

ESKATON[®]

Transforming the Aging Experience

Annual Report 2020-2021



President's Message

Oh what a year it has been!

Fifteen months under the cloud of COVID-19. Will the world ever be the same . . . Who knows?

I will tell you what I do know, and that is people are far more resilient and able to rise to the challenge than they might imagine. And by people, I specifically mean Eskaton's employees, residents, and families.

Senior living communities were probably the most impacted by the response to the pandemic; mandatory testing, quarantines, lock-downs, and visitation restrictions.

Month after month we endured, until finally a vaccine was approved. By the one-year anniversary of COVID-19, the majority of our staff and residents were vaccinated. Positive cases fell off a cliff; the vaccinations worked. So, what did we learn?

We have heard many of our community teams comment that they are a tighter knit group and more committed than ever to our mission to provide care to seniors. Our residents and families are reunited and tears of happiness are flowing. Some infection control practices will benefit us all in the future, and we learned the true meaning of "We're all in this together".

This was not the first storm Eskaton has weathered in its 50+ years, and it will not be the last.

We learn, we remember, and we become a stronger organization for the experience.

In my more reflective moments, I find that I am extremely grateful to work in the aging services field and in the nonprofit sector.

Thank you,



Todd Murch, President/CEO



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Highlights

COVID Specialty Program

Eskaton partnered with Kaiser Permanente and the county's public health department to establish a temporary specialty wing at Eskaton Care Center Fair Oaks to care for older adults who contracted COVID-19 and were discharged from the hospital. A total of 131 residents were cared for.

Vaccination Clinics

In partnership with The Lighthouse Project and UC Berkeley CITRIS, Eskaton launched mobile and drive-thru vaccination clinics to serve local and rural older adults. Together with Pucci's Pharmacy, AlphaOne Ambulance Medical Services and Eskaton Home Healthcare, over **2,200** vaccinations were administered.

Lighthouse Project

Supported by a grant through UC Berkeley CITRIS, Eskaton is providing low-income senior housing residents with access to broadband internet and evaluating the value of telewellness technologies in multilingual settings.

New Intergenerational Community

Eskaton is partnering with Mercy Housing to develop 100 apartments designed for low-income families and older adults. The proposed Pleasant Grove Apartments will be adjacent to Eskaton Roseville Manor (affordable housing community) with a community garden in between (rendering on opposite page).





Highlights

InnovAge PACE

July 1, 2020 marked the opening of the 66,000-square-foot center that provides all-inclusive care for older adults at risk of requiring skilled nursing services. This joint-venture between InnovAge, Adventist Health and Eskaton can serve over 1,500 people. There are currently 132 individuals enrolled.

Alzheimer's Walk Senior Cup

Comprised of 13 communities and 331 walkers, Team Eskaton raised over **\$29,000** through the contributions of employees, residents and family members. Eskaton has been the presenting sponsor for the last two years and will sponsor again in 2021. Eskaton was the single largest donor in the Sacramento Region and presented with the coveted Senior Cup!

California State University, Sacramento Partnership

Eskaton is establishing a 5-year *Gerontology Leadership & Diversity Scholarship* for undergraduate and graduate students with **\$125,000** in support over five years.

Scaling Voice-First Technology

Through a generous donation from Amazon through our K4 Community partnership, Eskaton distributed more than **1,000** Alexa devices to residents. This will expand their opportunities for social connection and improve their access to information.





Eskaton Board of Directors

Susan DeMarois

David Lindeman

Mariann Sheldon

Robert Edmondson

Patricia McFarland, Chair

Sarah Steenhausen

Lawrence Garcia

Todd Murch

Lisa Yates

Jacquelyn Kung

Jordan Rose

Amy Yotopoulos

CCRC Resident Representative

Mary Dial

Eskaton Management

Todd Murch

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Senior Vice President/Chief Strategy Officer

Mark Jenkins

Senior Vice President/Chief Financial Officer

Charles Garcia

Chief Information Officer

Tom Garberson

General Counsel

Monica Sandgathe

Executive Assistant to the CEO and Board of Directors

Tighe Hammam

Vice President, Residential Services

Robert Brandi

Vice President, Healthcare Services

Elizabeth Catron

Vice President, Affordable Housing

Erin Scherer

Executive Director, Capital Asset Management

Trish Bayless

Director of Human Resources

Jennifer Marlette

Executive Director, Quality and Compliance

2020-2021 Strategic Focus





Mission

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

Vision

Transforming the Aging Experience

Brand Values

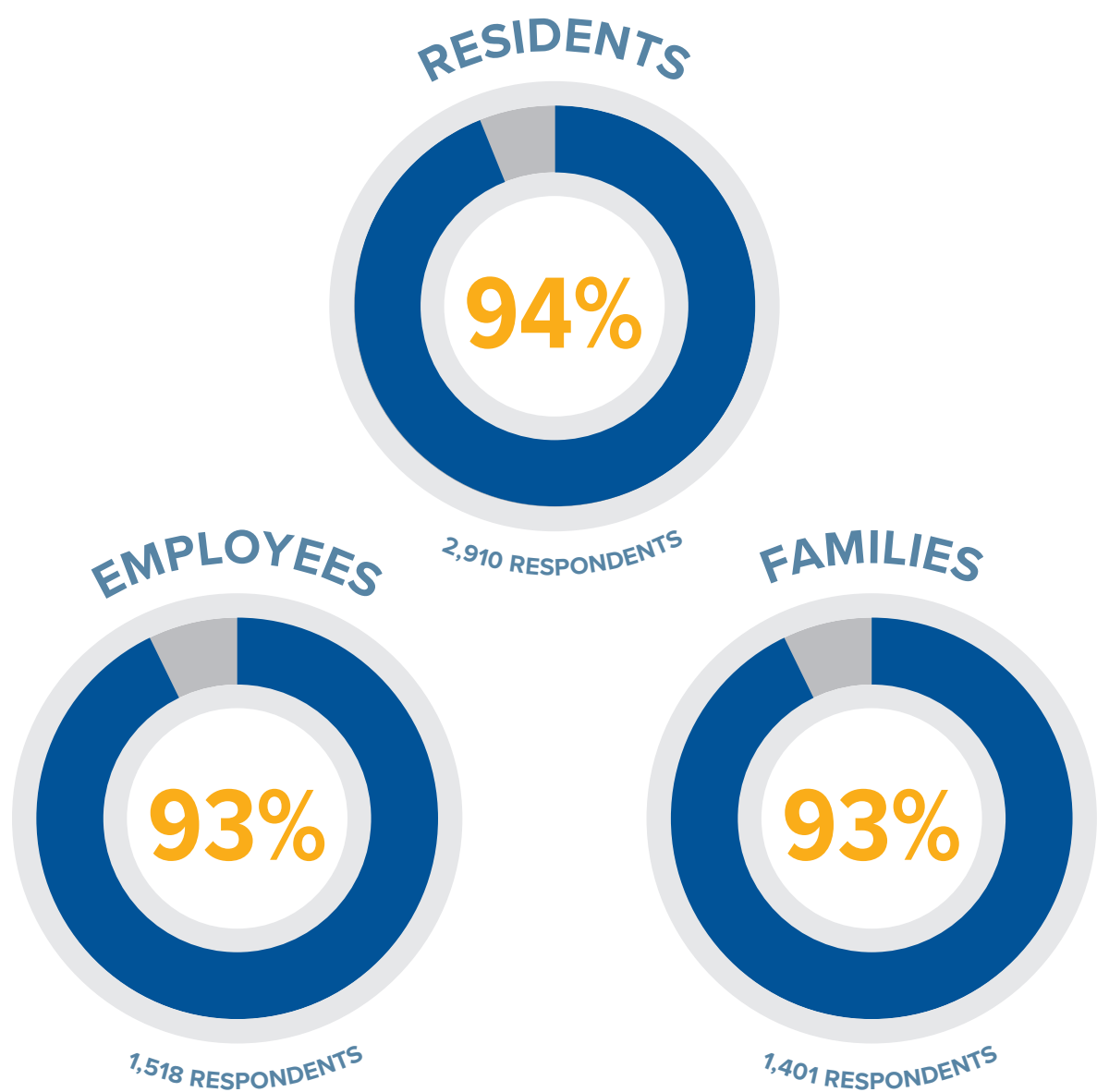
- **Ethical** – We believe in doing the right thing.
- **Transparent** – We act responsibly and develop trusting relationships.
- **Inclusive** – We welcome people of all backgrounds, abilities and faiths.
- **Innovative** – We believe in exploring new ideas and solutions.
- **Purpose-Driven** – We believe in making a positive difference in the lives of those we serve each day.

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 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.

Satisfaction Survey Results

Eskaton conducts monthly satisfaction and engagement surveys across all communities to obtain valuable insight, identify 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 continuous, real-time feedback.



*Surveys conducted from May 2020 - May 2021



Spectrum of Services

Eskaton's diverse spectrum of services includes independent and assisted living, memory care, skilled nursing and rehabilitation. Our home-based services provide clinical and nonmedical support for older adults in the comfort of their own homes. For older adults on limited incomes, Eskaton also offers affordable housing options.

What We Offer

Residential Living Communities

Life Plan Communities and Multi-Level

Communities offer a wide range of services on one campus, which may include independent living with services, assisted living, memory care, rehabilitation, skilled nursing care and short-term (respite) stays.

Independent Living with Services delivers an independent lifestyle bolstered by the conveniences and confidence of available support.

Assisted Living provides residents with enhanced, personalized assistance with activities of daily living (ADLs) in the comfort of their apartment home.

Memory Care and Pre-Memory Care

neighborhoods provide an environment supportive of self-expression, empowerment and mutual respect through a transformative approach to care.





Rehabilitation and Skilled Nursing Care Centers

Rehabilitation and Skilled Nursing Care Centers provide 24/7 skilled nursing support in combination with short-term physical, occupational and speech therapy.

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.

Home-Based Services

Home Healthcare and Live Well at Home offer a combination of clinical and nonmedical home-based services, including rehabilitation, transitions home, education

and a specialized dementia care program through our team of care navigators, nurses, therapists and home health aides.

Community Outreach

Resource Navigation and Telephone Reassurance are Eskaton community programs in which trained employees and volunteers provide daily, cost-free check-in calls and assist older adults in identifying and navigating resources and services.

Consulting, Management and Support Services

Eskaton provides a wide range of consulting services as well as turnkey operational management and support services to meet the needs of their clients.

Digital Engagement

Eskaton's digital media strategy focuses on increasing engagement, trust and awareness while ensuring that potential residents and their loved ones can easily access and navigate the information they need. Our digital media strategy allows us to connect with potential clients and residents while taking them through the Eskaton experience.

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



1.28M

Video Views on All Channels



258K

Total Website Visits



18,489

Total Social Media Followers

Online Reviews

Since implementing new tracking tools, we now have the ability to track every online review that Eskaton receives. This provides the opportunity to identify more effective ways the community can engage with the Eskaton brand.

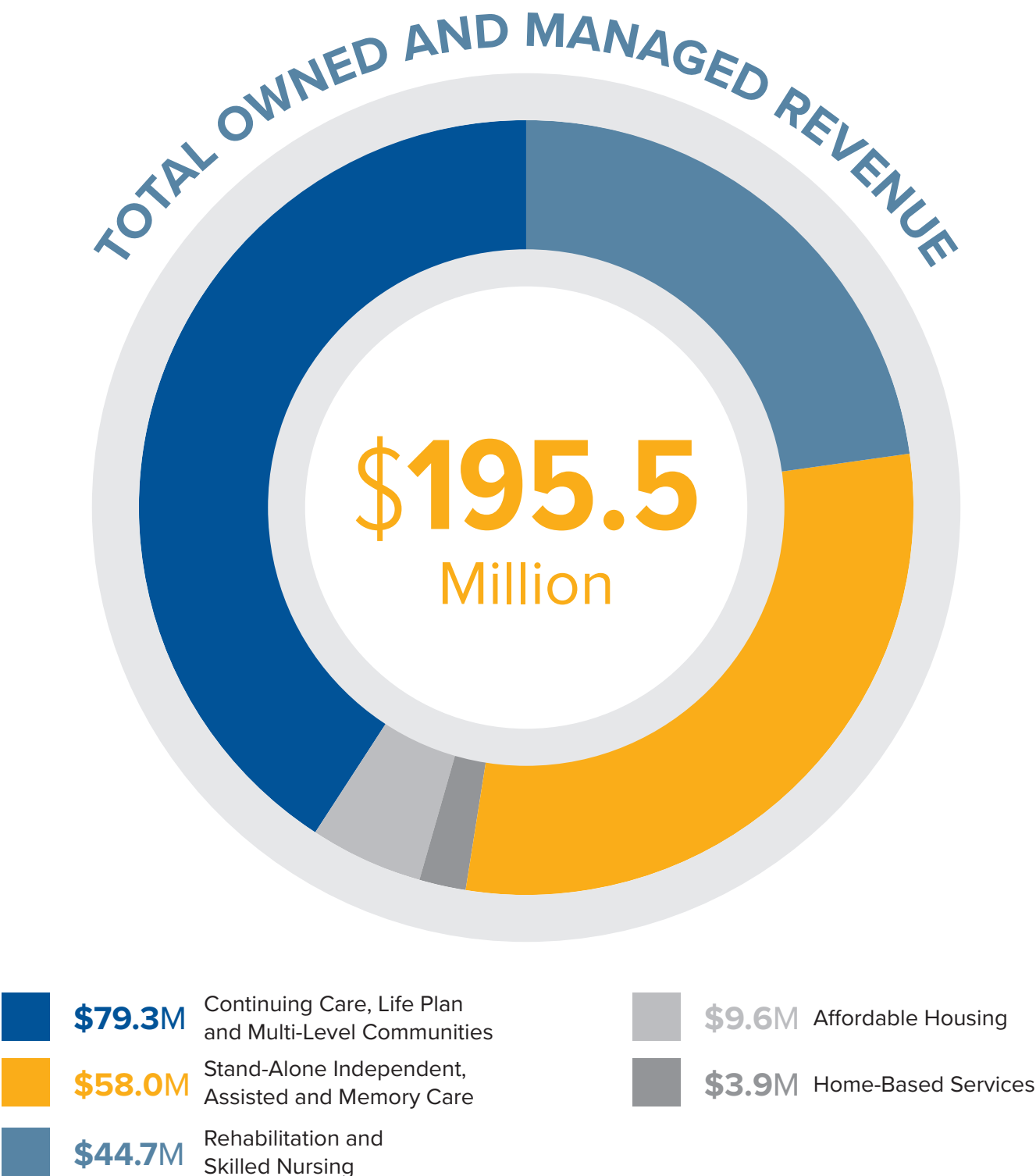
Average Rating



Review Sites



Financials

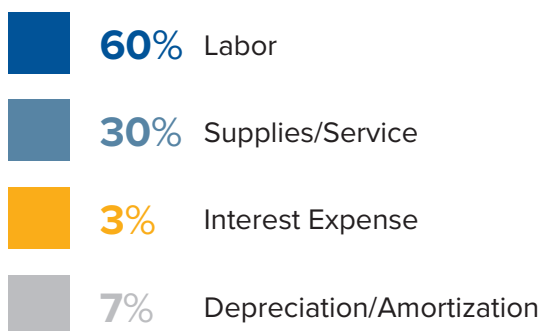
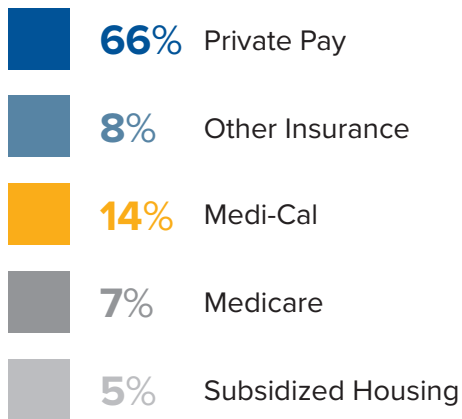




12,000+
Older Adults Served Annually



2,500+
Employees



Power of Partnerships



The Power of Community Connections

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. Our network of community collaborators is diverse and wide-ranging, delivering support and the most up-to-date information as we seek to learn and implement forward-thinking strategies and tools.

Expanding Education and Innovation

- Stanford Center on Longevity
- UC Davis Health System
- UC Berkeley CITRIS - The Lighthouse Project
- California State University, Sacramento
- American River College

Improving Health & Well-Being

- Kaiser Permanente
- Sacramento Ballet
- #QuarantineKindness Contributors:
 - SMUD
 - Blue Shield
 - Saint Francis High School
 - TaxAudit
 - VSP

Fulfilling Critical Needs in our Local Community

- Meals on Wheels
- Raley's
- Sacramento Kings
- SAFE Credit Union
- RSVP
- The Lazarus Project
- The Gathering Inn
- Alzheimer's Association
- Del Oro Caregiver Resource Network

Access to Vaccines

- InnovAge PACE
- Eskaton Home Healthcare
- AlphaOne Ambulance Medical Services
- Pucci's Pharmacy



3870

592

PACE - Program of All-Inclusive Care for the Elderly

innovAge

Adventist Health | ESKATON



Healthcare



Social Activities



Independence

innovAge

Live on Your Terms

MyInnovAge.com

MyInnovAge.com

888.598.0302
TTY: 711

THIS VEHICLE STOPS AT ALL RAILROAD CROSSINGS

innovAge

IN PARTNERSHIP WITH

Adventist Health

ESKATON

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-Based Services

Eskaton Community Outreach

Telephone Reassurance, Resource Navigation,
Support Groups, Volunteers/Internships
916-334-1072 | 1-866-ESKATON (1-866-375-2866)

InnovAge PACE Center

3870 Rosin Court, Sacramento, CA 95834
916-603-5400
License #550005378

Live Well at Home by Eskaton

Greater Sacramento: **916-459-3220**
Peninsula: **650-403-4127**
East Bay: **800-478-1209**

Eskaton Home Healthcare

9722 Fair Oaks Boulevard, Suite A, Fair Oaks, CA 95628
916-536-3750 | 800-499-8662
License #100000448

Residential Living Communities

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 Care 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

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

Eskaton Village Grass Valley

A Multi-Level Community: Patio-Home Ownership with HOA Services, 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

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

Eskaton Village Roseville

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

O'Connor Woods

A Life Plan Community: Independent Living with Services, Assisted Living, Memory Care, Rehabilitation 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

A Multi-Level Community: Assisted Living, Enhanced Care, Memory Care, Rehabilitation and Skilled Nursing
4000 Camino Tassajara, Danville, CA 94506
925-648-2800
License #075600335 | COA #341

The Trousdale

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

Rehabilitation and Skilled Nursing Care Centers

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 | COA #202

Meadowood Health and Rehabilitation Center

3110 Wagner Heights Road, Stockton, CA 95209
209-956-3444
License #100000631 | COA #283

The Reutlinger Community Rehabilitation and Skilled Nursing Care Center

4000 Camino Tassajara, Danville, CA 94506
925-964-2036
License #020000589 | COA #341

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



