2019-2020 ANNUAL REPORT

Caring through COVID







A.G.Rhodes

COMMUNITY·WELLNESS·CARE

Our Mission

is to provide expert and compassionate rehabilitation therapy and residential care to seniors in metro Atlanta.

A.G. Rhodes provides care at three metro-Atlanta locations:

Atlanta
350 Boulevard SE
Atlanta, GA 30312
404-688-6731
InfoAtlanta@agrhodes.org

Cobb
900 Wylie Road SE
Marietta, GA 30067
770-427-8727
InfoCobb@agrhodes.org

Wesley Woods
1819 Clifton Road NE
Atlanta, GA 30329
404-315-0900
InfoWW@agrhodes.org

Reflects data taken from fiscal year July 1, 2019-June 30, 2020.

Although COVID-19 has impacted our volunteer program, our volunteers served nearly

6,900 hours

filling more than

1,500 volunteer opportunities

from July 2019 until we suspended in-person volunteer activities in March 2020.

Our Rhodes to Home program helped more than

550 seniors

transition from A.G. Rhodes to living back in their communities independently or with some assistance.

44% of our employees

have more than five years tenure at A.G. Rhodes

5 to 9 years	+	10 to 14 years	+	15 to 19 years	+	20 to 24 years	+	25+ years
67		49		42		24		27

= 209 employees

Number of Employees

Atlanta	Cobb	Wesley Woods
150	118	145

Support Office	Seasonal/As Needed
19	41

Total 473

Additionally, approximately 100 contractual staff members work in A.G. Rhodes' dietary and therapy departments.

TOP WORK PLACES 2020 The Atlanta Journal-Constitution

For the seventh consecutive year, A.G. Rhodes is ranked as one of The Atlanta Journal-Constitution's Top Workplaces.

A.G. Rhodes Cobb was again voted best nursing home in Cobb County and was recognized in Cobb Life Magazine.

BEST OF COBB 2020 WINNER

Elders served this year

Atlanta	Cobb	Wesley Woods
333	357	459

Total 1,149

From the 2020 Atlanta Business Chronicle's list of Atlanta's 75 largest nonprofits, A.G. Rhodes is ranked as the:

21st largest	9th oldest

9th largest employer of full-time employees

Message from the Chair of the Board of Trustees and the CEO





Dear Friends,

As 2020 unfolded, we never could have imagined how life would change so dramatically. With the perspective of reflection, we know now that our lives in this industry are, indeed, changed forever. While the journey continues to be challenging, we have been awed and inspired by the unwavering dedication of our team members in the face of adversity and fear of the unknown. Our residents, staff and communities have shown courage, selflessness, and resilience as never before.

We will look back on 2020 as the year we doubled down on a double pandemic – one based on the unique challenges of COVID-19, and one from the renewed issues of societal equity, justice and equality. We will remember our relentless commitment to the protection of our residents' health and safety and the tireless work of our staff, despite the changing and challenging work environment. We will recall the lessons of transformational leadership in difficult times, when leadership matters most. We will build upon our experience and success as a national thought leader, even when faced with extraordinary circumstances.

With the COVID-19 pandemic, we've been fighting an invisible enemy – one for which we lacked the armor, tools and weaponry to battle. Our fight has put us under an even bigger spotlight that comes from beyond our immediate stakeholders. We've been thrust into centerstage, and the public at large has been watching.

Over the past year, we've adopted and embraced guidance from three key words: truth, transparency and trust. We know that in order for the public to trust us, we must be truthful and transparent in all that we do. The truth has been painful at times, as we endure illness among residents and staff and mourn the ultimate passing of some. But the pain has strengthened our resolve to win this fight and to emerge even stronger.

As one of only a few mission-driven, nonprofit nursing home providers in Georgia, we continue to rely on the generosity and support of our donors and community so that we can advance our mission of providing expert and compassionate person-directed care for our residents. In this report, you'll read more about efforts and heroes across our organization as we forge ahead, believing that the comeback is always stronger than the setback. We are committed to using the lessons of 2020 to improve the future of long-term care for our elders. Together, with your continued support and engagement, we will win the fight. Together, we are stronger.

Warm regards,

David L. Perdue
Chair, Board of Trustees

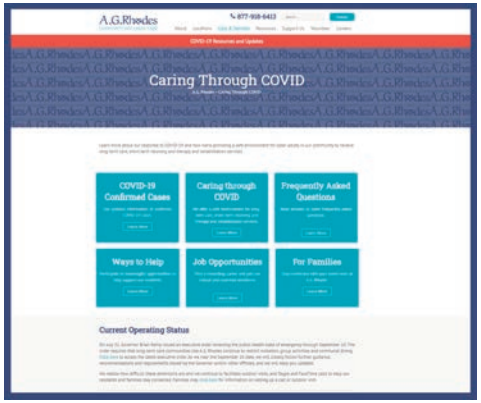
Deke G. Cateau
Chief Executive Officer


Heroes Work Here!
"Thank You" will never be enough!

Truth, Transparency, Trust

Despite the nursing home industry being one of the hardest hit by COVID-19, we remain focused on our guiding principles of truth, transparency and trust, and we will continue to be open and honest about the many consequences of COVID-19. We knew the importance of truthful and timely communications long before this pandemic, and COVID-19 has reiterated the need for us to be proactive in our efforts to communicate and make information readily available, even when realities are harsh and challenges are unprecedented.

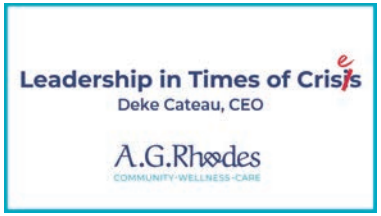
When COVID-19 cases emerged in a Washington state nursing home in early March 2020, we immediately began to prepare for the unfortunate reality of COVID-19 in our communities. In addition to heightened infection prevention and control measures, we set up a COVID-19 resource site on our website and began implementing a process of frequent communication with our family members, staff and other stakeholders concerning the crisis. We continue to build on best communications practices to ensure we maintain the trust of all those we serve.



Our "Caring Through COVID" resource hub provides timely information about COVID-19 at A.G. Rhodes. For the latest updates, visit www.agrhodes.org/coronavirus.

Leadership in Crises

Throughout the pandemic, the crucial role of leadership has been amplified in every industry and in every organization. The integrity of leaders everywhere has been closely scrutinized, criticized, and publicized, and COVID-19 has heightened expectations of effective leadership.



See Deke's presentation at: www.agrhodes.org/leadershipincrises.

Several times over the last few months, CEO Deke Cateau has been asked to virtually present to various audiences nationwide on the topic of leadership during these difficult times. His constructive advice and best practices are not only relevant to the COVID-19 crisis, but also during a time when organizations must address the complex and systemic societal issues emerging throughout our country.

Events of social unrest across our nation over the last few months have spurred open, honest and sometimes uncomfortable conversations among employees, board members and others. We recently formed an Equity & Inclusion Committee comprised of A.G. Rhodes board members and staff, and we will continue to explore steps we can take to address inequalities within our organization and beyond our walls.

"I'm extremely proud of our diverse workforce at A.G. Rhodes, but recent events, along with heartfelt discussions I've had with many of our care partners, have highlighted that we can do more at A.G. Rhodes. It is in the spirit of community, wellness and care that we will pursue solutions for systemic issues."

– Deke Cateau, A.G. Rhodes CEO

Caring Through COVID

COVID-19 has shown us the extraordinary resilience of our residents, as they have been isolated from families, friends, routines and activities. We've encountered the creativity of staff, families and communities to help bridge the gaps. We have been humbled by ways the community has found to help and stay connected. And as our staff continues to work extremely hard under very difficult circumstances – caring for our elders and keeping them safe, we've been encouraged by the show of support from our residents, families and communities.

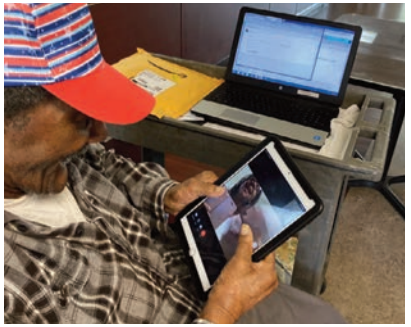
We remain focused on our commitment to person-directed care and we continue providing the programs and activities that our residents desire, need and deserve. Socially-distanced small groups, more in-room activities, increased Skype and FaceTime sessions with families and friends, and virtual activities with volunteer groups are a few ways we continue meaningful programming and opportunities for socialization while adapting to the challenges of COVID-19.



Jewels for Jewels is a beloved annual event where residents get to shop – at no cost – for jewelry and accessories donated by volunteers. The event was started several years ago by Arletta Brinson, a former family member, who adapted this year's event and continued to enlist the help of her friends who donated items that were delivered to residents by staff. Although we still can't resume in-person volunteer activities, volunteers are finding innovative ways to continue serving.



In-room and hallway bingo have become popular among residents.



Increased virtual face-to-face sessions have helped keep residents connected with their loved ones.



Ms. Moore turns 101.



Music Therapy



Horticultural Therapy



Horticultural Therapy



Outdoor visits have helped ease the difficulties of being separated from loved ones.



Former WSB-TV Broadcast Manager and current member of the A.G. Rhodes Board of Advisors, Jocelyn Dorsey, has been leading Zoom sessions discussing current events with residents.



Several students from Spelman College have been leading virtual art sessions with residents.

Ways You Helped

We've been so touched and encouraged at the outpouring of support from the community, and we receive many questions asking, "How can I help?". Through our *Ways to Help* initiative, we have benefitted from countless expressions of encouragement from our community of friends. The well wishes, messages of care, and support give us strength. We are tremendously grateful.

For more information on how you can help, visit www.agrhodes.org/ways-to-help or email waystohelp@agrhodes.org.



Weekly flower donations from Trader Joe's Midtown support our Horticultural Therapy program and lift our spirits.



We celebrated CNA Appreciation Week with a BBQ lunch from Cackalaky Smoke with funds donated from All Saints' Episcopal Church.



We enjoyed a sweet treat thanks to donuts donated by the Pilot Club of Atlanta.



Our residents and staff enjoy receiving cards and letters.



Girl Scouts of Greater Atlanta donated nearly 900 boxes of cookies to staff and residents.



Volunteers and community groups inspire us with posters and signage outside our buildings.



Several employees within the Arthur M. Blank Family of Businesses sent words of encouragement for our staff and residents, including this touching excerpt:

"I am thinking of all of the nurses and caregivers who are working to give comfort, compassion, and care to others. I am thinking of you as you are tired and trying to remain focused and safe. I am thinking of the patients and residents under your watchful eyes who long for the sons, daughters, sisters, brothers and others who just can't come to visit them at this time. I am thinking of the grief that you have felt as part of doing your job. I am thinking wouldn't it be nice for you to know that someone is thinking of you? I am thinking wouldn't it be nice for you to know that someone continues to pray and to meditate on you? Well, guess what? Someone does. People all over this city and country virtually hug you every day. We admire you."

– Employee at AMB Sports + Entertainment

Heroes Work Here

Those who work in healthcare and numerous other industries were newly-coined "essential" during this crisis. To us, our care partners have always been essential. We simply could not serve the most vulnerable population without the dedication, compassion, love, and bravery of our staff. They are the foundation of this organization, and they are the foundation our community.



"I want to make them happy. I dance with them and sing with them. And even for those who can't tell me, I try and make them comfortable."

– Linda Banks, CNA







"People need us. This is not your time to be fearful. Focus on the positives. Focus on what you can do to make somebody else's day and life better."

– Fontella Favors, LPN







"I am very happy to be part of this wonderful staff and that I can make a difference with my work. I am very dedicated to my job and they are welcome to ask for my help any time. I am very happy to help."

– Vjollca Emini, Environmental Services















"I have a genuine passion to help people, I truly feel this was my calling; more like preordained. I can feel it when I wake up every day to get ready to come to work. It's a blessing to live my dream out. If I'm a blessing to these elders, the feeling is mutual."

– Latrice Holt, RN

Your Generosity

Donor support is more important now than ever, and we have been humbled by the generosity of this community. Thank you to the individuals, foundations, corporations, and organizations that help us fulfill our mission.

FOUNDATIONS

The 2492 Fund
The BeRich Family Fund of The Cobb Community Foundation
The Molly Blank Fund of The Arthur M. Blank Family Foundation
Mary Allen Lindsey Branan Foundation
The Fraser-Parker Foundation
Georgia Natural Gas Foundation
Georgia Power Foundation, Inc.
Bertha & Hix Green Family Foundation
Humann Family Foundation
The Martha and Wilton Looney Foundation
The Moran Family Foundation
The Parker Family Foundation Fund of the Community Foundation of the Chattahoochee Valley
Red Ryder Fund of the Cobb Community Foundation
Lettie Pate Whitehead Foundation
Jesse Parker Williams Foundation

ORGANIZATIONS

Accurate Healthcare
Aegis Therapies
All Saints' Episcopal Church
Atlanta Magazine
BB&T Capital Markets
The Benevity Community Impact Fund
Breckenridge Garden Arts
Children's Health Care Support Fund
CornerCap Investment Counsel
Coxe Curry & Associates
EPIC Insurance Brokers and Consultants
Georgia Natural Gas, Atlanta
Hall Booth Smith, P.C.
Harry Norman, Realtors
Home Care Assistance
Horticultural Therapy Institute
IBM Employee Charitable Contribution Campaign
IBM Retiree Charitable Campaign
IN2L
JPMorgan Chase & Co.
Kaiser Permanente
Laura Pearce, Ltd.
Lockheed Martin AERO Club
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Mighty Cause - GAgives
Mobile Images Acquisitions, LLC
Northwestern Benefit, a OneDigital Company
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PruittHealth
Senior Dental Care
Shiloh Missionary Baptist Church
SimpleC, LLC
SunTrust | now Truist
TIS Insurance Services, Inc.
Trader Joe's
TridentCare
UBS Matching Gifts Program
Unidine Senior Living Culinary Group
Van Winkle & Associates Advertising & Marketing
WellStar Medical Group
Wesley Woods Senior Living
WXIA 11Alive
YourCause, LLC

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Dwayne C. Angelo
Anonymous
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Juliet Asher & Michael Golden
Rhett D. Austin
Mr. & Mrs. Fred Bailey
Elaine L. Baker
Maurice Baker

Sarah Baker & Chris Coombs
Helen Ballard
Ann & Hal Barrett
Margaret Alden Barsness
Lola & Charles H. Battle Jr.
Susan & Harve Bauguess
Lauren Anne Beard
Kim & Mark Beasley
Vicky & Charlie Benedict
Rebi & Charlie Benedict
Carrie & Andy Beskin
Jeannie & Philipp Biechteler
Estate of Randolph Blythe
Lily Elnora Boff
Meg Boyd
Karen & Scott Brown
Flora Bruce
Anne & Wheeler Bryan
Brenda Bryan
Clare Callard
Keya & Deke Cateau
Josh Chang
Natalie & George Chase
Cindy Clive
Joel Cohen
Barbara W. & Barry K. Costello
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Mallory & Felix de Golian
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Trey Gore
Russell A. Gray
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Janet B. Hardin
Kinsey & Gordon Harper
Katherine Hart
Elinor D. Hasty
Lucille Hays
Dana & Greg Heath
Virginia Kick Helms
Mary Helton
Dr. & Mrs. Armand Hendee
Kirk Hines
Mary & Dan Hinkel
Caroline Hipple
Dabney & Sam Hollis
Sam Hollis, Sr.
Merle Z. Houston

Donors, continued

"COVID-19 has presented extraordinary challenges for A.G. Rhodes, but these challenges have been met with extraordinary generosity from the Atlanta philanthropic community. Never have I been more proud or appreciative to be a part of such a charitable and supportive city. On behalf of all of us at A.G. Rhodes, thank you."

– Deke Cateau, CEO





Proceeds from the 2019 Living Well Luncheon were used to transform a patio space at our Wesley Woods home into a horticultural therapy garden specifically designed for people living with dementia, and this space was completed in 2020.

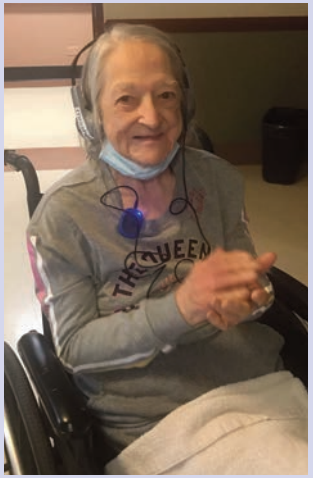
Based on research that shows that access to thoughtfully planned natural spaces helps to decrease agitation and other negative symptoms related to dementia, we carefully selected plants that engage the senses and installed a safely arranged water feature where elders can enjoy the calming and refreshing sounds of splashing water. Elders with dementia can also engage in horticulture with accessible raised beds and vertical garden spaces. We appreciate the many donors who made this beautiful space possible.

Although we will not hold our annual in-person Living Well Luncheon event this year, plans are in the works for a virtual event. Stay tuned for updates online at www.agrhodes.org/livingwell.

Donors, continued

Fay S. Howell
Margaret Rains Howell
Maudie & Bill Huff
Felicia and Billy Huger
Jane & Phil Humann
Joan & Andy Immerman
Kathleen W. Johnson
Sherry & Matt Kaelin
Jeanne & David Kafer
Sarah & James C. Kennedy
Anne & Cody Laird III
Joanne H. Laird
Nancy Clair Laird
Kelly & Dave Langston
Joan Lardin
Robin & Richard Lea
Sherry B. & John W. Lundeen, III
Tammy Luther
Linda Maddox
Phyllis Maio
Barbara Franklin Martin
Shari B. Martin
Julie & John McClelland
Tavia & Doug McCuean
Linda McKenzie
James R. Miller
Kathy and Rodney Milligan
Ibby & Jimmy Mills
Kathleen & Larry Minnix

Flossie & Tommy Mobley
Sue L. Mobley
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Tameka Mullins
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Wendy Murray
Claire Newbury
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Mary & Shane Newton
Edna M. O'Brien
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Lamar E. Oglesby
Cynthia D. Olsen
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Mrs. Albert N. Parker
Monica Parker, M.D.
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Elizabeth Pearce
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Martha M. Pentecost
Sissy & David Perdue
Juli & Rhodes Perdue
Nan Pitcher
Lelia & Ron Polly
Judith Powell
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Marcia P. Robinson
Myrtle Rogers
Eleanor M. Rollins
Eugenia & John Ross
Ted Schweers
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Karen Mariea Sibley
Libby and Frampton Simons
Jane Simpson
Betty & Bob Slater
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James Smith
Laura & Carter Smith
Martha P. Smith
Patricia Smith
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Veronica & William Smith
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David Stacy M.D.
Robbin Conklin Steed
Nina Stephen (Stephens)
Susan Talburt
Margaret & Bryan Stickney
Dina Thomas
Larry R. Thomas
Patricia Morgan Thomas
Elizabeth Towles
Joni & David Towles
Galo Velasco-Jackson
Betsy & Bill Verner
Gail & David Watson
Elizabeth E. Webster
Estate of Barbara Wenzel
Mrs. David K. Whatley
Elizabeth Wight
John W. Wilcox III
Elspeth & Clay Willcoxon
Betty M. Williams
Kelly & Keith Wilson
Ann & Stephen Yarbrough
Margaret & Hoyt Young



A.G. Rhodes participated in #GAgives on #GivingTuesday in 2019 and raised more than $5,000 for our Songs for Seniors program, which brings personalized music to our residents. Songs for Seniors became even more important in 2020 as residents are spending more time in their rooms due to COVID-19. On #GAgives day in 2020, donors helped A.G. Rhodes once again surpass its fundraising goal to support this key program. For more information, visit www.agrhodes.org/songsforseniors.

Tribute gifts were made in honor or in memory of the following individuals.

IN HONOR OF

A.G. Rhodes Atlanta Staff
Anonymous

A.G. Rhodes Cobb Staff
Dallas H. Denny, Sr.

A.G. Rhodes Employees
Taylor Preston

The amazing staff & healthcare workers in the frontline during the COVID-19 crisis
Dallas Denny, Jr.

Deke Cateau
A.G. Rhodes Staff

Daisy Clay
Lennett Rogers

Margaret Perdue Denny
Betsy & Bill Verner

Dr. & Mrs. Herndon Murray
Jean & David Kafer

The Fantastic A.G. Rhodes Atlanta Activities Staff
Susan Talburt

Carole Fessenden
Gary Fessenden

Cathy Fligg
Joel Cohen

Connie Frazer
Juliet Asher & Michael Golden

Kirk Hines
Carter & Hampton Morris

Nellie A. Jackson
Galo Velasco-Jackson

Laura Kauffmann
Lauren Anne Beard

Margaret Stickney
Libby & Frampton Simons

Isobel P. MIlls
Margaret & Dallas Denny
Judith Powell

Louise H. Morris
Ted Morris

Mary Newton
Cynthia D. Olsen

The Perdue Family
The Moran Family Foundation

David Perdue
Betsy & Bill Verner

William Smith
Martha P. Smith

Sadie Williams
Jane Haywood

IN MEMORY OF

Dot Adams
Pam Daily
Teresa W. Ingwersen
Sandy & Paul Thim

Walter Clay Adamson, Jr.
Ibby & Jimmy Mills

Irene Bailey
Nina Stephen

John Kevin Baker, Jr.
Elaine L. Baker

Bessie Jones Blythe
Estate of Randolph Blythe

Cassie Branan
Mary Allen Lindsey Branan Foundation

Kressy Camp
Edna M. O'Brien
Myrtle Rogers

James G. Dalton, Sr.
Ibby & Jimmy Mills

George Deukmaji
Victoria Boodoian
Yeran & Ralph Hulun

Hugh Buchanan Gage, Jr.
Ibby & Jimmy Mills

Robert J. Glenn
Betsy Glenn

Janet Glidden
Meg Boyd
Merle Z. Houston

Helen J. Goodwin
Randal Scott Goodwin

Julia O. Martin & Justus C. Martin
Maudie & Bill Huff
Julie & John McClelland

Caroline Minnich Lide
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William A. Parker III

Dr. Mark P. Pentecost, Jr.
Martha M. Pentecost

Ms. Margaret B. Perdue
Margaret Alden Barsness

Dorothy Purcell
Betty M. Williams

Joyce Roach
Trey Gore
Janet B. Hardin
Pamela D. & Eugene A. Hayes III
Merle Z. Houston
Kathleen W. Johnson
Kelly & Dave Langston
Kathy & Rodney Milligan

Jane C. Schweers
Sandra & Harry Haisten
Mary & Dan Hinkel
Libby & Frampton Simons

Dorothy S. Scully
Patricia Smith

Mary Smith
Veronica & William Smith

Hollis Talburt
WGSS Friends
Susan Talburt

Neal Walker
Margaret & Bryan Stickney

Juanita White
Linda McKenzie

John Wilcox, Jr.
Keya & Deke Cateau
Mary DeBorde
Margaret & Bryan Stickney

Your gifts help enhance the quality of care – and quality of life – for those we serve. To learn more about giving opportunities, contact Jane Simpson, Chief Development Officer, at jsimpson@agrhodes.org or 404-937-4143.

Financials

Unaudited financials for fiscal year July 1, 2019 – June 30, 2020

REVENUE	2020	2019
Private Pay	4,513,038	4,858,011
Medicare	14,562,671	13,713,769
Medicaid	19,971,370	19,150,565
Other Resident Revenue	4,327,825	4,536,736
Other Revenue	135,203	255,556
Realized/Unrealized Gain/(Loss)	11,335	110,756
Donations - Foundation	705,215	776,611
Donations - Board	55,400	51,605
Donations - Corporations	103,906	56,229
Donations - Individuals	68,465	20,945
TOTAL	**$44,454,428**	**$43,530,783**

EXPENSES		
Cost of Resident care	33,090,067	32,046,118
Administrative	8,524,031	7,102,030
Federal Matching Fee	1,933,584	1,936,902
Property and Related	347,033	421,063
Interest Expense	12,429	52,756
Depreciation and Amortization	841,797	847,690
TOTAL	**$44,748,941**	**$42,406,559**

COVID-19 Government Stimulus Funds

A.G. Rhodes received funds through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, which are displayed here separately and not included in revenues and expenses. The financials on this page are unaudited as we await further guidance from auditors and federal regulators on reflecting the CARES Act funds in our financial reporting.

Total Coronavirus Aid, Relief, and Economic Security (CARES) Act funds: **$6,402,526**

"A.G. Rhodes is an organization built on the strengths of its history, its current and past leadership, and its mission to the community, and we will not waiver from that."

– David L. Perdue,
Chair, Board of Trustees



A.G. Rhodes Board of Trustees

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John R. Frazer, *Secretary*
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Isobel Parker Mills
William L. Minnix
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Monica W. Parker, M.D.
Ronald G. Polly, Jr.
Robbin C. Steed

Board members listed reflect fiscal year July 1, 2019-June 30, 2020.
To see the most current members, visit www.agrhodes.org/boards.



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Joni Towles, *Vice President*
Libba Wight, *Corresponding Secretary*
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Philipp Biechteler
Karen T. Brown
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Jocelyn Dorsey
Maureen H. Foley
Connie Frazer
Betsy Glenn
Russell A. Gray
Kinsey Harper
Felicia M. Huger
Sherry Pitcher Kaelin
Robin Lea
Isobel Parker Mills
Wendy L. Murray
Godfrey H. Newton
Ann L. Pearce
Laura Pearce
Eleanor M. Rollins
Ted Schweers
M. Alexis Scott
Alex Van Winkle
Clay Willcoxon
Elspeth Willcoxon
Margaret Young

Looking Forward

The coronavirus has created a new reality that will have a long-term impact. We expect increased scrutiny, additional regulatory burdens, and staffing and other challenges for many years to come. The impact of COVID-19 has also amplified the need for systemic changes in our industry.

We see the urgency in changing the deeply entrenched concept of a nursing home created on a medical/hospital environment. Our facilities with their semi-private rooms, long hallways of rooms, and large dining rooms for all our residents contribute to the threat of quickly spreading infectious diseases.

As we continue using every available resource to respond to COVID-19, this crisis has strengthened our resolve to improve our model of care to create a safer and better environment for our community's most vulnerable population.

A.G.Rhodes

COMMUNITY·WELLNESS·CARE

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Atlanta, Georgia 30329 877-918-6419
Info@agrhodes.org www.agrhodes.org