

2023

Annual
REPORT
GALLOWAY RIDGE

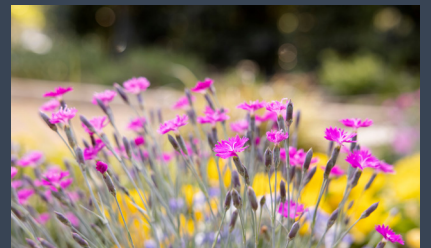
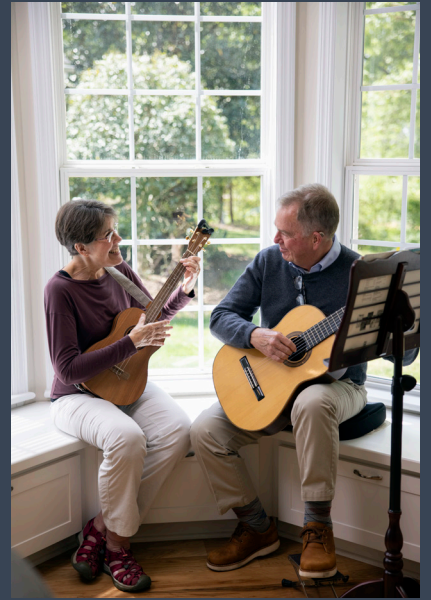






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GALLOWAY RIDGE

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.



RESIDENT VALUES:

The vision that inspired the founders of Galloway Ridge was a community in which trust, cooperation, open communication, and kindness define relationships among residents, between residents and employees, and between residents and neighbors in Chatham County.



community

- Valuing diversity.
- Respecting all residents, staff, and visitors.
- Supporting the well-being of others.
- Being humble about personal accomplishments.
- Being considerate and appreciative of others.



communicate

- Listening to understand and encourage dialogue with others.
- Acknowledging the efforts of others.
- Expressing concerns accurately and directly to the appropriate person(s).
- Interacting with residents and staff respectfully and politely.

A Note

FROM GALLOWAY RIDGE LEADERSHIP

It is our pleasure to present the 2023 Galloway Ridge Annual Report. Once again, we find ourselves deeply grateful for the outstanding residents of our community and our exceptional staff. The year 2023 brought a mix of challenges and opportunities, yet our dedication to excellence and unity enabled us to continue to grow. Our community buzzed with lively conversations, and our residents actively participated in a plethora of activities, demonstrating the resilience and strength of our community.

Galloway Ridge upheld its status as an industry leader in 2023. We were honored as a Great Place to Work for the third consecutive year and received the prestigious recognition as the eleventh Best Workplace in Aging Services. Our wellness program earned accolades once again with the ICAA NuStep Beacon Best in Wellness Award, naming us a Top 25 Senior Living Community. We are especially proud of our 2023 Leading Age NC Workplace Excellence Award which recognizes our investment in our staff and workplace environment to foster a healthy workplace culture.

In 2023, Galloway Ridge successfully continued its recovery from the pandemic. High occupancy levels and favorable investment market conditions resulted in a 16% increase in operating revenues compared to the previous year. Despite the tight labor and inflation pushing operating expenses up by 10% year over year, we achieved a net surplus of \$2.1 million. To maintain the freshness and appeal of our community, nearly \$7.5 million was invested in capital improvements, including the commencement of a major overhaul of our dining venues.

Throughout 2023, Galloway Ridge carried on with its revitalization projects to enhance our community. The stunning new patio which features a serene reflection pool and an inviting outdoor fireplace became a favorite gathering spot for residents and staff. Several common spaces in The Arbor were refreshed with new furniture, art, and paint to bring a renewed sense of home and comfort. We continue to make significant improvements in our private healthcare rooms with updated furnishings, cabinetry, and kitchenettes. The upgrades to our dining areas were finally initiated, paving the way for continued growth and improvement as we proudly enter our 19th year as a community.

The Resident's Council developed its Resident Values statement, acknowledging that we are a community built on trust, cooperation, open communication, and kindness. These values underpin the relationships among residents, between residents and employees, and between residents and neighbors in Chatham County.

The commitment and dedication of our residents to Galloway Ridge and the surrounding community are evident in their generous donations to our funds. Together, we raised \$1,022,014 in 2023 to support our staff's educational aspirations, enhance special program planning, enrich our library, assist residents in need, and give back to our Chatham County community.

Lastly, we extend our heartfelt thanks to the many kind donors and diligent staff who strengthen and connect our community. Without you, Galloway Ridge would not be the vibrant place it is, and we cannot envision a world without the Galloway Ridge residents serving as its heart and soul. Please enjoy reviewing our annual report and join us in facing the coming year with confidence and enthusiasm for what we can achieve together.



Kelly Mackay
Board President



Bob Zimmer
Executive Director / CEO

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

DANA BOYLAN-WALKER

Senior Director of Finance

ARVILLA JOHNSON

Senior Director of
Healthcare Services

KIM HUTTER

Senior Director of HR &
Administrative Services

MISSY JOHNSON

Senior Director of Resident
Experience

2023 BOARD MEMBERS

Kelly Mackay - President

Edwina Woodbury - Vice
President and Treasurer

Robbie Cox - Secretary

Lisa Chapman

Valerie Crofton-Harris

Denis de St. Aubin

Matt Ewend

Bob Marshall

David Perry

Marva Price

David Rubin

Jeff Strickler

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David Perry

Lisa Chapman

David Rubin

Kelly Mackay (Ex-officio)

Christie Austin

Dick Chase

Bob Holton

Rossie Lindsay

Becky Spence

Jack Zollinger

Joan Zollinger

Our 2023

ACCOMPLISHMENTS



GALLOWAY RIDGE AT FEARRINGTON CERTIFIED AS A GREAT PLACE TO WORK® 2023-2024

We are committed to attracting and retaining employees who embrace our core values and are thrilled to be nationally recognized with this award three years in a row

2023 BEST WORKPLACES IN AGING SERVICES™

This is Galloway Ridge at Fearington's second time being named to this prestigious list, and we placed in the top 25! Earning a spot means that Galloway Ridge at Fearington is one of the best companies to work for in the country.

2023 BEST IN WELLNESS

The ICAA NuStep Beacon and Pinnacle Awards recognize senior living communities, community centers and CEOs that are committed to fostering an environment that embraces wellness as a way of life.

2023 LEADING AGE NC WORKPLACE EXCELLENCE AWARD

The Workplace Excellence Award recognizes a community that demonstrates investment in its staff and workplace environment to foster a healthy workplace culture and environment that promotes the recruitment, retention, and development of staff at all levels of the organization through innovative workforce development practices.





We are honored to receive these awards and very proud of our excellent employees and their efforts to make Galloway Ridge a great place to work for our employees and for our residents to call home.





WHO WE ARE

REDEFINING RETIREMENT
WITH VIBRANCY FOR AN

abundant life

Galloway Ridge is a Life Plan Community that blends Southern hospitality with 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.

2023 BY THE NUMBERS

470 *residents*
in our community

37 *new residents*
welcomed

66-103 *resident*
age range

79 *average age*
at move in

84 *average age*
of residents

65 *pets*
adored by residents

5,127 *enrichment activities*
for our residents

350 *enrichment outings*
attended by residents

308 total number of
employees

100 New
employees

9 Employees
promoted

160 employees with 2+ years of
service

2023

FINANCIAL *Report*

In 2023, Galloway Ridge continued to successfully emerge from the pandemic. High occupancy levels and favorable investment market conditions resulted in a sixteen percent increase in operating revenues compared to the prior year. While the tight labor market, wage pressures, the use of contract nursing staff, and inflation forced operating expenses up ten percent year over year, a net surplus of \$2.1 million was realized. In ongoing efforts to maintain the freshness and attractiveness of the community, nearly \$7.5 million was spent on capital improvements including the start of a major overhaul to the dining venues.

2023 AUDIT

Revenue	\$37,621,706
Expenses	\$35,480,741
Days Cash on Hand	197
Debt Service Coverage	1.53
Resident Benevolent Care Assistance	\$137,052

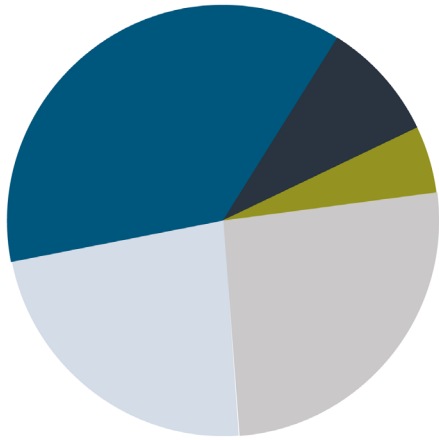
DONATIONS BY AREA

Residents' Benevolent Care Fund	\$ 188,101
Employee Scholarship Fund	\$ 69,320
Special Events Fund	\$ 40,820
Employee Appreciation Fund	\$ 483,795
Library Fund	\$ 45,640
Charitable Fund	\$ 127,207
Alzheimer's Association	\$ 2,576
Total Raised	\$ 1,022,014

CASH FLOW FROM OPERATIONS

Entry Fees Received	\$ 10,498,211
Entry Fees Refunded	\$ (3,176,145)
Net Entry Fees Collected	\$ 7,322,066

EXPENSES



Direct Resident Care	\$ 13,305,411
General Services & Utilities	\$ 9,208,145
Depreciation & Amortization	\$ 3,327,987
Interest Expense	\$ 1,791,925
Administrative, General & Mktg	\$ 7,847,273
Total Expenses	\$ 35,480,741

GALLOWAY RIDGE

AT FEARRINGTON

REVENUE

Resident Services	\$27,933,972
Healthcare Services	\$4,861,003
Duke Center for Living	\$1,155,341
Investment Gain	\$1,722,009
Other	\$1,949,381
Total Revenue	\$37,621,706

EXPENSES	PROGRAM SERVICES							
	Salary & Benefits	Med & Personal Care	Food Services	Facility Services	Supplies	Utilities	Administration	Marketing
Direct Resident Care	\$ 11,721,852	\$ 10,601,715	\$ 1,120,137					
General Services & Utilities	\$ 7,644,136		\$ 1,888,956	\$ 1,482,815	\$ 71,440	\$ 812,127	\$ 3,347,175	\$ 41,623
Depreciation & Amortization	\$ 3,403,009						\$3,403,009	
Interest Expense	\$ 1,897,611						\$ 1,897,611	
Administrative, General & Mktg	\$ 7,494,175						\$ 6,103,550	\$ 1,390,625
Total Operating Expenses	\$32,160,783							

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

Library Fund

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

Galloway Ridge Chatham County Charitable Fund

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

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

Special Events Fund

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

\$1,022,014

RAISED IN 2023



Celebrating

10 YEARS

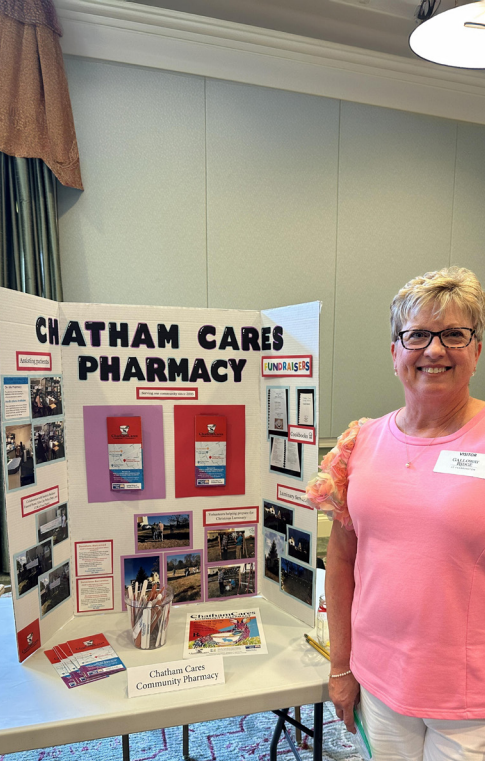
**OF OUR BELOVED
TURNAROUND SHOP**

EST. 10/1/2013

Galloway Ridge residents opened the Turnaround Shop doors for the first time on October 1, 2013. Since then it has been more successful than anyone could have ever dreamed of. The store is open 2 days a week and has 14 volunteers who unload boxes, sort and price items, create displays, work as cashiers, and staff the store. All items in the store are donated and include everything except clothing (minus special boutique items) and books. Merchandise and displays are changed seasonally so

there is always something new. Items are priced low, allowing employees and residents to find good bargains. Items that are not sold are donated to Habitat for Humanity. Galloway Ridge residents believe that, “it is a win-win situation for everyone.”

The money that is raised goes to the Residents Benevolent Care Fund and an emergency fund for employees who are faced with critical financial situations. In just ten years of operation, the shop has raised over \$210,000 for these funds.



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.

\$136,052

Distributed in Grants

17

Grants Awarded



\$5,758

Jordan-Matthews High School
Arts Foundation - Tickets for
performances in New York City

\$5,000

Chatham Outreach
Alliance, Inc. - ReFuel feeding
program for children

\$4,000

Fuel Up at Perry Harrison School -
Weekend food backpacks

\$5,000

Chatham County Literacy Council,
Inc. - ESOL tutoring to 78 adults

\$10,000

Hispanic Liaison of Chatham County -
Hispanic youth program

\$10,000

Love Chatham - Transitional
Housing Program

\$5,000

Second Bloom of Chatham, Inc. -
Support services against domestic
violence and sexual assault

\$8,000

The Learning Trail, Inc. - Bilingual
preschool teacher's aide

\$5,794

The Confidence Project - Hygiene
products and education to middle and
high school students

\$7,000

Autism Society of North
Carolina - Camp Royall fees

\$10,000

Chatham Trades, Inc. -
Employment for disabled

\$7,000

El Futuro, Inc. - Bilingual mental
health for Latino community

\$8,000

Central Carolina Community College
Foundation, Inc. - Scholarships for
career corps training programs

\$15,000

West Chatham Food Pantry - Food
for the hungry

\$10,500

Boys and Girls Club of Central
Carolina - After-school programs in
Pittsboro and Siler City

\$12,000

Chatham Cares Community Pharmacy -
Rx meds to low income rent for facility

\$8,000

Triangle Youth Music - Facilitate a
beginning strings program at Siler
City Elementary and Virginia Cross
Elementary



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Minnie Gallman
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Kim Hutter
Marsha Larsen
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Rossie Lindsey
Mary Lucas
The Maintenance Department Workers
Peggy Masterson
Jim May
Jennie Minor
The Oldies but Goodies GR House Band
Terry Parsons
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*CHARTER MEMBERS



**“Alone, we can do so little;
together, we can do so much.”**

HELEN KELLER

GALLOWAY WOODWORKERS



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