



ACROSS GENERATIONS

WINTER 2023–2024



Dear Generations Family,

As I reflect on the milestones achieved in 2023, I am filled with gratitude for your unwavering dedication and devotion to those entrusted in our care. You are the foundation of our continued growth and success.

This past year has been marked by significant achievements! In 2023, Generations celebrated its 25th anniversary; we can reflect upon a quarter century of wonderful memories and relationships as we leap into an exciting and bright future. Once again, our beds are full, and in every facility, we are almost fully staffed with employees and no registry! Last spring, we added two new facilities in the California Central Valley, established new specialty programs in several facilities, and significantly strengthened our clinical and rehab programs across Generations.

We expanded and implemented strategic changes to our senior leadership team, establishing a deeper bench to further support our vision for growth. As part of this vision, Generations has invested heavily in the infrastructure necessary for exponential growth in new specialty programs, continued growth and improvement to existing programs, and the necessary internal resource development to support all programs. These significant investments include major facility remodeling and structural projects, computer and software systems, equipment of all types, staff training, resource expansion through contract arrangements, promotions, recruiting, new job creation, and restructuring job duties aligned with new business needs.

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All of this serves to meet business demands and build new career and compensation opportunities for our teams, and there is so much more we can and will do in the year ahead! These investments make us a stronger company and employer. Our employees will push new and exciting ideas for more growth, and boundless opportunities will result!

It is an extraordinary blessing that, together, we accomplished so much on the heels of a crushing pandemic. I am extremely pleased with and proud of the achievements of our facility teams across Generations, who have tirelessly persevered through the challenges of our recent past and now thrive on the momentum we created together!

Looking forward, we will continue to expand our services to additional markets and carry the Generations Healthcare Mission to an even broader population. The addition of new facilities, the expansion of new programs, and the strengthening of the communities we serve represent some highlights of the opportunities we look forward to in 2024.

I hope you are as excited as I am about the future growth that lies before us. It is evident that our teams are becoming stronger and more stable across the board. It is exciting to see the wave of talent that is choosing nursing

as their career and rushing in to join the Generations Healthcare team. We also continue to attract diverse and experienced professionals and caregivers who are seeking an employment experience that is rooted in a compelling Mission. I know you will embrace those who wish to be part of our team. Welcome and encourage them to contribute to our Mission of delivering kindness, competence, and compassion to those we serve every day.

Your dedication and expertise position us at the forefront of healthcare innovation, ensuring that Generations Healthcare continues to be a beacon of excellence in the communities we serve. Thank you for your continued contributions to making Generations the gold standard in healthcare. Your kindness, competence, and compassion are the driving force behind our success. Together in 2024, we look forward to further solidifying Generations Healthcare as the leader in compassionate and comprehensive healthcare services.



Best wishes,
Tom Olds
CEO

Celebrating 2023!

We had a blast celebrating 2023 at our end-of-year holiday parties across Generations. Here's to a great season of holiday festivities, wonderful memories, and time spent with incredible colleagues we are honored to call friends!





FACILITY UPDATES

New Special Treatment Programs at Bayberry and Gramercy



Generations Healthcare expanded its treatment capabilities in 2023 with the addition of two new special treatment programs (STPs) at [Bayberry Skilled Nursing & Healthcare Center](#) in Concord, CA, and [Gramercy Court Skilled Nursing & Rehabilitation Center](#) in Sacramento, CA. We are excited to provide patients with even more services to care for their physical and mental health through these programs!

Like Generations' other STPs, these new programs give clients at Bayberry and Gramercy a level of care that is often difficult to access. Designed to serve people suffering from illnesses like schizophrenia and bipolar disorder, these STPs provide treatment and tools to help them live independently in their communities. The programs treat adults of all ages, allowing the facilities to provide both comprehensive mental and physical health services to residents.

"These services can be life-changing for patients," said Prabjot Kaur Dhaddey, administrator at Bayberry Skilled Nursing & Healthcare Center. "Helping them to heal is a special privilege and responsibility for our staff members. We are proud to offer compassionate care to these patients and be a part of their journey to recovery."

About [2.8 percent](#) of Americans have bipolar disorder, while schizophrenia affects [0.25 to 0.64 percent](#) of adult Americans, and the disorders can have a dramatic impact on their daily

lives. For many people with schizophrenia or bipolar disorder, accomplishing daily tasks, holding a steady job, and caring for themselves can be extraordinarily difficult.

Gramercy and Bayberry's new STPs give people with these and other mental disorders new opportunities to care for themselves and work toward independent living. Gramercy Court and Bayberry built new STPs with security, comfort, and care in mind. The STPs are in locked facilities, but they still feel like home, with beautiful and spacious rooms with comfortable furnishings. Clients also have access to TVs and indoor and outdoor recreation areas.

"We are proud to provide quality care to our patients with mental illness," said Dan Bushnell, regional director of operations at Gramercy Court Skilled Nursing & Rehabilitation Center. "Our staff embodies compassionate service and enjoys getting to know patients and helping them graduate from the program."

Generations' STPs are a clear extension of its [mission](#) to provide quality care and meet clients' health needs with kindness, competence, and compassion. With the addition of these programs at Bayberry and Gramercy, Generations is proud to further its mission and broaden the scope of care provided to its clients.

FACILITY UPDATES

Welcoming Anberry Nursing & Rehabilitation Center and Horizon Health & Sub-Acute



Generations Healthcare welcomed its two newest facilities in 2023: Anberry Nursing & Rehabilitation Center and Horizon Health & Sub-Acute!

[Anberry Nursing & Rehabilitation Center](#) is a 99-bed long-term, post-acute, and behavioral health care facility located in Atwater, CA. [Horizon Health & Sub-Acute](#) is a 180-bed skilled nursing, sub-acute, and behavioral health facility located in Fresno, CA. Although they've only been with Generations since April, both facilities have quickly become valued members of the Generations family.

For Cassandra Ens, administrator at Anberry, and Chad Galley, administrator at Horizon, joining Generations has been overwhelmingly positive. Since coming under Generations' management, both administrators say their facilities have seen remarkable growth and received much-needed support.

"Generations has given us a tremendous amount of support," said Ens. "There is always someone you can turn to to put you in the right direction."

Galley agrees. "The support Generations offers is levels deep," he said. "With Generations, you have experts in a lot of different areas that you can reach out to for help. Generations always tries to look for ways for the facility to grow."

One specific way in which Generations has benefited Anberry and Horizon is by providing them with the opportunity to add a special treatment program (STP).

"Opening up the STP isn't something we could have done on our own," said Galley. "Generations has provided the resources we needed to put it all together. The STP is the biggest change Horizon has seen so far in offering something unique to the community."

In addition to the acquisition's goals of improving patient care and management practices, the administrators say it has had a positive impact on their staff as well.

"This change in management has reignited motivation in the team here at Anberry," said Ens. "The growth that we've seen over the past year has had a huge impact on the directors and the staff on the floor. It has motivated them to do better and have more of an impact on people's lives. And we know there is a lot of positive change and growth ahead."

We're grateful for the addition of these two excellent facilities and their talented teams, and we are excited about the incredible work we will do together in the future. Welcome, Anberry and Horizon!

Dr. Marsha Chinichian Appointed as Clinical Director of Behavioral Health

Dr. Marsha joins Generations Healthcare with the goal to expand its mental health programs and education in 2024.

Generations Healthcare proudly announced the appointment of Dr. Marsha Chinichian, MA, PsyD, as clinical director of behavioral health in 2023. In this role, Dr. Marsha will lead Generations Healthcare's innovative behavioral health programs, dedicated to assisting patients facing challenges like bipolar and schizophrenia disorders. The primary goal of Generations' behavioral health programs is to improve patients' independent life skills so they can live and be a part of society.

Dr. Marsha is a licensed clinical psychologist, an adjunct professor at Pepperdine University's Graduate School of Education and Psychology, and an accomplished organizational consultant. Her extensive background in psychology, education, and corporate leadership uniquely enables her to contribute to Generations Healthcare's mission.

Holding prior positions in leadership and being a part of a startup corporate venture at Bank of America to support the financial literacy and retirement needs of the aging population has prepared her for this new role to strategize and enrich our behavioral health programs. She also has a deep familiarity with serving the aging population, thanks to her family's operation of a 170-bed assisted living and memory care facility in Los Angeles for the past two decades. Her passion for understanding

and connecting with individuals from diverse backgrounds underscores her belief that our strengths are gifts meant to be shared.

"We are excited to welcome Dr. Marsha Chinichian to Generations," said Thomas A. Jurbala, director of business development at Generations Healthcare. "Her expertise and commitment to service align perfectly with our mission. Her passion for personal and professional growth is an invaluable addition to our team, and we look forward to her contributions."

Nearly 6 percent of US adults—equivalent to 14.1 million people—have experienced serious mental illness, underscoring the pressing need for dedicated programs to address the challenges faced by individuals with behavioral health disorders. As Generations continues its vital work to support those experiencing behavioral health challenges, Dr. Marsha's appointment reinforces the organization's commitment to providing the highest-quality care and support for individuals on their journey to recovery.

"I'm thrilled to become a part of the Generations Healthcare family," Dr. Marsha said. "Together, we'll make a positive impact on the lives of a vulnerable adult population that is in dire need of compassion and rehabilitation. In 2024, I hope to support our facilities for further success by enhancing our mental health clinical knowledge, expanding independent life skills into our programs with measurable data to achieve competencies beyond compliance, and clarifying roles through education to better integrate STP in our facilities."



2024

Siena Terraces Coming 2024

Construction is underway at Siena Terraces, Generations' newest adult residential facility! Located in Auburn, California, the facility will be situated next door to Siena Skilled Nursing & Rehabilitation Center. Made possible through funding from California's Community Care Expansion program, the facility will be a welcome addition to the Generations family!



IT Spotlight

Throughout 2023, the Generations IT department was busy. CIO Sneha Patel and her small but mighty IT team have worked hard to roll out various security and efficiency updates, all while supporting close to 2,800 users. We're grateful for everything they have accomplished! Check out our IT year in review and what's next for 2024.

What IT advancements did Generations implement in 2023?

Generations' IT priorities for 2023 have primarily been focused on helping Generations become more efficient and secure. Here are some of the solutions that were implemented last year in support of those goals:

1. Employee Portal

Introduced last year, the employee portal (lifegen.net/infohub) was designed to allow facility administrators to easily access their marketing materials.

2. Microsoft AI

Phishing is a common cybersecurity threat. By introducing Microsoft AI, Generations has been able to reduce phishing attacks for users.

3. Software Upgrades

Since upgrading Windows on all facility devices, Generations' software systems can now stay up to date to better prevent security threats.

4. Network Lockdown

Locking down Generations' network has reduced external threats by preventing connections with non-Generations-issued devices.

5. OneDrive and Microsoft 365

Switching to cloud-based file storage systems has significantly reduced the time and cost typically spent

on transferring files to and from local drives. Now, important files are already instantly accessible on newly assigned devices.

6. NetSuite and Airbase

Generations' new financial apps, NetSuite and Airbase, have helped the accounting department to optimize company bookkeeping.

7. AT&T

By switching from Cricket Wireless to AT&T, Generations has reduced its monthly billing by \$10K.

8. Outdoor STP Camera System

Security is a significant concern for STP patients, so implementing a new cloud-based, AI-enabled outdoor camera system has helped facilities identify and protect these residents.

9. Staff IT Training

Educating Generations' staff on security compliance and IT upgrades has helped promote security and efficiency at all levels of the company.

What IT advancements are coming up for Generations in 2024?

Even with all of these valuable improvements to efficiency and security, Generations' IT department isn't finished yet. Generations is currently undergoing a company-wide password reset and implementation of multifactor authentication to align with its updated password policy. So, don't forget to switch out your passwords every 90 days!

Other advancements on the horizon include updates to the current timekeeping solution, an employee onboarding experience, telecommunications systems, and device security and encryption, as well as managing technology for our growing facilities and programs.

"I can't say I'm bored," says Patel. "There's so much exciting growth in this organization. I like the challenge, because we're working to get to a better place."

EVERYDAY COMPLIANCE: Doing the Right Thing!

As we just completed annual company-wide training on our Compliance and Ethics Program, we're offering a "Top 10" list of some common areas of attention. Your actions support what is done every day as we care for our residents. Knowing and acting in alignment with the Generations Healthcare Compliance and Ethics program is "doing the right thing"!

1. Resident Rights

Do I ensure our residents have self-determination and freedom of choice, are free of abuse or neglect, and have reasonable accommodation of their needs?

2. Charting

Do I complete my charting and other documentation in a timely, comprehensive, and accurate manner?

3. Quality of Care

Do I provide care and services for my residents that are needed for them to achieve and maintain their physical, mental, and psychosocial well-being? Do I advocate for them if I feel these needs are not being met?

4. Billing

Do I ensure patient bills are accurate and timely and include all applicable services?

5. Individual Competency

Do I keep my skills at the level needed to perform my job? If I need additional training or guidance, do I ask for assistance?

6. Confidentiality

Do I ensure the confidentiality of residents, family members, and coworkers' protected information?

Am I aware of when and where I should discuss such matters or if I can discuss or share such matters?

7. Meeting or Training Topics

If I feel something is not right or my facility needs to be aware of compliance concerns or needs, do I get these topics on meeting agendas or raise them to my supervisor, DSD, or administrator?

8. Recognize Good Behavior

Do I recognize those who do things correctly or compliment and thank them for their commitment to compliance and doing the right things?

9. Ask Myself How I Can Be Personally Accountable

Are my intent, behavior, and actions aligned to help our company comply? Do I act and treat others in line with the GHC Code of Conduct?

10. Report Breaches or Possible Breaches

If something seems wrong, do I say something? (There are many ways to take responsibility for reporting—e.g., I can talk to my supervisor, the DON, the DSD, the administrator, the regional administrator, or HR; use the Compliance Hotline at 1 (800) 461-3560; or contact the compliance officer. I can report confidentially and without fear of retaliation.)

Compliance is EVERYONE's responsibility. You are encouraged to be aware and know that Generations needs and wants to know of your concerns. The commitment of our staff and the ethical and compliant behaviors we bring to our work are fundamental to our sacred stewardship of Caring for a Lifetime. Thank you for all you do to live our Mission!

Merry Rogers

Compliance Officer

ACROSS GENERATIONS

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OUR MISSION AND OUR PHILOSOPHY

Generations Healthcare was founded upon the belief that caring for the sick, the elderly, and the infirm is a special and sacred stewardship. It is our mission to have this belief reflected in everything we do: in the presentation of our homes, in the professionalism of our staff, and in the daily delivery of care to our residents and their families. It is our purpose that whoever enters a Generations home will be met with kindness, competence, and compassion. We are caring for a lifetime: a lifetime of memories, a lifetime of care, a lifetime of love.

We love to share great news about our employees in Across Generations! Our employees and teams make us the company we are through their delivery of exceptional care. We cannot fulfill our mission without all they do with kindness, competence, compassion, and their commitment to our residents and their families. Not only does their individual and collective work inspire us, but they also have unique and noteworthy pursuits and accomplishments off the job, including community service, involvement with local programs, receiving recognition or honors, and individual hobbies, talents, and skills that enrich their lives and inform who they are when they are on the job. Let's hear some of these stories so we can share them through this newsletter spotlight! Please contact thomasjurbala@lifegen.net or liliansanders@fullcast.com to contribute.

