

C H R I S T I A N H E A L T H C A R E C E N T E R



Changing lives



2 0 0 9 A N N U A L R E P O R T



MISSION

The mission of Christian Health Care Center (CHCC) is to provide a continuum of high-quality, family-centered geriatric and mental-health services in a compassionate and loving environment, consistent with the Christian principles on which the institution was founded. The mission is rooted in the belief that we minister to the whole person, recognizing that a person's faith should be utilized, strengthened, and nourished as an aid in the recovery process.

Accordingly, we respect and care for the physical, emotional, and spiritual needs of our patients, residents, clients, and their families.

VISION

The vision of CHCC is to be the hands of Christ through expressions of mercy and love. We aspire to live out our ministry of healing and caring to fulfill the need for quality services offered in a Christian environment. We seek to provide an ever-widening and enriched continuum of high-quality services. We commit ourselves to the Christian principles on which we were founded, thereby enabling us to carry out God's work with integrity and compassion.

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C H A N G I N G L I V E S

Changing lives. That was the aspiration of the founding fathers of Christian Health Care Center (CHCC). The 14 deacons from the Reformed tradition were disheartened by the state of treatment for the mentally ill. They were appalled by conditions of asylums and other facilities that housed such individuals. Together, they vowed to build a hospital that would provide physical, mental, and spiritual care for the mentally ill based on Christian principles.

Nearly 100 years later, CHCC remains committed to changing lives. Sometimes this is accomplished through new methods of patient care. Other times it's simply holding a person's hand on a difficult day. No matter how big or small a gesture, it is delivered with sincerity, compassion, and a genuine desire to fulfill the Center's mission.

The 2009 Christian Health Care Center Annual Report celebrates the countless ways employees, volunteers, and donors change lives. So many extraordinary things take place here every day. So many lives are touched, and so much comfort and compassion is offered. We all seek to change lives by being the hands of Christ in all that we do.



Douglas A. Struyk, CPA, LNHA
President and CEO



Sandra De Young, EdD
Chair, Board of Trustees

... THROUGH CARING FOR THE ELDERLY



Elder-care at Christian Health Care Center (CHCC) extends beyond the physicians, nurses, nurses' aides, therapists, social workers, and dietitians on a resident's interdisciplinary health-care team. Care takes a unique approach through the Adopt-a-Resident program. All employees are invited to "adopt" Heritage Manor Nursing Home residents. The result, for both senior and employee, is often a new friendship and the creation of an extended family. Just ask Lynn Clark of Hawthorne, Ramapo Ridge Psychiatric Hospital Secretary, who adopted former Hawthorne resident Meredith Fowler.

▲ PICTURED ABOVE:
Lynn Clark, left,
and Meredith Fowler

"I just love Meredith! I really would love to take her home," Mrs. Clark says. "She is so wonderful, and she's such a compassionate woman. We always share a hug and a laugh or two when I visit."

The feeling is mutual.

"It's great being adopted," Miss Fowler says. "It makes you feel wanted, and we have such nice visits together."

During a recent hospitalization, Mrs. Clark brought Miss Fowler her hearing aids.

"When Meredith saw me standing in her hospital room she said, 'Lynn, you came! You really do care!' That meant more to me than I can tell you," Mrs. Clark says.

The Adopt-a-Resident program was created as one way for CHCC to comply with updated state regulations concerning activities. The rules require that all long-term care activities be individualized to ensure that they are relevant to each resident; help enhance quality of life; and promote self-esteem, comfort, education, creativity, success, and independence. Heritage Manor's Neighborhood Project team, charged with creating a more home-like atmosphere and enhancing individualized care, suggested the creation of individual resident activity boxes to address the new regulations. These boxes could be utilized by family, visitors, and staff.

"The only problem was how to fill 252 boxes in a timely and cost-effective manner," says Alison Argott, Heritage Manor/Southgate Activities Director who spearheaded the Adopt-a-Resident program. "I was sitting in my office – almost starting to panic – when I came up with an idea. Why not invite CHCC employees to 'adopt' a resident? The launch of the program would be filling an activity box for his or her resident."

Mrs. Argott and her staff created information cards on every resident and distributed them to employees wishing to adopt. Freshmen from Eastern Christian High School initially participated as well.

"I continue to be so excited and encouraged by employees' response to and enthusiasm for the program," Mrs. Argott says.

Like Mrs. Clark, Nancy Maphis, Long-term Care Admissions Coordinator, visits her adopted resident on a regular basis.

"When I heard about the Adopt-a-Resident program I knew immediately who I wanted to adopt. When I was a certified nursing assistant at Heritage Manor, one resident – Elsie Dudas – grew to become a personal friend," she says. "The program was a perfect opportunity to make a commitment to spending more time with Elsie."

... THROUGH CARING FOR THE MENTALLY ILL

Since its founding nearly a century ago as New Jersey's first private psychiatric hospital, Christian Health Care Center (CHCC) has made a commitment to provide high-quality, innovative services while adhering to its Christian principles. Innovation has taken many forms at the Center, including the introduction of Lead Certified Nursing Assistants (CNA) to the patient-care team at Ramapo Ridge Psychiatric Hospital.

"The Lead CNA position at Ramapo Ridge was modeled on the Lead CNA role at the Center's Heritage Manor Nursing Home," says Sophia Magnifico, RN, BSN, Ramapo Ridge Geriatric Nurse Manager. "These new positions were developed as part of our service-excellence program. Our goal was to enhance the team-centered approach to care in both facilities."

Lead CNAs at Ramapo Ridge review a patient-care report from the Charge Nurse at the start of the shift and provide input regarding assignments for CNAs. Among the roster of responsibilities, Lead CNAs ensure that these assignments are communicated to, and completed by CNAs, that high-quality

care is provided, and that patient needs are met. They make rounds on their assigned units, provide direct patient care and assistance with activities of daily living, ensure that patients follow their program schedule and assist with transport to activities, ensure that patient belongings and the environment are safe and secure, confirm that replacement and/or relief staff have arrived, and transfer patient-care information to the next shift.

"Lead CNAs identify and coordinate, with the registered nurses and other team members, any concerns regarding patient care," Ms. Magnifico says. "This coordination and communication of patient-care needs and concerns are instrumental in facilitating teamwork and involvement of all staff."

To succeed in their roles, Lead CNAs are provided with extensive leadership training, including communication skills, coaching, decision-making, motivation, and team building.

"Being a Lead CNA in Ramapo Ridge requires emotional stability and the ability to relate to and care not only for individuals who are often emotionally unstable, but family members and friends who are often upset," Ms. Magnifico says. "It requires critical thinking skills, professionalism, and compassion."

Lead CNAs – and all members of a patient's health-care team – are also patient, tactful, flexible, open-minded, and possess a certain maturity.

"The health-care team's primary focus is the patient," Ms. Magnifico says. "The patient always comes first."



► PICTURED AT RIGHT:
From left, Marie TenKate, CNA;
Rosalie Johnson, CNA;
Ludlow Soman, CNA;
Danielle Vannucci, CNA; and
Sandra Morris-Smith, CNA

... BY LIVING OUR MISSION

Legends are all around Christian Health Care Center (CHCC). They are employees who live the mission and demonstrate behavior above and beyond expectations.

Each year, four Legend All Stars are selected; one is named Legend of the Year. All have made a difference in the lives of others – not only people associated with CHCC, but also in the community-at-large.

The 2009 Legend of the Year distinction was bestowed upon Steve Van Heemst, Central Supply Mail Clerk. He has been described as “always going the extra mile for everyone and never giving less than 110 percent.” Mr. Van Heemst always provides the best service that he can. He used to stop at a convenience store every morning to buy a newspaper for some residents that wasn’t available at the time to the Center through the delivery company being used.

“It’s all about the residents,” Mr. Van Heemst says. “I’ll do anything I can to make them happy.”

This same philosophy is shared by Hamed Raji, Plant Operations and Maintenance, who was selected as a Legend All Star. A 20-year employee, Mr. Raji volunteers to transport a resident in a wheelchair van on his own time,

asking for nothing in return. Because of his willingness to give up his free time on weekends, the resident has had the opportunity to go to the circus, an ice-skating show, and a special Easter church service followed by dinner at a friend’s house.

Boguslaw Boks, Personal Care Attendant at Hillcrest Residence, was named a Legend All Star for her quick reaction and judgment when she smelled smoke in the area of the Hillcrest lounge. Ms. Boks, the sole staff member on the 11 p.m. to 7 a.m. shift, immediately called Ed Henry of Plant Operations and Maintenance, who along with Security Guard Rick Diodato, inspected the building from top to bottom and identified the source of smoke. With the assistance of the Wyckoff Fire Department, the fire in the boiler room electrical panel was extinguished.

If more time had passed and the smoke had intensified, a tragic event could have occurred.

Stacey Sinclair, CNA, Christian Health Care Adult Day Services of Wayne Driver/Activities Aide, was selected as a Legend All



▲ PICTURED ABOVE:
Steve Van Heemst

▼ PICTURED BELOW (LEFT TO RIGHT):
**Boguslaw Boks, Stacey Sinclair, CNA,
and Hamed Raji**

Star for assisting an elderly township resident who had fallen on the sidewalk. After leaving work on a bitterly cold day, Ms. Sinclair saw the woman fall and immediately parked her car and went to the woman’s aid. The woman had cuts and bruises and was in great pain. Ms. Sinclair called 911 and kept the woman warm while waiting for assistance. She wrote down the woman’s name, telephone number, and other pertinent information, which was helpful for the Wayne first-aid squad members when they arrived.

As these four individuals illustrate, achieving Legend status doesn’t necessarily involve a gesture on a grand scale. It can be a simple act of kindness delivered with sincerity. It’s about using the gifts that God has blessed you with to be a real-life example for others to follow.



... BY JOINING GENERATIONS

When youngsters from the Christian Health Care Center (CHCC) Child Day Care Center visited Hillcrest Residence for a craft project, it was hard to tell which generation was having more fun.

▼ PICTURED BELOW:
Hillcrest Residence residents Eleanor Marcincavage, left, and May Kapakjian, right, work on a project with Ava Mercurio, second from left, and Joseph Amoruso

"I think there's more paint on our hands than on the birdhouse!" says 94-year-old May Kapakjian, who assisted 4-year-old Joseph Amoruso in creating a colorful aviary abode.

Thanks to the on-site day-care center, a flourishing Junior Volunteer program, and relationships with several area schools, intergenerational programs abound at the Center. Joining generations through activities and projects benefits young and old equally. Intergenerational events enhance quality of life; foster friendships across age groups; dispel stereotypes; make seniors feel less alienated, lonely, and depressed; strengthen community relationships; encourage the exchange of traditions and values; enhance social skills; promote self-esteem; stimulate learning; inspire collaboration; and encourage tolerance.

One or two intergenerational activities are scheduled daily for the Child Day Care Center, which is located in the same building as The Longview Assisted Living Residence.

"Activities include, but are not limited to, arts and crafts, singing, reading books, and celebrating the residents' birthdays. We also decorate the hallways with the children's artwork and crafts, perform holiday concerts for the residents, and spend quality time with the seniors, simply talking and sharing hugs and love," says Debby Neill, Child Day Care Center Director.

"It's a joy to see the residents light up when the children come around," says Cheryl Wolf, Longview Activities Director. "Happiness is contagious. I see it all the time. People who suffer from arthritis, dementia, or chronic



pain suddenly come to life and overflow with joy when the children are present. When our residents receive cuddles from infants or hugs and high-fives from preschoolers, the smiles and stories that follow are not only therapeutic, but precious moments that heal the soul."

Community-service projects often bring older children to CHCC. It's not uncommon to find third-graders helping serve dinner to Heritage Manor Nursing Home residents or teens leading sing-alongs for clients of Christian Health Care Adult Day Services. Members of the Center's Junior Volunteer force often assist in the activities programs for all senior programs and residences.

CHCC intergenerational programs are not confined to campus. Residents of Evergreen Court, an independent-senior

apartment complex at the Center, periodically travel to Sicomac Elementary School in Wyckoff to read to kindergarten students. As the school year progresses, the children begin to refer to the seniors as their adopted grandparents.

"The most exhilarating part of intergenerational programs is when both populations realize that a person who was once a stranger has now become important," says Alison Argott, Activities Director for Heritage Manor and Southgate behavior-management unit, "The strengths of each generation are recognized and respected. The programs become a celebration of young and old, of life and learning."

... THROUGH EDUCATION

► PICTURED AT RIGHT:

Geraldine V. Blom, RN, BC, who teaches the Nurse Aide Training and Competency Evaluation Training Program at Christian Health Care Center, received national recognition for her contributions as a nurse educator.



he secret of education," Ralph Waldo Emerson once said, "lies in respecting the pupil."

Geraldine V. Blom, RN, BC, Christian Health Care Center (CHCC) Clinical Educator, adheres to the same philosophy as instructor for the Center's Nurse Aide Training and Competency Evaluation Training Program. Her dedication to her students and her clinical knowledge were recognized by the National Council of Certified Dementia Practitioners. The organization bestowed Mrs. Blom with its annual Nurse Educator/Inservice Director of the Year Award for her significant contributions as a nurse educator.

"Mrs. Blom is one of the best nurse educators with whom I have ever worked," says Elaine G. Whelan, RN, BC, MSN, CHCC's Clinical Education Director. "She does everything with such focus, precision, and attention to detail that she excels in all she does. As unassuming as she is, she is such an inspiration because of all the positive ways in which she addresses care needs and the need for training and education."

Mrs. Blom has served as coordinator of the CHCC nurse aide program since 2000. Those who successfully complete the 90-hour state-approved course; pass the written and practical-skills evaluation; and clear a fingerprint-supported criminal-background investigation become certified nursing assistants.

"The students are all employed by the Center and have the benefit of attending the course on site," Mrs. Blom says. "They need to pass the skills and written examination four months from their date of hire."

CNAs provide care for the majority of patients and residents at CHCC residences and programs, including Heritage Manor Nursing Home, Southgate behavior-management unit, The Longview Assisted Living Residence, Christian Health Care Adult Day Services of Wayne and Wyckoff, and Ramapo Ridge Psychiatric Hospital. Through the training program, students learn about infection control; safety; and the psycho-social, physical, spiritual, and activity needs of residents and patients.

"Although the curriculum is provided by the state, as the instructor, my responsibilities include applying for approval to conduct each class;



developing the class calendar, written tests, and quizzes; updating audiovisual materials, equipment, and lesson plans; evaluating and return-demonstration of skills; determining if the nursing assistant has passed the course; compiling statistics; and submitting an annual report to the New Jersey Department of Health and Senior Services," says Mrs. Blom, who conducts four classes per year for about 25 students.

Once a year at CHCC, family members, friends, and colleagues gather for a CNA pinning ceremony for those who have successfully completed the course.

"When I started working in long-term care, I realized the importance and role of CNAs. They are the eyes and ears of the nurses. Since they spend so much time with residents and patients, they are able to share valuable information with the Interdisciplinary Care Team," Mrs. Blom says. "My reward is being able to see on a daily basis their commitment to our residents and patients."

... THROUGH TECHNOLOGY

ucked away among the Christian Health Care Center (CHCC) archives are examples of the facility's first database – handwritten records of patient care, billing, and expenses logged in worn leather-bound journals.

Nearly a century later, those relics have been replaced with an intricate information-technology network which features state-of-the-art software, servers, personal computers, computer tablets, handheld devices for medical records, Blackberrys, and cell phones. Modifications and upgrades are constant to keep pace with ever-changing technology.

"Information and data need to move with speed, reliability, security, and quality," says Scott Velez, Information Technology (IT) Director. "This is vital to the delivery of care at the Center, which is why we need to ensure that we're one step ahead of technology and that our systems are running efficiently and smoothly."

In 2009, IT upgraded all switches on campus from 100 mb to 1 g. Speed is 10 times faster. IT also installed a new file server for quicker retrieval of files and set up wireless access for using electronic medical records in The Longview Assisted Living Residence. Because electronic medical records for Center programs depend partially on Internet access, IT established link balancing: If the main T1 line goes down, Internet access will automatically switch to another high-speed provider.

These IT improvements proved beneficial for the transition to new financial software in 2009 for the long-term care division.

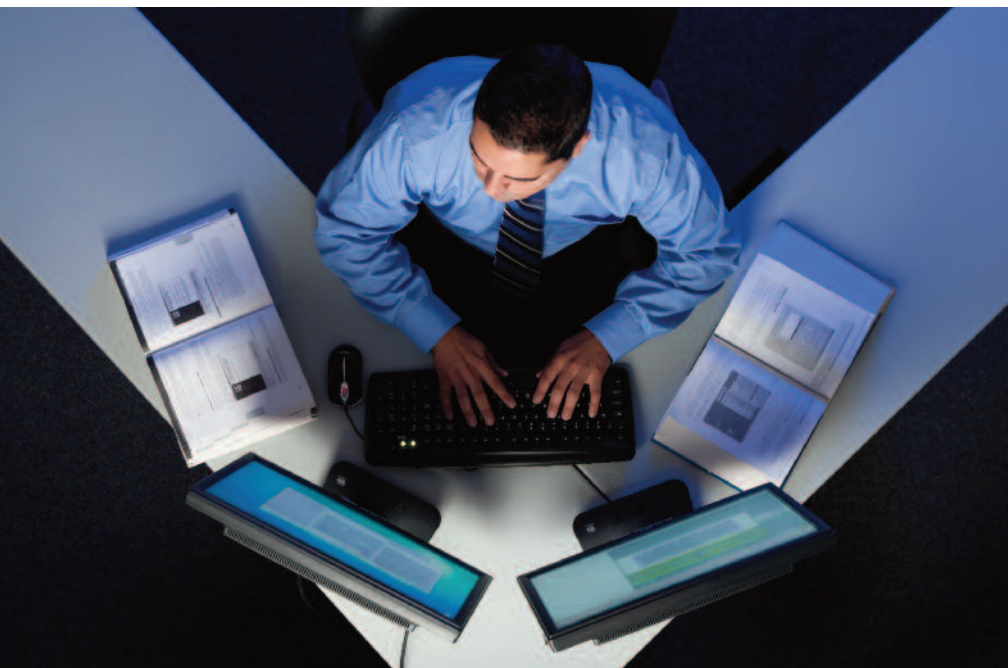
"By nature of the way the previous software worked, we had five databases for the long-term care programs and physician billing. If a resident at Evergreen Court moved to

The Longview Assisted Living Residence, for instance, that individual would be admitted to his or her new residence with a new identification number," says Christine Gavzy, Coordinator of Financial Services/Executive Assistant. "Now, with one database, every resident has a unique identification number which can be used throughout the continuum of care here. It streamlines our processes and results in more efficient record keeping."

Additionally, the new software, which is the largest software upgrade to date at the Center, generates more user-friendly statements and, since it interfaces with the electronic medical records system utilized at the Center, increases accuracy in billing. Laboratory bills, pharmacy invoices, etc. are automatically downloaded in the system.

"Information is provided in real time," Mrs. Gavzy says. "Through a dashboard we can immediately check the census, view payments, review charges, etc. It's a plus not only for residents and their families, but for staff as well. It increases patient, family, and employee satisfaction."

"Improved efficiency and accuracy result in cost savings and increased reimbursement," says Jennifer D'Angelo, Software Implementation Director who spearheads evaluation and implementation of software at the Center. "More important, technological improvements allow the staff to dedicate more time to direct patient care."



PICTURED AT LEFT:
Scott Velez,
Information Technology Director

VOLUNTEERS 2009

Christian Health Care Center is thankful for, and proud of, its team of volunteers. These dedicated individuals can be found Center-wide performing a broad range of duties, such as assisting with activities, making “friendly visits” with residents, organizing fund-raising events, and serving on the boards of trustees.

For more information on volunteering at the Center, call Dot Faasse, Coordinator of Volunteers, at (201) 848-5797 or e-mail dfaasse@chccnj.org.

Charles Adamo
Anthony Agag
Betty Almroth
Mildred Ambrosio
Trudy Atema
Alice Baker
Dottie Balkema
Nancy Bartlett
Carol Bassett
Alice Becker
Darla Bertollo
Anita Blauvelt
Helen Borduin
Maureen Braen
Betty Brandes
Anne Brennan
John Breur
Linda Brock
Ronnie Broderick
Rev. Norman Brown, DMin
Joanne Buffa
Pat Burwitz
Theresa Bushman
Ann Bushoven
Bernice Bushoven
Carol Caldarone

Elsie Canning
Francesca Carabillo
Aracelis Casiano
Mary Lou Ciavarra
Marion Clark
Virginia Clarke
Norman Constantine
Elaine “Pat” Corcoran
Paula Coyne
Richard De Bel
Alberta De Blae
Maria De Grezia
Joyce De Haan
Ruth De Vries
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Joe Dekker
Alice Demarest
Elsie Diaz
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Edward Nieuwenhuis Jr., DPM	Jean Stonehouse
Lois Nieuwenhuis	Joyce Streelman
Jean Noon	Rosemary Struyk
Helen Northrop	Barbara Sudol
Michael Olivero	Pat Sullivan
Patricia Pang	Phyllis Sweetman
Angel Perez	Judy Sybemsa
Bill Peters	Elizabeth Szypiotko
Jo Peters	Ruth Tanis
Julie Pizzolato	Anneke ten Brink
Janice Post	Alex Ten Eyck
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Judy Prol	Robert Ulrich
David Reiter	Alma Van Calcar
Mark D. Reitsma	Margretta Van Dyk
David Rocker	Anthony Van Grouw Jr., MD
Louise Rohner	Gladys Van Wyk
Jennifer Ross	Gerry Vanden Herik
Jeanette Rozema	Nelly Vandenberg
Olimpia Rubino	Janet Vander Plaat
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Marsha Shotmeyer	Matthew Weiss
Minn Siegers	Ellsworth P. Whiteman
Bill Sinclair	Gloria Wiepert
Jean Soodsma	Audrey Wispelwey
Karen Spano	Linda Yang
Linda Spykaboer	Rita Zaloum
Gordon Stanley	Dorothy Zier
Roger Steinginga	



FROM TOP:

Anna Kellman, left, and Toni McAlevey, center, were honored by Douglas A. Struyk, CPA, LNHA, Christian Health Care Center President and CEO for 1,000 hours of service to the Center.

From left, Dot Faasse, Christian Health Care Center Coordinator of Volunteers; 6,500-hour honoree Gloria Wiepert; and Douglas A. Struyk, CPA, LNHA, Center President and CEO

From left, Dot Faasse, Christian Health Care Center Coordinator of Volunteers; 500-hour honorees Phyllis Schipper and Helen Bordiun; and Douglas A. Struyk, CPA, LNHA, Center President and CEO

JUNIOR VOLUNTEERS 2009

Amber Abreu	Conor Brophy	Matt Dacey	Jenna Gencarelli
Melissa Adamo	Lauren Capozza	Emily De Bel	Diana Gomez
Nicholas Albert	Meghan Carlson	Abigail De Bel	Tiffany Graetz
Andrianna Alexander	Paul Carpentiere	Matthew De Fazio	Veronica Granville
Nicole Appet	Brigid Cash	Raffaele del Terzo	Maggie Hafers
Michael Badulato	Cynthia Chau	Mike Do	Helena Halasz
Kristen Ballou	Jenifer Chavez	Lindsay Duff	Sarah Halejian
Alyssa Barbaro	Jocelyn Chavez	Robert Duran	Dania Hasan
Eric Bielefeld	Marissa Chizmadia	James Ebert	Ryan Hudspeth
Cali Bird	Mark Chizmadia	Christina Falco	Kevin Jang
Bobby Block	Christopher Ciccio	Jacqueline Fellner	Jamie John
Kat Bordogna	Chelsea Clements	Kira Firenze	Billy Jones
Lindsay Bradford	Johnathan Constance	Frankie Fusaro	Steven Kanczewski
Blaine Bradley	Emily Conte	Jessica Fondacaro	Brian Kim
Ashley Braen	Brianna Corbin	Nicholas Fondacaro	David Kim
Katie Breeman	Sean Corbin	JJ Fuertes	Dongyoung Kim
Kelly Breeman	Valentina Cummings	Pheby Gafner	Helen Kim
		Tom Garrambone	Jennifer Kim
		Kristen Giacose	Joshua Kim



CLOCKWISE FROM TOP:

Junior Volunteer Lauren Marazzi, center, surprised the staff and clients at Christian Adult Day Services of Wayne by performing "I Dreamed a Dream" from the Broadway musical *Les Miserable*. The musically talented 14-year-old participated in the New Jersey Shakespeare Festival in Cape May. Pictured, from left, are Hazel Whitty, RN, Christian Health Care Adult Day Services of Wayne Administrator; Douglas A. Struyk, CPA, LNHA, Christian Health Care Center President and CEO; and Denise Ratcliffe, LNHA, CHCC Executive Vice President and COO.

Junior Volunteer Maggie Hafers with Heritage Manor Nursing Home resident Cornelius DeLeeuw

Pictured, from left, at the Christian Health Care Center Child Day Care Center are Junior Volunteers Lindsay Pagano and Megan Torpey with Anais Polanco.

Natalie Lamorena
 Marissa Larrazabal
 LJ Larrazabal
 Deborah Lee
 Michael Lembo
 Candace Li
 Frances Loh
 Conor Machinson
 Britt Manobianco
 Chris Manobianco
 Lauren Marazzi
 Ava Marvel
 Andrew Mazzie
 Stephanie Mazzola
 Samantha McAleer
 Kayla McAvoy
 Kaitlyn McCabe
 Michael McCabe
 Jack McElrone
 Michael McGuire
 Erin McKenna
 Anthony Mignogni
 Dan Mone
 Mary Mongiello
 Stephanie Montana
 Erica Monteleone
 Medalith Moreno
 Mackenzie Mosera
 Kevin Murley
 Nick Murphy
 Jeff Muscio
 Rohit Naidu
 Suddharth Naidu
 Michael Nasum
 Lana Nixon
 Diana Noh
 Julia Noh
 Alison Nolte
 Erin O'Hagan
 Margaret Oliver

Lindsay Pagano
 Jaclyn Petrozzini
 Sarah Postma
 Kaitlin Purcia
 Michael Reilly
 Jed Rockwell
 KJ Rollins
 Joe Rollins
 Amanda Russo
 Danielle Russo
 John Russo
 Stephanie Sabatini
 Vincent Sausa
 Joseph Scaglione
 Jennifer Schiavo
 Juliana Schurig
 Jennifer Schwartz
 Max Schweighardt
 Jennifer Schwartz
 Daniel Selecknik
 Cara Silvestri
 Daniel Strasser
 Jackie Strasser
 Rob Streiff
 Margaux Tocci
 Michael Tocco
 Megan Torpey
 Christine Ussher
 Daniel Van Orden
 Robert Venick
 Brittany Vervae
 Dawn Wang
 Olivia Wessol
 Chris Wilson
 Jennifer Woods
 Marta Wzyborowska
 Amy Youngmann
 Marina Youssef
 Mark Youssef
 Ryan Zauk



TOP TO BOTTOM:

Junior Volunteers Sean Corbin, left, and Briana Corbin, right, with Heritage Manor Nursing Home resident Rita Miller

Junior Volunteer Helena Halasz with Heritage Manor Nursing Home resident Mary Swist

Junior Volunteer Jacqueline Strasser with Heritage Manor Nursing Home resident Meredith Fowler

2009 IN REVIEW

JANUARY: (A) Evergreen Court residents volunteer to prepare fund-raising mailing for the Love Fund of Wyckoff ...

The Post-acute Care Unit moves from Heritage Manor East to Heritage Manor West. Employees and volunteers help residents move into their new rooms ... Christian Health Care Center (CHCC) staff participate in a career-development program at Eastern Christian High School in North Haledon ... Christian Health Care Adult Day Services of Wayne undergoes a deficiency-free survey by the New Jersey Department of Human Services.

FEBRUARY: (B) Allendale Daisy Troop 1053 visits The Longview Assisted Living Residence for an intergenerational craft activity ... The Center receives a \$24,000 donation from Atlantic Stewardship Bank.

MARCH: The Fred J. Brotherton Charitable Foundation makes a generous donation to renovate the Rehabilitation Services therapy room in the David F. Bolger Post-acute Care Unit at CHCC ... The Social Work Council employee and volunteer food drive, to recognize

National Professional Social Work Month, benefits the Family Support Organization of Passaic County and Social Services of Ridgewood ... **(C) Eighth graders from Eastern Christian Middle School in Wyckoff visit CHCC to learn about the Center's green initiatives.**

APRIL: A group of CHCC employees participate in Wyckoff's Team Up to Tidy Up, during which volunteers spruced up areas in town ... **(D) Heather Howard, New Jersey's Health and Senior Services Commissioner, visits the Center ...** CHCC volunteers are honored during the annual Volunteer Appreciation Luncheon ... Longview acquires It's Never 2 Late computer system for seniors through grant money and personal gifts ... "Reach the Finish Line in 2009" is the theme for the annual Employee Health and Wellness Fair ... The annual Certified Nursing Assistant Pinning Ceremony recognizes employees who successfully complete the Nurse Aide Training and Competency Evaluation Training Program at the Center ... **(E) For the eighth consecutive year, CHCC participates in a**

Bring a Child to Work Day ... (F) Joseph L. Fiordaliso, New Jersey Board of Public Utilities Commissioner, visits CHCC to learn about the facility's green initiatives ...

Jacalyn De Value, a senior at Indian Hills High school in Oakland, plants a rain garden at CHCC as part of her project to earn Girl Scout Gold Award.

MAY: Michael Abbey, LPN, Heritage Manor Nursing Home, receives a \$2,000 scholarship from the Health Care Association of New Jersey to help pay for his education to become a registered nurse ... CHCC holds its first Resident/Family Safety and Wellness Expo ... National Nurses Week is marked at CHCC with a special presentation for nurses ... Republican New Jersey gubernatorial candidate Christopher Christie visits with seniors at Hillcrest Residence ... The Center's 2008 annual report, *A Moment in Time*, receives a Gold Award in the Aster Awards, a national health-care marketing competition.

JUNE: The Summer Junior Volunteer Programs kicks into gear with more than 60 teenagers ... Marines from Golf Company, 2nd Battallion, 25th Marine Regiment, celebrate Flag Day at CHCC by raising a flag which flew over their base in Iraq ... The Golf Classic marks its 20th anniversary ...



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B



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F

Henry K. Schuurman, CHCC Facilities Development Vice President, is selected by the American Society of Healthcare Engineering to receive its prominent Emerging Regional Leader Award ... As part of working toward his Eagle Scout award, Jacob Shotmeyer of Franklin Lakes identifies and installs plaques on 15 varieties of trees along the CHCC Spirit Path.

JULY: David F. Bolger of Ridgewood donates \$50,000 to CHCC to use for scholarships for health-care workers pursuing an advance degree. The Center partners with William Paterson University to make funds available to its students ... Christian Health Care Adult Day Services of Wayne achieves a 98-percent score on its client and family satisfaction survey, and the Wyckoff program achieves a 96-percent score ... The Longview Assisted Living Residence receives a deficiency-free survey by the New Jersey Department of Health and Senior Services ... Denise Ratcliffe, LNHA, Executive Vice President/COO, is appointed to the Executive Committee of the Executive Board of the Health Care Association of New Jersey.

AUGUST: (G) CHCC receives a community-development block grant from Bergen County to replace boilers and hot-water

heaters in Evergreen Court ... (H) Heritage Manor residents assist Rachel Goodgal achieve the Girl Scout Gold Award by knitting baby hats and blankets for The Valley Hospital's neonatal intensive-care unit.

SEPTEMBER: Canines of all shapes, sizes, and breeds participate in Heritage Manor Nursing Home's dog show ... Retirees gather at the annual Retirees Luncheon ... **(I) Longview and Hillcrest mark their 10th anniversaries ...** Heritage Manor and Southgate receive excellent surveys – the best in the past 10 years – from the New Jersey Department of Health and Senior Services.

OCTOBER: Denim Day raises \$3,300 for the Susan G. Komen Foundation for breast-cancer research ... "Safety is a Frame of Mind" is the theme of the annual Safety Expo ... **(J) Christian Health Care Adult Day Services celebrates its 20th anniversary ...** The McVey Family and Friends entertain attendees at Harvestfest, which is sponsored by the Christian Health Care Center Foundation ... Christian Health Care Adult Day Services of Wayne receives CHCC President's Excellence Award for reaching 95 percent or above for three consecutive years on its patient-satisfaction survey.

NOVEMBER: (K) CHCC scores in the 97th percentile for employee satisfaction in a national survey conducted among 382 health-care facilities ... Pathways undergoes an excellent survey by the New Jersey Department of Human Services, Division of Medical Assistance and Health Services ... The Center honors employees and recent retirees for their years of dedicated service at the 66th annual Service Awards Banquet ... Hazel Whitty, RN, MSN, Christian Health Care Adult Day Services of Wayne Administrator, receives a Nurse Recognition Award from the New Jersey League for Nursing ... Heritage Manor resident Bertha Stronach receives the 2009 Resident Better Life Award from the Health Care Association of New Jersey.

DECEMBER: (L) Brownie Troop 1053 in Allendale visits Heritage Manor for a food demonstration to earn a careers "try it" badge ... The Center's Employee/Family Christmas Party provided an opportunity for all to celebrate the season ... Through Project Angel Tree, employees generously donated holiday gifts for the needy through programs sponsored by local Christian and social-service agencies.



G



I



K



H



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L

... THROUGH
PHILANTHROPY

FOUNDATION REPORT 2009

The mission of the Christian Health Care Center Foundation is to support the ministry of the Center through financial gifts, volunteer efforts, and prayer by means that are consistent with the Christian principles on which the Center was founded. The fulfillment of this mission will strengthen the Center's ministry to provide care to those in need of long-term care, mental-health care, and residential living in a compassionate and loving environment.

The foundation is proud to acknowledge the following individuals, corporations and businesses, grants, foundations, matching-gift organizations, estates, community organizations, and churches for their support of the Center between January 1 and December 31, 2009. Donors listed contributed \$50 or more.

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GOLF CLASSIC MARKS 20TH ANNIVERSARY

The Christian Health Care Center Annual Golf Classic marked its 20th anniversary with a day of golf and an evening of fellowship. Monies raised were earmarked for the Good Samaritan Fund. The fund provides assistance to those of limited means who are seeking counseling through one of the Center's counseling programs; therefore, all individuals will receive care regardless of their ability to pay. The Center extends its sincere thanks to all the 2009 Golf Classic sponsors, including those listed. **Corporate:** Atlantic Stewardship Bank and Aramark Healthcare Management Services **Front Nine Sponsor:** WB Mason **Platinum:** Burke Supply Co. Inc., Digital Products Inc./IOE, New Jersey Respiratory Associates Inc., Ruitenberg Displays Inc., Shotmeyer Bros., and The Rasa Group Inc. **Gold:** Advanced Waste Systems; ChemRx; Columbia Bank; I.D.M. Medical Gas Co.; Jeffer, Hopkinson & Vogel; LAN Associates; Reiner Group Inc.; Total Solutions Network; and Visbeen Construction Co. **Silver:** Bank of America; Cornell Surgical Supply; Delric Construction Co.; Horizon Business Forms; International Medical Resources; Doreen Kunz, Esq.; North Jersey Trailer & Truck Service; Post & Kelly Electric Co. Inc.; SigmaCare; Wayne Tile Co.; WENY Foundation; and Ziegler Capital Markets.



CLOCKWISE FROM TOP:

From left: Marianna Aciri, Christian Health Care Center Materials Management Director, with I.D.M. Medical Gas Co. golfers Patricia Morabito, Louise Morabito, Bob Gonnello, and Eugene Morabito

Garrett J. Dykhous, Chair Emeritus of the Christian Health Care Center Foundation, left, with his son Tom, Executive Director and Head of School, Eastern Christian School

From left: Golf Classic Co-chairs Rick De Bel and Edward Nieuwenhuis Jr., DPM, with Darren Siker, an employee of Monsen Engineering in Fairfield who scored the lowest gross in the tournament. His name will be engraved with previous winners on a trophy donated by Paul Ruitenberg III of Ruitenberg Displays.



SAVE THE DATE

Christian Health Care Center
21st Annual Golf Classic
Monday, June 14, 2010
High Mountain Golf Club
Franklin Lakes



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Christian Health Care Center (CHCC) was the recipient of a generous \$24,000 donation from Atlantic Stewardship Bank. The bank donates 10 percent of its annual pre-taxable earnings to Christian charities, schools, hospitals, and missions. Paul Van Ostenbridge, bank President and CEO, left, and Arie Leegwater, a member of the bank's Board of Directors and of CHCC's Board of Trustees, right, presented the gift to Douglas A. Struyk, CHCC President and CEO, center.



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HARVESTFEST CELEBRATES SUPPORTERS

AND RAISES FUNDS FOR GOOD SAMARITAN FUND

Christian Health Care Center (CHCC) celebrated its supporters during Harvestfest. This year's event was co-hosted by the Center and Eastern Christian School Association.

Harvestfest featured a bountiful feast donated by Market Basket of Franklin Lakes and a special performance by The McVey Family and Friends: Broadway and Beyond. Lead supporters were Market Basket owners Anthony and Phyllis Chernalis and Herman and Marjorie Jeffer.

Ticket proceeds from CHCC donors benefited the Center's Good Samaritan Fund. The fund provides assistance to those of limited means who are seeking counseling through one of the Center's counseling programs; therefore, all individuals will receive care regardless of their ability to pay.

CLOCKWISE FROM TOP RIGHT:

From left, Joanne Reilly, CSW, LPC, LRC, Mental Health Services Vice President Administrator, with psychiatrists Igor Gefter, MD; Alice Plummer, MD; and Howard Gilman, MD, Medical Executive

From left: Market Basket owners Anthony and Phyllis Chernalis with Vicky and Douglas A. Struyk, CPA, LNHA, Christian Health Care Center President and CEO

From left, Jim Kapotes of Lifestyle Marketing Corp. and his wife Paula with Douglas A. Struyk, CPA, LNHA, Christian Health Care Center President and CEO

Mark D. Reitsma, CFP®, CMFC, Christian Health Care Center Board of Trustees Treasurer, with his wife Pam and their son Patrick



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 Alexander Hay & Co.
 American Musical Supply
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 Aramark Senior Living Services
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 Atlantic Business Products
 Atlantic Stewardship Bank
 Atlantic-Tomorrow's Office
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 BAE Systems
 Baker & Hoogerhyde LLC
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 Green Brook
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 Hanse & Hanse
 Harvard Studio Inc.
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 High Mountain Golf Club
 Home Hardware
 Honeywell International
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 Imperial Office Equipment/Digital Products Inc.
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 It's Never 2 Late

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 Reiner Group Inc.
 Reiseman, Rosenberg & Pfund PC
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Shawmut Design and Construction
 Shotmeyer Bros. Fuel Corp.
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 SunDance Rehab
 Switch Technologies Inc.
 Symmetre Design Group LLC
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 Tanis Hardware
 TD BankNorth NA
 Tops 156 New Jersey
 Total Solutions Network
 Type 'N Graphics Inc.
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 Wayne Ford
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 Vander Plaat Funeral Home
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 C. J. Vanderbeck & Sons Inc.
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 Foundation
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 Estate of Cornelia Ten Hoeve
 Trust of John Vander Sluys

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 Eastern Christian
 Children's Retreat
 Fair Lawn Sunrise Rotary
 Keewaydin Point Association
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 Christian Reformed Church
 of Midland Park
 Faith Community

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 of Hackensack
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 of Hawthorne
 First Reformed Church
 of Pompton Plains
 First Reformed Church
 of Saddle Brook
 Grace United Methodist Church
 Heritage Reformed Congregation
 of New Jersey
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 Congregation
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2009 FINANCIAL REPORT

STATEMENT OF ACTIVITIES, REVENUES, AND EXPENSES

With all the information in the media, it is hard to escape the fact that many individuals faced difficult times in 2009. Many lost their jobs and/or homes or saw their savings diminished. In the health-care industry, acute-care hospitals filed for bankruptcy or closed their doors completely. It is obvious that no one is exempt in a troubled economy.

Christian Health Care Center (CHCC) is blessed with a dedicated staff that is helping the facility through the recession and paving the way for success in the future. The Center did not see a decline in long-term care admissions, and experienced an increase in mental-health programs. A disadvantage we are facing is an increased demand for free care and a reduction in private-pay funds.

The Center is fortunate to have finished the fiscal year with a small surplus from operations. These dollars will be spent on a number of things, from keeping our programs running to improving our facilities. We continue to remain on solid financial ground as God blesses us through the commitment of our staff and donors and their unwavering dedication to our mission.

Kevin A. Stagg, CPA
Executive Vice President and CFO

	2009	2008
Christian Health Care Center (CHCC) billed for resident, patient, and client care at Heritage Manor Nursing Home, Southgate, The Longview Assisted Living Residence, Hillcrest Residence, Evergreen Court, Christian Health Care Adult Day Services of Wayne and Wyckoff, Ramapo Ridge Psychiatric Hospital, Christian Health Care Counseling Center, Ramapo Ridge Partial Program, and Pathways	\$82,308,991	\$78,215,492
and also received for other services and from other sources	771,270	636,416
for total billings of:	83,080,261	78,851,908
However, since Medicaid and others pay substantially less than what we charge, and some are not able to pay for their care at all, CHCC did not collect	(20,815,141)	(20,324,362)
that left net revenues of	62,265,120	58,527,546
These revenues were used to pay for		
• salaries, wages, and employee benefits;	46,339,148	42,358,647
• other operating expenses, such as food, utilities, and insurance; and	12,124,638	11,837,569
• interest and depreciation	3,534,571	4,013,542
which resulted in a net surplus from operations of	266,763	317,788
In addition, we earned investment income of	1,186,493	(1,490,956)
and from the commitment and generosity of CHCC local supporters we received:		
• net gifts and bequests of	543,305	1,585,978
• and 12,845 hours of volunteer time in 2009.		
As a result, CHCC received net revenues that exceeded expenses by:	\$1,996,561	\$412,810

2009 STATISTICS

CHRISTIAN HEALTH CARE CENTER

Employees

Full-time	588
Part-time	277

Volunteers

Adult volunteers	195
Junior volunteers	151
Volunteer hours	12,845

Community Benefits

Government-sponsored health care/ unpaid cost of Medicaid	\$7,694,700
Uninsured patients	
Ramapo Ridge Psychiatric Hospital days	702
Christian Health Care Counseling Center visits	1,996
Charity care dollars	\$916,000
Meals on Wheels prepared	15,690

INDIVIDUAL RESIDENCES/PROGRAMS

ELDER CARE

Heritage Manor Nursing Home

Number of long-term beds	192
Number of Post-acute Care Unit beds	60
Admissions	602
Discharges	573
Resident days of care	89,116

Southgate

Number of beds	40
Admissions	29
Discharges	35
Resident days of care	14,455

The Longview Assisted Living Residence

Number of units	80
Resident capacity	95
Admissions	35
Discharges	36
Resident days of care	33,510

Hillcrest Residence

Number of units	31
Resident capacity	39
Admissions	10
Discharges	6
Resident days	13,760

Christian Health Care Adult Day Services of Wayne

Number of clients	101
Client visits	7,342
Transportation van	
Miles traveled	75,000
Towns served	27

Christian Health Care Adult Day Services of Wyckoff

Number of clients	85
Client visits	8,218
Transportation van	
Miles traveled	69,400
Towns served	26

Evergreen Court

Number of apartments	40
Subsidized units	24
Fair-market value units	16
Admissions	4
Discharges	5
Resident days	14,230

MENTAL HEALTH

Ramapo Ridge Psychiatric Hospital

Number of beds	58
Admissions	1,031
Discharges	1,018
Patient days of care	18,305
Ramapo Ridge Partial Program	
New clients	210
Client days of care	1,886

Christian Health Care Counseling Center

Active clients	1,566
Client visits	14,844

Pathways

New clients	15
Client days of care	2,630

**CHRISTIAN HEALTH CARE CENTER
ADMINISTRATION
2009**

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Executive Vice President and CFO

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Business Development

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Nurse Executive

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Executive Director,
Christian Health Care Center Foundation

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Nursing Home/Southgate

Joanne Reilly, CSW, LPC, LRC
Vice President/Administrator,
Ramapo Ridge Mental Health Services

Henry Schuurman
Vice President, Facilities Development

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ACTIVE AND ASSOCIATE
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Medical Executive

Sameh Ragheb, MD
President

Joanne Peranio, MD
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Cynthia Jalando-On, MD
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American Hospital Association

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Psychiatric Hospital)

National Association of
Psychiatric Health Systems

National League of Nursing

New Jersey Assisted Living Association

New Jersey Association of Homes
and Services for the Aging

New Jersey Hospital Association

Wyckoff Chamber of Commerce



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Vice President, Marketing

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CHRISTIAN HEALTH CARE CENTER

Christian Health Care Center was founded in 1911 by a group of deacons from the Reformed tradition. Today, CHCC – a non-profit organization open to anyone regardless of race, sex, or religion – provides a continuum of high-quality, family-centered elder-care and mental-health services in a compassionate and loving environment consistent with the Christian principles on which the institution was founded.

ELDER-CARE SERVICES

- › Heritage Manor, a 252-bed nursing home which includes a Post-acute Care Unit
- › Southgate, a special-care, 40-bed, inpatient nursing facility offering behavioral-management treatment
- › The Longview, an 80-unit assisted-living facility
- › Hillcrest Residence, a 39-bed residence for independent seniors
- › Evergreen Court, a complex of 40 apartments for independent seniors
- › Christian Health Care Adult Day Services of Wayne and Wyckoff

MENTAL-HEALTH SERVICES

- › Ramapo Ridge Psychiatric Hospital, a full-service, 58-bed inpatient hospital for adult and geriatric patients, and its outpatient mental-health service, Christian Health Care Counseling Center
- › Ramapo Ridge Partial Program, a voluntary, short-term outpatient program
- › Pathways, a partial-hospitalization program to treat adults who experience both a developmental disability and a co-existing psychiatric disorder