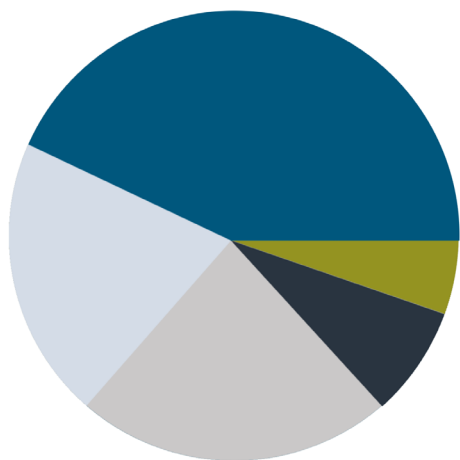
FINANCIAL *Report*



2021 AUDIT

Total Revenue	\$34,811,391
Total Expenses	\$30,152,339
Operating Surplus	\$4,659,052
Days Cash on Hand	290
Debt Service Coverage	1.21
Resident's Benevolent Care (benefitting 4 residents)	\$121,782

OPERATING EXPENSES



Direct Resident Care	\$10,705,999
General Services & Utilities	\$6,873,036
Depreciation & Amortization	\$3,382,225
Interest Expense	\$1,913,089
Administrative, General & Mktg	\$7,277,990
Total	\$30,152,339

CASH FLOW FROM OPERATIONS

Entry Fees Received	\$ 7,151,000
Entry Fees Refunded	\$ (4,733,829)
Net Entry Fees Collected	\$ 2,417,171

Operating Revenue

Resident Services	\$ 26,382,860
Healthcare Services	\$ 4,249,030
Duke Center for Living	\$ 759,767
COVID-19 Relief Fund	\$ 166,042
Investment Gain	\$ 1,528,472
Other	\$ 1,725,221
Total Operating Revenue	\$ 34,811,391

OPERATING EXPENSES

PROGRAM SERVICES

		Salary & Benefits	Med & Personal Care	Food Services	Facility Services	Supplies	Utilities	Administration	Marketing
Direct Resident Care	\$ 10,705,999	\$ 9,729,078	\$ 976,921						
General Services & Utilities	\$ 6,873,036			\$ 1,695,771	\$ 1,448,795	\$ 58,620	\$ 760,821	\$ 2,885,542	\$ 23,487
Depreciation & Amortization	\$ 3,382,225							\$ 3,382,225	
Interest Expense	\$ 1,913,089							\$ 1,913,089	
Administrative, General & Mktg	\$ 7,277,990							\$ 5,954,227	\$ 1,323,763
	\$ 30,152,339								

FUNDS

Breakdown

A BRIEF OVERVIEW OF OUR FUNDS

Each of these funds plays 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.

Residents Benevolent Care Fund

Offered to residents who are unable to pay their monthly fees

Employee Scholarship Fund

Used to help recipients pursue degrees, certificates and other opportunities

Special Events Fund

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

Employee Appreciation Fund

Provides holiday checks for employees each year

Galloway Ridge Chatham County Charitable Fund

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

Library Fund

Used to keep books and other collections up to date and to purchase supplies

Galloway Ridge, Inc. Fund

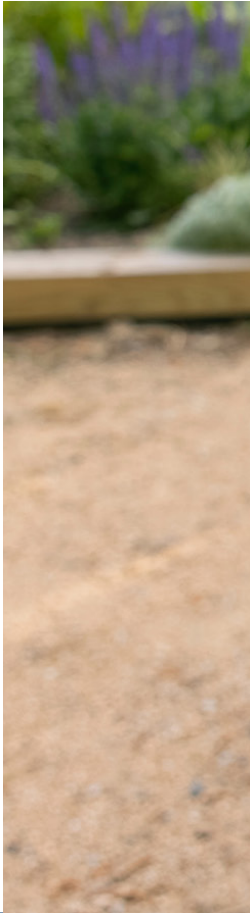
For residents, families, and friends who wish to make an unrestricted donation

Alzheimer’s Association

An annual event is hosted to raise funds and awareness for this important cause that impacts many in our community

\$1,952,777

RAISED IN 2021



DONATIONS BY AREA

Charitable Fund	\$103,818
Residents' Benevolent Care Fund	\$1,236,613
Employee Scholarship Fund	\$99,718
Special Events Fund	\$5,025
Alzheimer's Association	\$4,888
Employee Appreciation Fund	\$474,522
Library Fund	\$28,193
Donation Total	\$1,952,777





CHATHAM COUNTY

Charitable Fund

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

Established in 2006, the Galloway Ridge Chatham County Charitable Fund supports 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.

\$100,000

Distributed in Grants

19

Grants Awarded

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

DISTRIBUTION OF GRANTS

FACES of Chatham	\$	600
ReFuel Cedar Grove Elementary School	\$	2,000
Chatham County 4-H	\$	2,000
Girl Scouts-North Carolina Coastal Pines	\$	2,000
Fuel Up at Perry Harrison School	\$	2,500
Jordan-Matthews High School Arts Foundation	\$	2,700
Chatham County Literacy Council, Inc.	\$	3,000
Hispanic Liaison of Chatham County	\$	5,000
Second Bloom of Chatham, Inc.	\$	5,000
Chatham Trades, Inc.	\$	5,000
Central Carolina Community College Foundation	\$	6,000
The Learning Trail, Inc.	\$	6,000
Chatham Outreach Alliance (CORA)	\$	7,000
El Futuro, Inc.	\$	7,000
Autism Society of North Carolina	\$	7,000
Chatham County Council on Aging	\$	8,000
Chatham Cares Community Pharmacy	\$	8,700
West Chatham Food Pantry	\$	10,000
Boys & Girls Clubs of Central Carolina	\$	10,500

CHATHAM COUNTY CHARITABLE FUND

**Great
Place
To
Work.®**

Certified

MAY 2021–MAY 2022

USA

TM

We Are a Certified

GREAT PLACE TO WORK®

Galloway Ridge is committed to attracting and retaining employees who embrace our core values. Over the past couple of years, our leadership team has diligently worked on elevating the employee experience through initiatives that have included robust onboarding programs, culture training and development, and ongoing support and recognition.

The success of these efforts showed not only with our increased employee satisfaction and retention but also with national recognition when we received our 2021 The Great Place to Work® certification!

To put it simply.

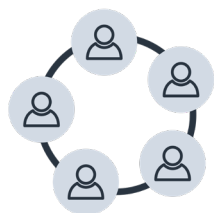
When our employees are happy, our residents are happy.

We are honored and very proud of this accomplishment highlighting our dedicated and excellent employees and their efforts to make Galloway Ridge a great place to work for our employees and for our residents to call home.

ABOUT GREAT PLACE TO WORK®

Great Place to Work®, an independent research and consulting firm, evaluated more than 60 elements of team members' experience's on the job. These included employee pride in the organization's community impact, belief that their work makes a difference, and feeling that their work has special meaning.

“I have never before lived in a community with an entire staff devoted to my comfort and welfare. The pleasant willingness of all our staff to help and the genuine fondness and caring for residents only adds to the beauty of Galloway Ridge.” - Resident.



248 total number of *employees*



70 2021 New *employees*



20 2021 Employees *promoted*



161 number of employees with 2+ years of *service*



Everyone is Welcome

RACIAL EQUITY TASK FORCE

Galloway Ridge is devoted to being a welcoming and compassionate community to all. In January of 2021, we launched a unique initiative to take a deep look into how we can continue upholding and improving our commitment to equality.

Six employees and six residents led our Racial Equity Task Force, and with the support from our leadership and Board, the task force examined the racial culture of our community. The group worked closely with employees and residents to gather surveys, experiences, and feedback.

Through the task force's findings, we enhanced several policies and procedures and incorporated a variety of cultural events and educational activities throughout the year.

Our residents and employees celebrated Juneteenth, which entailed an ice cream social to enlighten the community about the significance of Juneteenth in Black culture. Also, during Hispanic Heritage Month, our gallery exhibited work by Hispanic artist Cornelio Campos, through his paintings, he illustrates the harsh realities of immigrating to America that immigrants often overlook.

Our Racial Equity Task Force is one example of our dedication to making Galloway Ridge a caring place where all are welcome. As a community, we worked together and found ways to improve and embrace inclusion, celebrate cultures, and build new traditions that will continue to grow for years to come.

Task Force Members

Solon Branch, Co-Chair

Jared Cargill

Lisbeth Hickey

Kim Hutter

Bob Marshall

Sean Pavia

Susan Puett

Anne Sassaman, Co-Chair

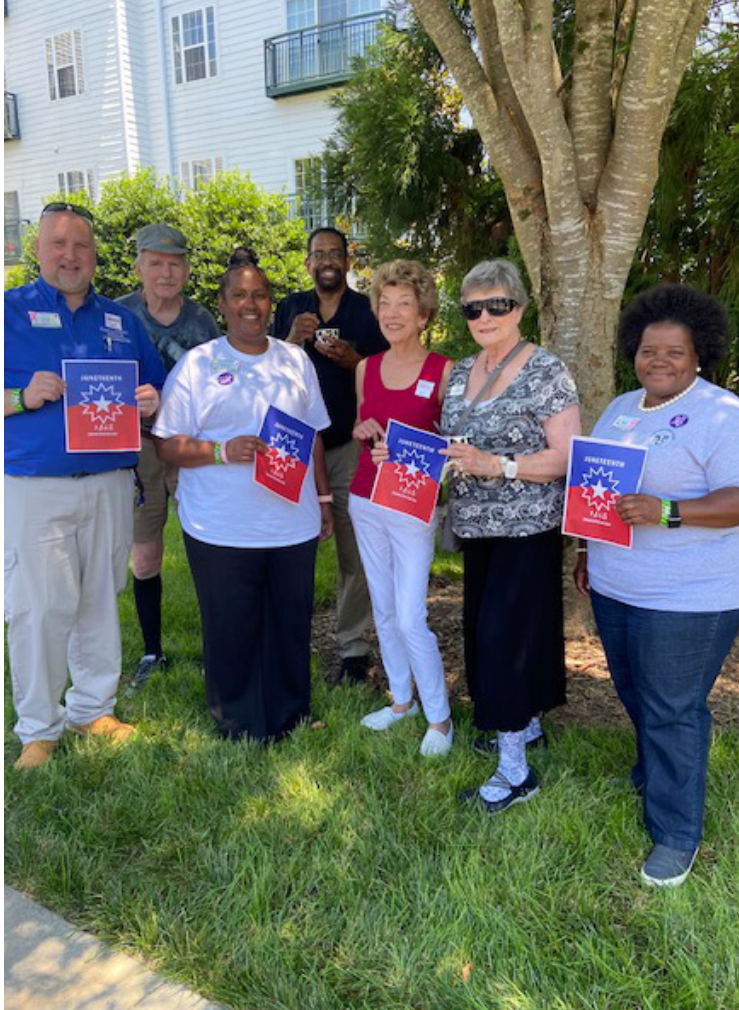
Brenda Schoonover

Kevin Valdez

Bob Weickert

Julia Wood





Above: Residents and Employees enjoying our first Juneteenth celebration.

Left: The six employees and six residents who served on our 2021 Racial Equity Task Force.



“Our community now has more opportunities to learn stories of people of other races, ethnicities, and cultures thanks to the Racial Equity Task Force.” - Resident.



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Sue Blaustein
Kay Combest
Robbie Cox & Julia Wood
Leslie Dyess
Employee Scholarship Committee
Robert Elston

Frances Fuller
Mel Fuller
Galloway Ridge Employees
Galloway Ridge IT Department
Galloway Ridge Marketing and Sales Team
Galloway Ridge Resident Enrichment
Galloway Ridge Transportation Dept
Bob & Sandy Holton
Holly Hafer
Joan Kuhn
Mary Lucas
Bob Marshall
Martha Bucher's father
Peg
Ed & Becky Spence
Lisa Stokes
Ene Marie Thomsen
Mason Washington
Claude & Betty Jean Young

IN MEMORY OF

Jeffrey Ambrister
Bill Bell
Franklin & Laura Bell
Laura Bell
Pauline Berkowitz
Samuel Bieber
Charles Brewton
Toby Britts

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Mary Louise Webb
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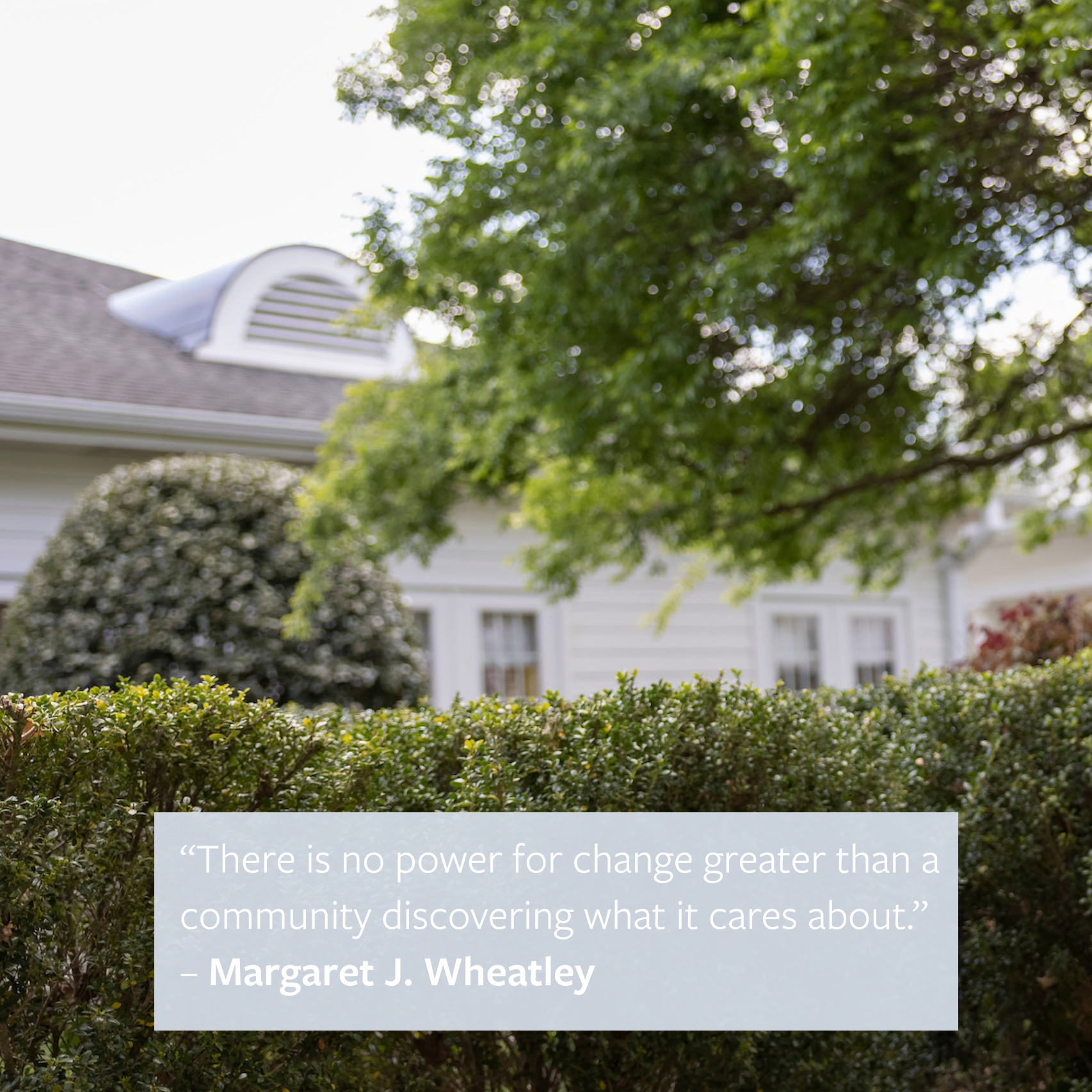
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**Charter Members*



“There is no power for change greater than a community discovering what it cares about.”

– **Margaret J. Wheatley**



GALLOWAY RIDGE

AT FEARRINGTON

3000 Galloway Ridge
Pittsboro, NC 27312

www.gallowayridge.com

(919) 545-2647