



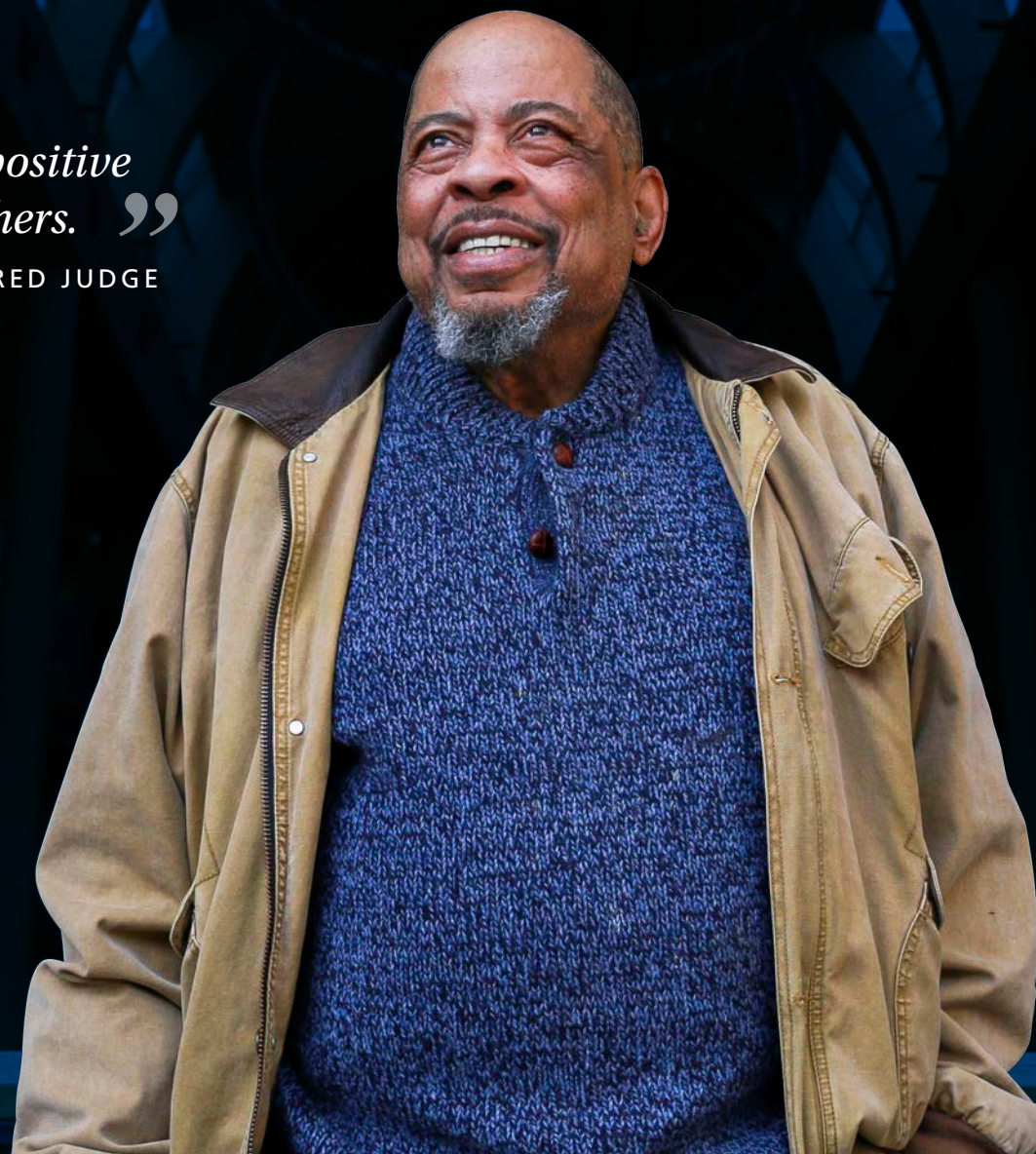
ESKATON[®]
Transforming the Aging Experience

ANNUAL REPORT
2019 - 2020

AGE IS *Beautiful*

“ *Make your life a positive
example for others.* ”

—BARRY LONCKE, RETIRED JUDGE



President's Message

Two characteristics that have been most influential to Eskaton's success over the years are resilience and adaptability. At first glance, one would think a nonprofit organization that provides health, housing, and supportive services to seniors would be very traditional, slow to change, and somewhat insulated from the world around it. However, when you consider the demographic, technological, economic, and environmental events over the past decade, slow and constant is the last thing that comes to mind.

The most recent is the global health pandemic known as COVID-19. Some think this is the biggest game changer in how it will affect business practices and personal behavior. Eskaton is not exempt from disruptive change, and we will adapt as necessary to move forward and stay true to our mission.

Some challenges are a test of leadership, others a test of resolve and purpose. The COVID experience is all these, and then some. It stands apart in that it is the clearest testament to the dedication of our community-based staff. They are the ones who came to work every day in uncertain circumstances, amid frequent CDC recommendations, Department of Health directives, and a myriad of infection-control protocols. It was they who were asked to take precautions at work and at home to prevent infections, and it is to their credit that Eskaton has not experienced the spread of COVID at any of our locations.

The character of an organization is always about the people, *all* of the people, and that to me is what has always been exceptional about Eskaton.

Tom S. Munk





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eskaton.org

A California Nonprofit Corporation

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2019-2020 Highlights



Eskaton and The Reutlinger Community Complete Affiliation — The Reutlinger Community is a Continuing Care Retirement Community (CCRC) located in Danville, California, committed to Jewish values and serving over 200 older adults in assisted living, memory care, rehabilitation and skilled nursing.

Eskaton Village Carmichael Expansion Planned

— Twenty additional assisted living residences will be built on five acres of the Eskaton Village Carmichael campus. Construction will begin in 2020, bringing more supportive services to campus residents.



Great Place to Work® Certified —

Eskaton achieved a national ranking of #11 among 3,000 senior living and service providers. Employees identified the welcoming environment as the number one reason they appreciate working at Eskaton.

Age is Beautiful Public Awareness Campaign —

Educating the public on the impacts of ageism in our society aligns with Eskaton's vision of Transforming the Aging Experience. Eskaton seeks to be a catalyst of change and positive proponent of aging by sharing the stories and life experiences of older adults through film, photography and written narrative.

Live Well at Home Expands — Live Well at Home nonmedical home care partnered with Honor Care Network to expand services across Northern California. Alongside the Greater Sacramento office, Live Well has opened offices in Stockton and Burlingame, and will soon expand into Danville. Annual growth was **39%**.

Adaptive Technology to Empower Residents

to Connect — Imagine using your voice to control your lights and thermostat or to request your favorite music and learn what the dining menu and activities calendar hold for the day. Eskaton

residential living residents now have the power of voice-control, utilizing K4 Connect and Amazon Alexa to create personalized, empowered experiences for all.

Innovative Technology to Detect Falls — SafelyYou is an artificial-intelligence fall detection program implemented across all Eskaton memory care communities and the first to be approved by the CA Department of Public Health for integration into a skilled nursing community, Eskaton Care Center Greenhaven. Since integration, Eskaton has been able to reduce emergency room visits by **78%**.

InnovAge PACE Center Opening Summer 2020 —

New to the Sacramento region is a Program of All-Inclusive Care for the Elderly (PACE) Center. A joint-venture between InnovAge, Adventist Health and Eskaton, the center will offer older adults (who are low-income and at risk of requiring skilled nursing) access to a new 37,000 square foot center designed to provide customized health care and social engagement. Eskaton is discontinuing operations of the Eskaton Adult Day Health Center to reposition participants to the larger, multi-disciplinary center.

innovAge
IN PARTNERSHIP WITH



ESKATON

Eskaton Mission

To enhance the quality of life of seniors through innovative health, housing, and social services.

Eskaton Vision

Transforming the Aging Experience

Brand Values

Ethical
Transparent
Inclusive
Innovative
Purpose-Driven

Governance Commitment:

Eskaton has a volunteer board of directors. They operate under a policy governance model that places an emphasis on stakeholder representation, strategic leadership and outward visioning.



Mariann Sheldon
CCRC Resident Representative



Monica Sandgathe
Executive Assistant to the CEO
and Board of Directors

Eskaton Board of Directors



Susan DeMarios
CA Council of the
Alzheimer's Association



Robert Edmondson
Healthcare Consultant



Douglas Elmetts
Elmetts Communications



Lawrence Garcia
Kronick Moskowitz Tiedemann
& Girard



Jacquelyn Kung
Activated Insights



David Lindeman
CITRIS Health, UC Berkeley



**Patricia McFarland,
Board Chair**
Retired, Nurse



Todd Murch
CEO, Eskaton



Samuel Perez
Rodriguez, Perez, Delgado & Co.



Karen Robison
CCRC Resident



Jordan Rose
Retired, Attorney



Sarah Steenhausen
Scan Foundation



Lisa Yates
ACS Quantum Strategies



Amy Yotopoulos
Stanford Health Care

Eskaton Management



(pictured left to right)

Tighe Hammam

Vice President
Residential Services

Charles Garcia

Chief Information Officer

Mark Jenkins

Senior Vice President
Chief Financial Officer

Sheri Peifer

Senior Vice President
Chief Strategy Officer

Betsy Donovan

Senior Vice President
Chief Operating Officer

Tom Garberson

General Counsel

Robert Brandi

Vice President
Healthcare Services

Erin Scherer

Executive Director
Capital Asset Management

Teri Tift

Director of Quality
and Compliance

Monica Sandgathe

Executive Assistant to the
CEO and Board of Directors

Todd Murch

President
Chief Executive Officer

Trish Bayless

Director of
Human Resources

Cathy Sailor

Vice President (Retiring)
Affordable Housing

Elizabeth Catron

Vice President (July 2020)
Affordable Housing

Who We Are

Eskaton, a regional nonprofit aging services provider, has been dedicated to enhancing the lives of older adults throughout Northern California for over 50 years. Purpose-driven, inclusive, and transparent in all that we do, the Eskaton difference lies in our life-enriching signature programs and comprehensive continuum of care. Through the power of partnerships, Eskaton seeks to better serve our community by offering more diverse choices and integrating technological advancements into daily living. With a national reputation for innovation, Eskaton remains focused on creating a culture of purposeful living and being a catalyst for change.

2019-2020 Strategic Focus



Spectrum of Services



Eskaton's diverse spectrum of services is what sets us apart. Our communities feature everything from independent and assisted living, to skilled nursing and rehabilitation. Older adults can remain in their own homes as long as possible with our home support services. Care navigators at Live Well at Home are available 24/7 to help find solutions. For older adults on limited incomes, Eskaton offers affordable housing options.



What We Offer

Residential Living Communities

Life Plan Communities—also known as Continuing Care Retirement Communities (or CCRCs) are licensed through a state-approved contract and offer a full spectrum of services on one campus. Independent living with services, assisted living, memory care, rehabilitation, skilled nursing care and short-term (respite) stays are all available. With a diverse array of life-enriching amenities and programs, Village residents are empowered to create a lifestyle tailored to their unique wants and needs.

Multi-Level Retirement Communities (MLRCs) offer independent living with services, assisted living, memory care and short-term stays. Home ownership and rental options are available, and with a variety of social programs, recreational pursuits, and resort-style amenities to choose from, residents have the freedom to live the life that suits them best.

Independent Living with Services delivers an independent lifestyle bolstered by the conveniences and confidence of available support. Residents enjoy access to a wide range of amenities, including housekeeping, restaurant-style dining, and transportation services.

Assisted Living provides enhanced, personalized assistance with activities of daily living to residents in the comfort of their apartment home. A large variety of convenient services, including fine dining, spiritual care, recreational and cultural



pursuits, creates an environment of purposeful living and continued growth. Short-term (respite) stays are also available.

Memory Care and Pre-Memory Care Eskaton's Memory Care neighborhoods provide an environment supportive of self-expression, empowerment and mutual respect where differences are embraced and celebrated. Whether through our Dawn of a New Day Memory Care program or our Dayspring Pre-Memory Care program, we strive to foster and embrace the well-being of each resident through a transformative approach to care. We strongly adhere to our philosophy of "nothing for you without you," believing everyone should participate in the decisions that affect their lives.

What We Offer (Continued)



Rehabilitation and Skilled Nursing Care Centers

Rehabilitation services provide 24/7 skilled nursing support in combination with short-term physical, occupational and speech therapies.

Long-Term Care provides 24/7 nursing care and assistance with activities of daily living. Residents are encouraged to participate in recreational and social activities that support and encourage their independence whenever possible.

Affordable Housing

For older adults with limited incomes, rental assistance is available through the U.S. Department of Housing and Urban Development (HUD) at Eskaton's affordable living apartment communities. Professional on-site staff members provide residents with opportunities for social connection, maintenance, security and service coordination in an independent living environment.

Home Support Services

Eskaton brings quality and experience right into your home, providing a full spectrum of in-home support services.

Telephone Reassurance is an invaluable community program in which trained volunteers provide daily, cost-free “check-in” calls to socially-isolated older adults who live alone in their own homes.

Home Healthcare offers a combination of clinical services, rehabilitation, education and encouragement through our team of nurses, therapists and home health aides in the comfort of one’s own home.

Live Well at Home by Eskaton provides nonmedical home care, with services ranging from companionship to comprehensive support and a specialized dementia care program, in partnership with Honor Care Network’s insured, bonded, professionally trained care professionals (Care Pros). Available 24/7, Care Navigators help navigate families toward the right level of home care support.

Consulting, Management and Support Services

Consulting Services — Eskaton provides a wide range of consulting services, including:

- Technology system evaluation, planning and integration
- Operational audits and clinical inspections
- Sales and marketing
- Quality assurance and compliance in skilled nursing, assisted living and memory care
- Strategic planning

Management Services — Eskaton provides turn-key operational management and high quality results for owners interested in expanding their portfolio to include independent living, assisted living, memory care and skilled nursing services.

Support Services — Eskaton’s centralized support center provides access to clinical, financial, information technology, shared savings programs and other services tailored to the needs of the partner.

Management Agreements



Support Services



Affiliations



Joint Ventures



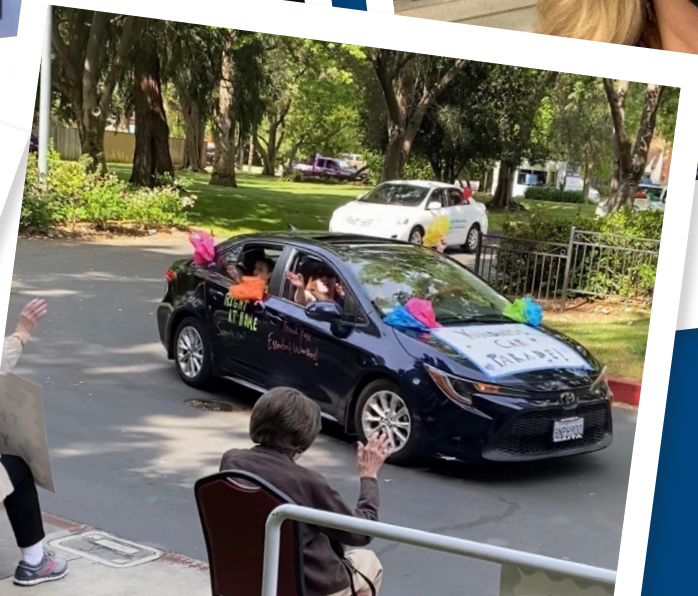
We Are Eskaton

In times of extraordinary disruption, the best of human nature reveals itself. It is with great pride that Eskaton acknowledges the sacrifice and steadfastness of their staff members during the pandemic. Despite the challenges that accompanied the arrival of COVID-19, Eskaton employees strengthened their resolve and reiterated their dedication to the most vulnerable members of our community. To every team member who continued with their day-to-day duties, leaving the comfort and safety of their homes to ensure our residents and clients received the very best care available, Eskaton says, "Thank you."

Staff kept our residents physically and mentally active and engaged during social isolation, and rallied volunteers to deliver much-needed groceries and other critical supplies to older adults living in their own homes. Creative approaches to engage virtually with friends and family emerged as a vital source of connection, offering some peace of mind.

Though there is still much to do, the resiliency and fortitude of our staff has shown that we will come through this stronger because we forged our path together.





Kids Connection

Eskaton distinguishes our commitment to the well-being of our residents with our Signature Program, Kids Connection.

Since 2009, this intergenerational program has provided distinctive learning and social opportunities through structured activities like arts and crafts, reading, interviewing, singing and sharing meals together.

The California Assisted Living Association (CALA) selected Kids Connection as the winner of its “Innovations in Quality” award. The program earned the “Inspire Award” from the Twin Rivers Unified School District and was recognized for excellence by The Eisner Foundation.

Beyond social benefits, program participants have experienced fewer falls, increased strength and mental acuity and are less prone to feelings of loneliness and isolation, while the children demonstrate improved academic performance, increases in respect and sensitivity and enhanced social skills. Many students in the program are from low-income homes and school districts, so the

“When I am 100 years old, I am going to be a buddy”

— *Briana Pruitt, 6*

program has far-reaching implications that go beyond monthly visits. Schools pay nothing for the program with Eskaton donating the material, transportation and meals for each visit.

“This is not just an opportunity for kids to entertain the elderly,” said Eskaton Senior Vice President and COO, Betsy Donovan.

“It’s an opportunity for true engagement and the development of real relationships. Through Kids Connection, Eskaton is able to create intergenerational learning opportunities, increase resident socialization and satisfaction, introduce children to new educational stimuli and build the nonprofit’s identity as a vibrant organization involved in creative, multi-generational endeavors that inevitably further its social accountability.”



11,000

Participants Since Inception



30

Eskaton Communities



31

Community-Area Classrooms



Life Enrichment

Eskaton offers life enrichment programs designed to foster connection and promote the well-being of every resident. Driven by Eskaton's "Well-Being Philosophy," our programming seeks to inspire discovery, trust and connection, purpose and celebration of life. From therapeutic art and music programs that encourage creativity and relaxation, to fitness classes to help foster activity and movement, inventive life enrichment programming is just one aspect of the Eskaton difference.



Discovery and Growth

We believe in providing residents, families and community members with robust education, engagement programs and resources that empower older adults to live well. They are:

Heart Health: Our holistic approach to heart health offers older adults opportunities to address vital components like diet, exercise and human connection.

Brain Health: Our view of brain health examines both the emotional and physical aspects of the brain as well as, lifestyle choices and their impact on overall well-being.

Fall Prevention: By providing programming that incorporates natural movement, education and exercise, we are committed to helping older adults reduce their fall risk.

Emotional Health & Well-being: Our concept of well-being means nurturing relationships, connections and the human spirit by providing education, resources and programs that foster emotional health.



Artistic Expression

The arts are embraced throughout Eskaton in many forms. One primary expression is through designing, painting and drawing classes where residents have the opportunity to gather and learn about different types of art styles, and then choose a subject to paint and draw from their own “mind’s eye.”

Therapeutic Music

For residents with acute chronic pain or living with cognitive change, the soothing sounds of the music by trained therapeutic musicians transports them to a place of calm, peace and joy. Significant pain relief is often counted as one of the many benefits, and for many, the music brings cherished memories of their spouses and loved ones.



Life Enrichment (Continued)

Spiritual Growth

Eskaton chaplains establish meaningful connections with residents. During chaplain visits, residents are offered a safe space where they are encouraged to ask questions and express their feelings openly. Through this building of trust, residents often experience comfort, peace of mind, and acceptance. In 2019, Eskaton's Spiritual Care Program was able to expand by nearly 40%.

Eskaton's No One Dies Alone program provides companionship to older adults who have reached the end of life and who would otherwise be alone.



22

Chaplains



15

Communities

“Alexa, play Frank Sinatra.”

“Alexa, what time is it?”

Voice-First Technology

Through participation in experiential learning, pilot programs and evaluating a variety of communication and smart living technologies, our residents and staff continue to shape how they live and interact with the world. Over 800 residential living apartments are now equipped with smart lights and thermostats, as well as Alexa Dots and tablets that help keep them connected to loved ones and provide access to community menus, activities and information via voice command or the tap of a button.

“Alexa, call the front desk.”

“Alexa, turn on my bathroom light.”

“Alexa, how's the weather today?”



75%

Utilization Rate
Among Residents



Innovation Lab

Eskaton's Innovation Lab focuses on reimagining the aging experience by testing new technologies and ideas. Working with our tech partners, employees and residents, we explore, design and collaborate to solve challenging problems in order to enhance the well-being of all who work, live and visit our communities.



K4 Connect integrates smart sensor technology into residential living apartments using everyday devices such as lights and thermostats through integration with Amazon Alexa.

The Eskaton Connect app provides residents with easy access to community information and their peers, linking them to family, friends and community life.



Eskaton partnered with SingFit to integrate music and movement. SingFit facilitators take residents on a journey with a curated playlist, specifically designed by certified music therapists for older adults experiencing some form of cognitive change.



Eskaton partnered with Eversound to provide residents with sound-amplifying headphones that enhance sound clarity. Used in art classes, resident council and book clubs, residents and staff say they feel more connected and engaged. At Eskaton, residents are living at “full volume.”



Through a partnership with Toi Labs, Eskaton residents were invited to pilot the TrueLoo™, a digitally-connected toilet seat that uses computer vision and machine learning to collect valuable data from stool and urine in order to achieve early detection of health problems.



Eskaton implemented SafelyYou, an artificial intelligence (AI) technology system designed to detect and reduce fall risk among residents.



93%

Reduction in Fall-Related Visits to the ER



40%

Fewer Falls Due to Fall Video Review



Eskaton formed a partnership with start-up company Tango to develop and test a wearable hip protection device to sense a fall, deploy airbags around the hips and send an alert to a designated person. Residents who wear the belt report that their fear of falling has reduced by 65%, and 72% say they feel more confident doing everyday activities.



Community Engagement

Regional and Community Impact

As a catalyst for transformative change, Eskaton invests in people and local non-profit organizations to transform the aging experience. Providing opportunities to interns and volunteers across the organization, Eskaton is educating the next generation of aging-service leaders. The sponsorships Eskaton provides to community-based programs and organizations also support creative solutions and transformational services to those most in need.



254
Student Interns



2,900
Volunteers



80,000
Volunteer/Intern
Hours



\$145,300
Donated to Regional
Community Programs

Walk to End Alzheimer's

Eskaton is proud to be a presenting sponsor for the Walk to End Alzheimer's. Eskaton was the top senior living fundraiser in Sacramento, raising over \$21,000 for the 2019 event. Eskaton was awarded the first-ever Sacramento Senior Cup.



16 Teams



250 Walkers



\$10,000

Presenting Sponsor



\$21,000

Individual Donations



Community Engagement (Continued)

Volunteerism

Throughout Eskaton, you can encounter individuals, groups and local community organizations volunteering their time, talents and compassion to enhance the lives of older adults. Volunteers spend much-appreciated one-on-one time with residents and participants, listening, talking and reminiscing, enriching our communities with beautiful music and facilitating hands-on creative projects.

The power of generosity has been ignited during COVID-19 with an incredible outpouring of encouraging hand-written letters from children, grocery delivery to hundreds of isolated older adults and increased video-conference support calls from chaplains. Intel has been a continuous community partner, improving the landscaping of several care centers this past year, beautifying the environment for residents, family and staff to enjoy.

Eskaton is grateful for each and every person and organization who invests and enriches the older generation with their time and talents, bringing forth joy and supporting well-being.

Telephone Reassurance Program

Knowing loneliness and isolation are leading causes of both mental and physical change in older adults, Eskaton understands how vital maintaining a sense of connection can be. Since 1996, Eskaton's Telephone Reassurance Program has offered socialization, security and the comfort of a friendly voice to older adults living alone. Providing participants with "wellness checks" and friendly conversation, trained volunteers place calls seven days a week, 365 days a year, free of charge. The program is essential in keeping older adults engaged while offering them an opportunity to socialize with someone who truly cares.

"I look so forward to my daily calls and sometimes it's the only one I get. May God bless you all for the outstanding job you do."

– Telephone Reassurance Program Participant

"I'm lonely with my wife gone — for four years, now. A telephone call each day gives me something to look forward to and it lifts my spirit."

– Telephone Reassurance Program Participant



AGE IS *Beautiful*

Public Awareness Campaign

The Age is Beautiful public awareness campaign was developed to change societal perceptions about older adults and the aging process, and to combat the negative effects of ageism in our society.

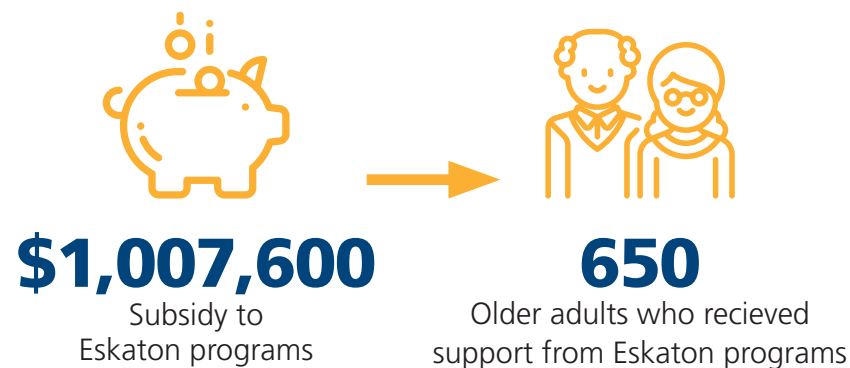
Through photography, filmed interviews and written narrative, Age is Beautiful captures the life experiences and wisdom of older adults who still have so much to share. In the words of our CEO, Todd Murch, Age is Beautiful is simply “the retelling of life histories that should not be lost from memory.”

In addition to Eskaton’s website and social media channels, Age is Beautiful profiles can be found in various regional publications.



The Eskaton Foundation

The Eskaton Foundation exists to support the critical needs of older adults and those that serve them across our region. The positive impact and continuing legacy of generous donors, including residents, staff and community partners, have led to supporting over 650 people this past year who were at-risk of financial jeopardy, social isolation, food insecurity, and loss of independence and social connection. Through major gifts such as bequests and business partner contributions, including Wes Justyn Memorial Golf Tournament golf sponsors and committed monthly donors, the Eskaton Foundation provided over \$1.07 million to help stabilize, connect and support those most in need. Together, we made a difference!



Where the Need is Greatest

Donations provide much-needed support to at-risk older adults in all levels of care. The Eskaton Foundation plays an active role in improving the lives of seniors across Northern California and also supports employee emergency and crisis situations.

Resident Assistance Fund

The Resident Assistance Fund provides support to bridge the gap for residents who have lived with Eskaton for years and, through no fault of their own, deplete their savings and need supplemental financial support to make ends meet.



Power of Partnerships

Advancing understanding and knowledge in the field of aging alongside our local and regional partners is another way Eskaton seeks to improve the aging experience. From participating as judges in the annual Stanford Center on Longevity Design Challenge, to working collaboratively with UC Davis and UC Berkeley's Healthy Aging in a Digital World initiative, we seek to learn and implement forward-thinking strategies and tools. Our collaborative network is diverse, from participating in a balance initiative sponsored by a healthcare system and utilizing the local ballet, to offering on-site work training in partnership with local programs that enroll autistic young adults.

Our collaborative network includes:

Stanford Center on Longevity

UC Davis Health System

UC Berkeley CITRIS

**California State University,
Sacramento**

American River College

Kaiser Permanente

Sacramento Ballet

Sacramento River Cats

PRIDE Industries

Intel





Digital Engagement

Eskaton understands that over 85% of customers first conduct research online prior to picking up a phone or visiting in person. Eskaton's digital media strategy focuses on increasing brand engagement, trust and awareness, while also ensuring that customers can easily access and receive the information they desire. Our digital media strategy empowers us to reach the right customer, with the right messaging, at the right time.

Eskaton currently utilizes Facebook, Twitter, LinkedIn, Instagram and YouTube to increase customer engagement.

Social posting increased **700%**
Social engagement increased **1,500%**



1.2M

Video Views on
All Channels



14,729

Total Social Media
Followers



351K

Total Website
Visits

Online Reviews

Our review average has been trending up each year after implementing new tracking tools. We now have the ability to track every online review Eskaton receives. This provides us the opportunity to identify better ways the community can engage with the Eskaton brand.

Review Sites



Caring.com

facebook

Google

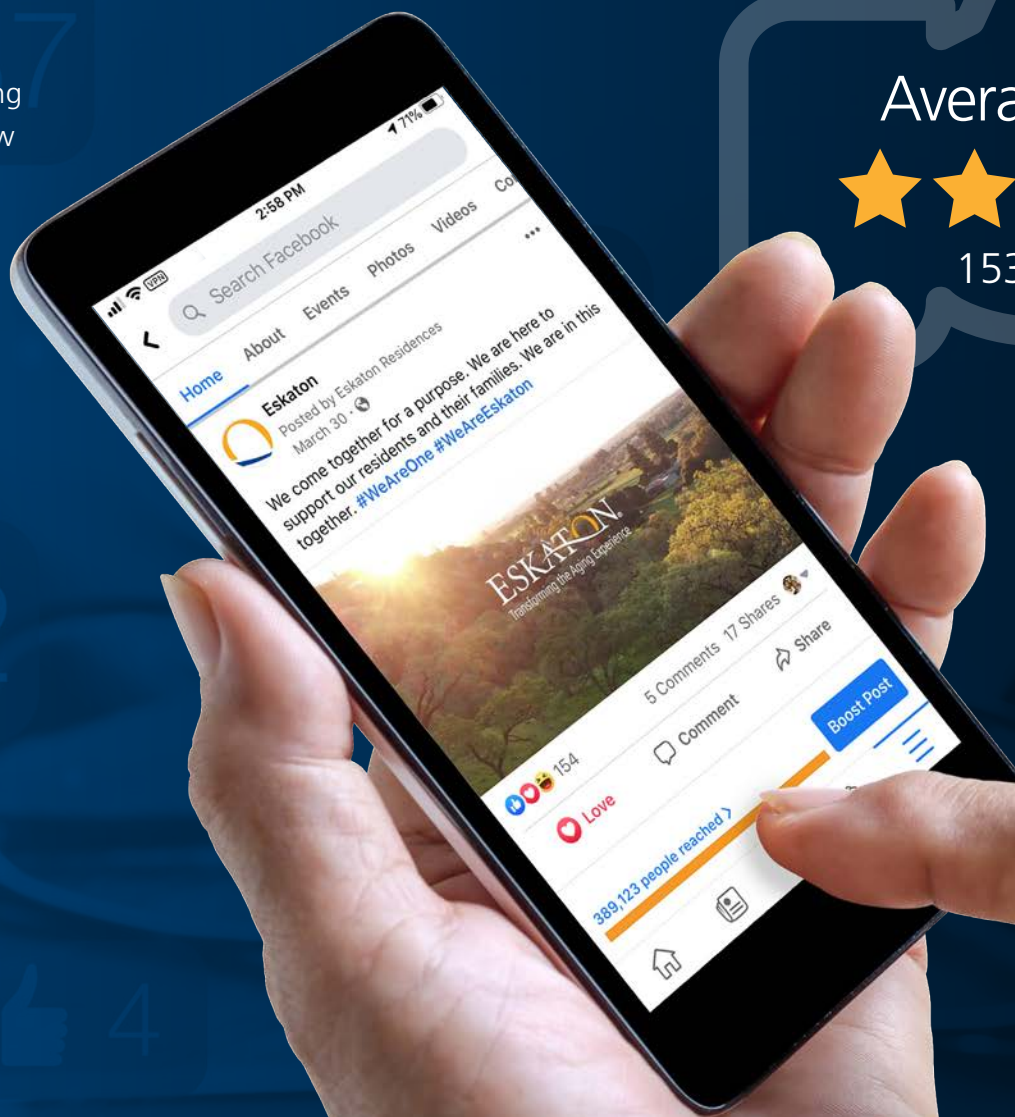
SeniorHomes.com



Average Rating

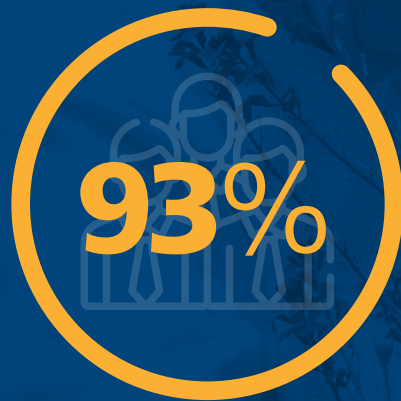


153 reviews



Satisfaction Survey Results

Eskaton conducts monthly satisfaction and engagement surveys in order to invite feedback and gain valuable insight. Surveys are conducted across all communities to identify Eskaton's strengths and respond proactively to areas of opportunity. The metrics enable leadership at all levels to receive and respond to negative or positive trends through a continuous real-time feedback process.



Employees



Residents



Family



Great Place to Work™, a global authority on workplace culture, ranked Eskaton as **#11** of the Best Workplaces for Aging Services, nationwide. Team members who work for certified companies are more likely to stay and recruit for the organization, provide exceptional customer service, and go the extra mile in comparison to employees at non-certified companies.

1,300+ Eskaton employees were surveyed, and more than 60 elements of team members' job experience were evaluated to measure engagement and trust.

Awards and Recognitions



Distinguished Service - Cathy Sailor

Cathy started her career at Eskaton in 1987 as an accountant for affordable housing and is currently Vice President Affordable Housing. Cathy has been instrumental in obtaining government funding for our affordable housing projects and continues to advocate for low-income seniors. Cathy's dedication is greatly appreciated, and we wish her all the best upon her retirement.



Distinguished Service - Betsy Donovan

Betsy has served in a variety of leadership positions at Eskaton for almost 20 years. She has been the Chief Operating Officer of the organization since 2011 and a key player in onboarding several new communities into the Eskaton portfolio. Her dedication is evident by her passion to provide the best possible service to older adults. We wish her all the best in her future endeavors.



Special Recognition - Doug Elmets

Doug was elected to Eskaton's board of directors in 2011. During his tenure, Doug has been instrumental in the development of Eskaton's strategic initiatives. His expertise in the field of communications aided in positive branding and regional exposure of Eskaton's diverse spectrum of services. We thank Doug for putting his time and talent into making Eskaton a better organization.



Special Recognition - Sam Perez

Sam completed his nine-year term on the Eskaton board of directors, having joined in 2011. Sam currently serves as the chair of the Eskaton audit committee. Sam provides valuable expertise in the financial field and in supporting the future growth of Eskaton. His dedication to Eskaton's mission is greatly appreciated.



Volunteer Recognition – Jim Phillips

Jim's tenure began as a member of the Eskaton board of directors from 1998 – 2004. Since then, Jim has served on Eskaton's strategic planning and foundation committees. He currently serves on the Eskaton affordable housing boards. Jim remains a dedicated supporter of Eskaton's mission and values while including his family at events hosted by Eskaton. Jim's on-going dedication throughout the last three decades has been a true testament to the culture for which Eskaton continues to strive.



Brian Stuart

Medication Technician
Eskaton Village Placerville
**California Assisted Living Association
Caregiver of the Year**



Summer Dales

Project Manager
Eskaton Capital Asset Department
**Graduate, LeadingAge
Leadership Academy**



Heather Craig

Executive Director
Eskaton Care Center Greenhaven
**Eli Pick Facility Leadership Award
American College of Health Care
Administrators Award**



Marna Topping

Executive Director
Eskaton Lodge Cameron Park
**Graduate, LeadingAge
California EMERGE**

Awards and Recognitions (Continued)



Best Assisted Living
– Eskaton Village Placerville (2019)



Best Senior Living
– Eskaton Village Carmichael (2019)



**Reader's Choice:
Retirement Community**
– O'Connor Woods (2019)



Best Assisted Living
– O'Connor Woods (2019)



Best Nursing Community
– O'Connor Woods (2019)



**Recognized as a Health
and Wellness Champion**
– O'Connor Woods (2020)



**Best Assisted Living |
Best Alzheimer's Care**
– Eskaton Village Grass Valley (2019)



Best Senior Living Center
– Eskaton (2019)



**Best Senior Living Center
(11TH Year in a Row)**
– Eskaton (2019)



**Best Nursing Homes by U.S. News
and World Report (2019-2020)**
– Eskaton Care Center Manzanita
– Eskaton Care Center Carmichael
– Eskaton Care Center Fair Oaks
– Eskaton Care Center Greenhaven



Caring.com, Caring Stars
– Eskaton Lincoln Manor
– Eskaton Wilson Manor
– Eskaton Care Center Fair Oaks
– Eskaton Care Center Manzanita
– Eskaton FountainWood Lodge
– Eskaton Lodge Gold River
– Eskaton Lodge Granite Bay
– Eskaton Village Carmichael
– Eskaton Village Grass Valley
– Eskaton Village Placerville*
– Eskaton Village Roseville



**American Institute of Architects
(AIA): Recognition for Senior
Living Design**

- The Trousdale (2019)



**Quality and Accountability
Supplemental Payment Award**

- Eskaton Care Center Manzanita
- Eskaton Care Center Fair Oaks
- Eskaton Village Carmichael Care Center
- O'Connor Woods Meadowood
- The Reutlinger Community



**Centers for Medicare & Medicaid
Services - 5-Star Rating**

- Eskaton Care Center Manzanita
- Eskaton Care Center Fair Oaks
- Eskaton Village Carmichael Care Center
- O'Connor Woods Meadowood
- The Reutlinger Community



**National Affordable Housing
Management Association
Communities of Quality Award**

- Eskaton Natomas Manor
- Eskaton Lincoln Manor
- Eskaton Roseville Manor
- Eskaton Jefferson Manor
- Eskaton Wilson Manor
- Eskaton Hazel Shirley Manor
- Eskaton Kennedy Manor
- Eskaton Clearlake Oaks Manor



**California Department of Social
Services Perfect Survey**

- Eskaton FountainWood Lodge
- Eskaton Lodge Granite Bay
- Eskaton Village Grass Valley
- Eskaton Village Placerville
- Eskaton Village Roseville
- O'Connor Woods





Rehabilitation and Skilled Nursing
\$53.6M

Stand-Alone Independent,
Assisted and Memory Care
\$41M

Home Support Services
\$6M

Affordable Housing
\$9.4M

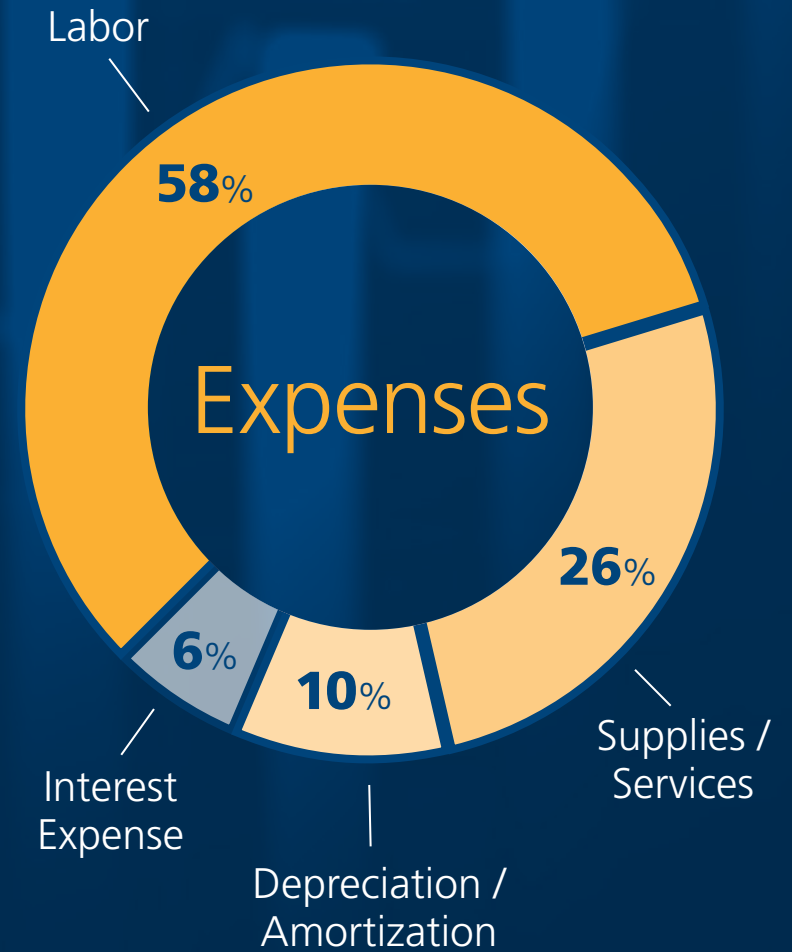
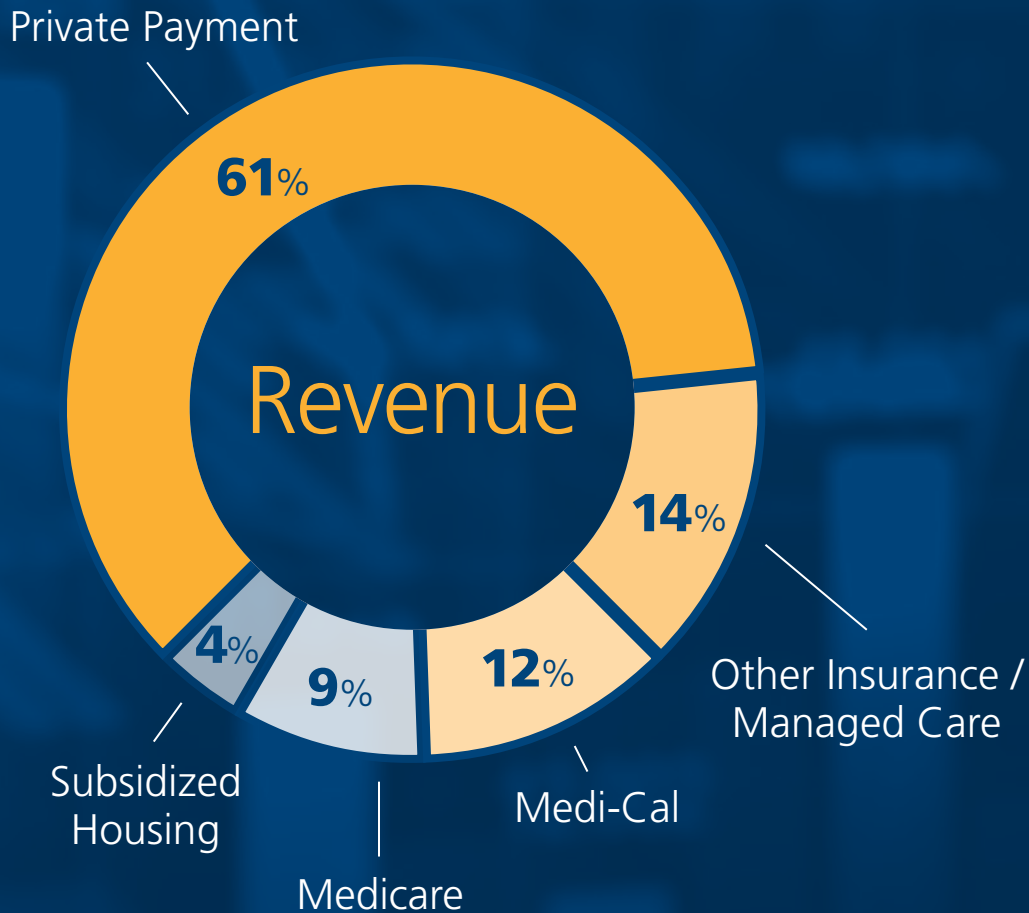
Continuing Care and Multi-Level
Retirement Communities
\$98.7M



12,000+
Older Adults Served Annually



2,500+
Employees



Eskaton Directory

Administrative Office

Eskaton Support Center

5105 Manzanita Avenue, Carmichael, CA 95608
916-334-0810

Consulting, Management and Support Services

5105 Manzanita Avenue, Carmichael, CA 95608
916-334-0810

Home Support Services

Eskaton Telephone Reassurance

916-334-1072
866-ESKATON (866-375-2866)

Live Well at Home by Eskaton

1640 Eskaton Loop, Roseville, CA 95747
916-459-3220

Eskaton Home Healthcare

9722 Fair Oaks Boulevard, Suite A
Fair Oaks, CA 95628
916-536-3750 | 800-499-8662

Residential Living Communities

Eskaton FountainWood Lodge

Assisted Living and Memory Care
8773 Oak Avenue, Orangevale, CA 95662
916-988-2200
License # 347003574

Eskaton Lodge Cameron Park

Assisted Living
3421 Palmer Drive, Cameron Park, CA 95682
530-672-8900
License # 097001275

Eskaton Lodge Gold River

Assisted Living, Pre-Memory and Memory Care
11390 Coloma Road, Gold River, CA 95670
916-852-7900
License # 347001241

Eskaton Lodge Granite Bay

Independent Living with Services and Assisted Living
8550 Barton Road, Granite Bay, CA 95746
916-789-0326
License # 317005628

Eskaton Monroe Lodge

Independent Living with Services
3225 Freeport Boulevard, Sacramento, CA 95818
916-441-1015

Eskaton Village Carmichael

Continuing Care Retirement Community: Independent Living
with Services, Assisted Living, Memory Care
and Skilled Nursing
3939 Walnut Avenue, Carmichael, CA 95608
916-974-2000 | 800-300-3929
License # 340313383 | COA # 202

Eskaton Village Grass Valley

Multi-Level Community: Independent Living
with Services, Assisted Living and Memory Care
625 Eskaton Circle, Grass Valley, CA 95945
530-273-1778 | 888-958-7100
License # 297001933

Eskaton Village Placerville

Multi-Level Community: Independent Living
with Services, Assisted Living and Memory Care
3380 Blairs Lane, Placerville, CA 95667
530-295-3400
License # 097005046

Eskaton Village Roseville

Multi-Level Community: Independent Living
with Services, Assisted Living and Memory Care
1650 Eskaton Loop, Roseville, CA 95747
916-789-7831
License # 315002052

O'Connor Woods

Continuing Care Retirement Community: Independent Living
with Services, Assisted Living, Memory Care and Skilled Nursing
3400 Wagner Heights Road, Stockton, CA 95209
209-956-3400
License # 390314809 | COA #283

The Parkview

Assisted Living and Memory Care
100 Valley Avenue, Pleasanton, CA 94566
925-461-3042
License # 015601283

The Reutlinger Community

Continuing Care Retirement Community: Assisted Living,
Memory Care and Skilled Nursing
4000 Camino Tassajara, Danville, CA 94506
925-648-2800
License #075600335

The Trousdale

Assisted Living and Memory Care
1600 Trousdale Drive, Burlingame, CA 94010
650-443-3700
License # 415601015

Rehabilitation and Skilled Nursing Communities

Eskaton Admissions Center

Referrals to Skilled Nursing Care
5105 Manzanita Avenue, Carmichael, CA 95608
916-334-1087

Eskaton Care Center Fair Oaks

11300 Fair Oaks Boulevard, Fair Oaks, CA 95628
916-965-4663
License # 030000190

Eskaton Care Center Greenhaven

455 Florin Road, Sacramento, CA 95831
916-393-2550
License # 100000158

Eskaton Care Center Manzanita

5318 Manzanita Avenue, Carmichael, CA 95608
916-331-8513
License # 030000153

Eskaton Village Carmichael Care Center

3847 Walnut Avenue, Carmichael, CA 95608
916-974-2060
License # 030000466

Meadowood Health and Rehabilitation at O'Connor Woods

Rehabilitation and Skilled Nursing
3110 Wagner Heights Road, Stockton, CA 95209
209-956-3444
License # 100000631

The Reutlinger Community Care Center

Skilled Nursing
4000 Camino Tassajara, Danville, CA 94506
925-964-2036
License #075600335

Affordable Housing

TDD: 800-735-2922

Eskaton Clearlake Oaks Manor

75 Lake Street, Clearlake Oaks, CA 95423
707-998-9355

Eskaton Frank Jaconetti Manor

232 East Carson Street, Colusa, CA 95932
530-934-3535

Eskaton Hayfork Manor

125 Hyampom Road, Hayfork, CA 96041
530-628-5770

Eskaton Hazel Shirley Manor

11025 San Pablo Avenue, El Cerrito, CA 94530
510-232-3430

Eskaton Jefferson Manor

5959 – 66th Avenue, Sacramento, CA 95823
916-421-9422

Eskaton Kennedy Manor

714 North Humboldt Avenue, Willows, CA 95988
530-934-3535

Eskaton Lassen Manor

205 North Mesa Street, Susanville, CA 96130
530-257-0888

Eskaton Lincoln Manor

6600 Mother Lode Drive, Placerville, CA 95667
530-621-4455

Eskaton Manteca Manor

544 Eastwood Avenue, Manteca, CA 95336
209-823-8828

Eskaton Natomas Manor

2400 Northview Drive, Sacramento, CA 95833
916-920-3282

Eskaton Roseville Manor

1725 Pleasant Grove Boulevard, Roseville, CA 95747
916-771-8900

Eskaton Washington Manor

1020 Kingston Road, Mount Shasta, CA 96067
530-926-5339

Eskaton Wilson Manor

2140 Evergreen Avenue, West Sacramento, CA 95691
916-371-2060





ESKATON[®]
Transforming the Aging Experience