



Stories from the Heart

WAVENY LIFECARE NETWORK ANNUAL REPORT 2021-2022

Always there, **WHEREVER YOU CALL HOME**

Waveny LifeCare Network, a trusted, community-focused non-profit, offers a full continuum of compassionate healthcare services, rich therapeutic programs, and flexible living options to enhance your quality of life.

ON OUR CAMPUSES



INDEPENDENT LIVING

Supportive community for active seniors



MEMORY CARE AND ASSISTED LIVING

Therapeutic approach to supportive memory and dementia care



SKILLED NURSING

Award-winning short- and long-term clinical care



REHABILITATION SERVICES

Inpatient and outpatient rehabilitative care

IN OUR COMMUNITIES



HOME HEALTH SERVICES

Licensed and certified therapists, skilled nursing services and in-home care



PALLIATIVE & HOSPICE CARE

Comprehensive physical and emotional pain management enabling patients to optimize time with family and friends



COMMUNITY OUTREACH

Wellness services for individuals or groups at home, work, school or in the community



TELEMEDICINE

Robust hospital-at-home care, education, intervention and monitoring in the comfort of home



Vision

We seek to provide the **highest quality** of **compassionate, person-centered care** in a **not-for-profit** setting. We are committed to offering services and resources to continually **meet and exceed** the **growing needs** of older adults and their families.

Mission

Waveny LifeCare Network provides a **comprehensive continuum of healthcare** to serve the changing needs of seniors from all areas. We offer a **progression of therapeutic programs, services** and **living options** to enhance the quality of life for those **we serve**.

Values

quality | excellence | collaboration | community
accountability | advocacy



A MESSAGE from our President & CEO and Board Chair

2022 will be forever known as a transition year for our healthcare system—marked by the end of a pandemic, and a reinvestment in the next generation of healthcare and wellness services and programs.

As we entered into 2022, the U.S. hit nearly 1 million new COVID-19 infections—the highest daily total of any country in the world. A commensurate rise in hospitalizations strained an already fragile healthcare system. Waveny LifeCare Network healthcare providers continued to answer the call by creating more isolation rooms to admit and recuperate hospital patients, while intensifying provision of home care programs to care for those inflicted.

By June of 2022, the country had recorded a total of over 84 million COVID-19 infections and over 1 million deaths. The virus continued to mutate as Omicron subvariants BA.4 and BA.5 became dominant.

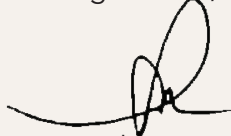
Despite extraordinary staffing, testing, and personal protective equipment cost increases, Waveny LifeCare Network:

- Expanded its telemedicine system to increase both physician-to-patient remote visits, and family virtual visits with their loved one to keep their spirits high. This dramatically reduced hospital (re)admissions and saved countless lives;
- Established an on-campus certified nurse aide training program, which to date has trained over 90 caregivers to reinforce and support a regional shortage of nurses;
- Leveraged and streamlined supply chains to assure adequate personal protective equipment, medications, testing supplies, and vaccinations;
- Reinforced our commitment to those seniors who had outlived their retirement savings, through our charity care program of over \$4M per year;
- Maintained its 5-Star CMS ranking in both quality and staffing levels and national recognition as a “Best Nursing Home” by *U.S. News & World Report*.

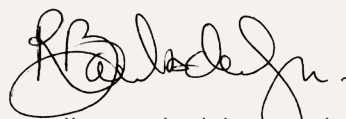
As our community supporters, donors and valued partners, we share those successes with you because you were there when we needed you most. Our gratitude and appreciation for you and our staff is unwavering.

While the more frequent COVID waves have diminished, our number one priority is rebuilding our financial endowment eroded by aforementioned pandemic costs, to ensure we continue to provide our platform of services for our surrounding communities. We, like you, persevere. Our mission of caring for our community is too important to do otherwise, and impossible to fulfill without your ongoing support.

With gratitude,



Leo Karl, III
Chairman of the Board



Russell R. Barksdale, Jr., PhD., MPA/MHA, FACHE
President & CEO

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Vice President, Home Care Division



“ My mother living here has made all the difference in the world... She has all the care and stimulation she needs in a loving environment. We know she is cared for and loved even when we’re not there. ”

- Deborah Cabaniss, MD

Eleanor Levine and her daughter Deborah Cabaniss, MD

As a physician, Deborah knew what to look for when evaluating assisted living communities for her mom Eleanor. At Waveny, Deborah and her family found a “supportive and incredibly loving environment” that put their minds at ease.

“It truly feels like an honor and a privilege to be part of this community,” said Cabaniss. “My mother living here has made all the difference in the world. She has all the care and stimulation she needs in a loving environment, a wonderful life, friends, and a beautiful room. Not only does she have a fulfilling life but we have peace of mind. We know she is cared for and loved even when we’re not there.”



“Waveny gave me my life back. It’s such a relief knowing that Mom is safe, happy and cared for.”
- Jody Knight Russo

Frankie Knight with her children Jody, Don and Lynn

When Jody Knight Russo became her mother’s primary caregiver in the early stages of her mom’s dementia, the task was daunting, “I was in way over my head and my mom was confused, sad and combative,” said Knight Russo.

After experiencing other care facilities, Jody and her siblings turned to Waveny. “Waveny gave me my life back, and mom has loved living more independently first at The Village, and now in the Care Center, where she has easily acclimated to her surroundings.”

“The staff are dedicated, hard-working, nurturing people who enjoy their jobs and the residents benefit from that high level of care. This gives me and my family peace of mind that our Mom is well cared for at Waveny.”



“The Waveny Telemedicine program... has enabled me to live independently in *my* house.”
- Herbert Taylor

Herbert Taylor

Ninety-five year old Herbert Taylor has found his passion since retiring from teaching in the New Canaan Public Schools: painting. He paints prolifically at home where colorful

canvases of birds, cats and polar bears fill the dining room, living room and bedroom of his home.

Without Waveny's Telemedicine Services Program, Mr. Taylor may not be thriving at home. "The Waveny Telemedicine program... has enabled me to live independently in **my** house," said Mr. Taylor.

Without immediate family nearby, friends help with activities of daily life, but the comfort of knowing he has nurses monitoring his vitals on a daily basis is reassuring, leaving Mr. Taylor to focus on what he does best: letting the creative juices flow.



“ I don't think I could have found better care. ”
- Burt Kaplan

Burt Kaplan

Judge Trial Referee Burt Kaplan spent the better part of 16 months in medical rehabilitation facilities and most recently conquered a serious, life-threatening wound from which many thought he might not recover.

Thanks to the dedication of Waveny and Visiting Nurse's interdisciplinary team of skilled professionals, Mr. Kaplan is safe and secure at home. His team of a nurses, physical therapists, occupational therapists and social workers worked collaboratively toward Mr. Kaplan's full recovery.

"I can't thank the whole Waveny organization enough. Every time I called and said I needed help, they gave me a prompt answer. They told me when someone would come, and all who came were truly professional and caring," said Kaplan.

It was a difficult time for Mr. Kaplan and he admits, "I may not have been the easiest person to deal with, but when the nurses arrived they were truly professional, fully informed and I don't think I could have found better care."



Roseanne Diserio with her daughters Eugenie, Thea and Lisa

When Roseanne Diserio moved to The Inn four years ago, her daughters Eugenie, Lisa and Thea never realized how indispensable Waveny's continuum of healthcare services would become to their family.

“ **We have peace of mind and a sense of security knowing Mom is surrounded by caring and supportive staff.** ”

- Lisa Wolff

Roseanne suffered a stroke, and “after an extended stay at Waveny's Care Center she was able to move back to The Inn. The transition was seamless and she received excellent care and rehabilitation resulting in a favorable outcome,” said Lisa. She now receives daily assistance from a Waveny home health aide and takes advantage of Waveny's Telemedicine Services Program. “The nurse checks in weekly...and if necessary, contacts her doctor

directly with any medical issues. The service has been invaluable to all of us!”

These days, Roseanne spends mornings singing with The Inn Notes, and afternoons socializing with friends on the patio. Her daughters have “peace of mind and a sense of security knowing Mom is surrounded by the caring and supporting staff of the entire continuum.”

Liz Massey

Over the years, Liz Massey has had a knee replacement, hip replacement and shoulder injuries. Who does she call for rehabilitation services? Waveny LifeCare Network.

Liz's mother, Ruth Thurber, was involved with Waveny since its inception, and was both an inpatient who "experienced the best of Waveny", and a regular volunteer, so it is no surprise that Liz calls on Waveny for both inpatient and, more recently, outpatient rehabilitation.

"My wonderful therapist, Mary Beth, never flagged in her attention to my needs and in enthusiasm and energy, which kept me inspired in the rare moments when my own energy flagged. She was exemplary," exclaimed Massey.

Although life might throw some surprises her way, Massey knows that the Waveny that has been in her life for over 40 years, will continue to be just a phone call away.



“ My wonderful therapist, Mary Beth, never flagged in her attention to my needs... She was exemplary. ”

- Liz Massey



“ Given the national and statewide nursing shortage, we are building a future and stable workforce of talented individuals to make sure our patients and residents receive the quality care they deserve. ”

- Rebecca Albrecht, Chief Human Resources Officer

The Kathleen M. Fruin, RN Certified Nursing Aide School

The COVID-19 pandemic highlighted the indisputable fact that there are not enough nurses or nursing aides to meet the increasing demands of our local communities. As a generation of caring professionals age out of these key roles, Waveny LifeCare Network has taken the first step forward to help fill that vacuum for healthcare providers. The Kathleen M. Fruin, RN Certified Nursing Aide School has been established to prepare qualified candidates for careers in this high demand healthcare industry.

Upon acceptance into the school, participants will immediately begin earning a salary plus benefits. Waveny LifeCare Network is fully committed to funding salaries and benefits related to this initiative, and appreciates the support of generous private donors who support the next generation of nurses through this terrific platform.

Volunteers

MAKING A DIFFERENCE

With thanks and gratitude to the Lois J. Anderson Fund for Volunteers



“As a volunteer, I feel like a member of this family. It’s a special experience and a privilege to spend time here.”

- Wendy Christman



448

VOLUNTEERS

including individuals, families, and groups. Fifty percent are under 18 years of age



8,335

VOLUNTEER HOURS

in the Waveny continuum



100+ HOURS

of visits by Spiritual Care Partners



\$266,058

in value of volunteer hours to Waveny-VNH

2021-2022 *by the numbers*



**500 DEDICATED
EMPLOYEES**



**COMBINED 140+
YEARS OF CARE**
provided by
Waveny LifeCare Network
and Visiting Nurse & Hospice



**1,000 PATIENTS
SERVED EACH DAY**
throughout the
continuum



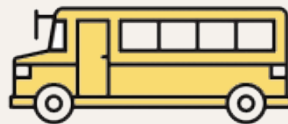
\$4,000,000+
in charity care



44 STUDENTS
of The Kathleen M. Fruin, RN
Certified Nursing Aide School



175 PATIENTS
served by
Telemedicine
Services Program



**21,105 SCHOOL
CHILDREN**
seen by Waveny-VNH school
nurses in the Wilton Public
Schools



580 FLU SHOTS
administered at
vaccine clinics and senior
centers

FINANCIAL PERFORMANCE 2021-2022

	<u>2022</u>	<u>2021</u>
Cash and Cash equivalents	\$ 982,596	1,861,479
Investment Portfolio	13,715,291	19,877,752
Property, plant and equipment (net)	17,934,207	18,197,223
Other Assets	13,196,397	14,958,318
Total Assets	45,828,491	54,894,772
Accounts Payable, Accrued Expenses and Other Liabilities	13,715,505	13,011,265
Notes and Bonds Payable	2,733,497	3,077,540
Total Liabilities	16,449,002	16,088,805
Net Assets - Unrestricted	25,616,887	34,826,807
Net Assets - Restricted	3,762,602	3,979,160
Total Net Assets	29,379,489	38,805,967
Total Liabilities and Net Assets	45,828,491	54,894,772
Net Patient Revenue	32,864,933	28,061,700
Other Operating Revenues	2,616,190	1,967,958
Thrift Store Revenue	211,256	159,737
Total Operating Revenues	35,692,379	30,189,395
Direct Care and Service Expense	29,352,678	26,871,779
General and Admin	9,134,323	7,647,135
Depreciation and Interest	1,644,041	1,263,736
Total Operating Expenses	40,131,042	35,782,650
Unrealized Loss on Investments	(5,908,383)	2,684,485
Contributions	690,506	87,012
Investment Income	444,134	371,010
Fundraising Expenses	(272,784)	(330,789)
Non-Operating Revenue (Expense)	(5,046,527)	2,811,718
Changes in Net Assets with Restrictions	58,712	-
Increase/(Decrease) in Net Assets	(9,426,478)	15,323,119
Net Assets - Beginning of year	38,805,967	23,482,848
Net Assets - End of year	29,379,489	38,805,967

THANKFUL

The names listed on the following pages recognize those who, through their generous and thoughtful gifts, have strengthened Waveny LifeCare Network. To each of you, the Network extends its most sincere appreciation.

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