



Tri-County
Mennonite
Homes

LEADERSHIP IN SERVICE

Our Mission

Rooted in faith, Tri-County Mennonite Homes provides leadership in service to seniors and developmentally disabled individuals by dedicated staff and volunteers.

Annual Report
2006



STAFF - LEADING OUR SUCCESS

TCMH Board Chair and Executive Director Report



Lynn Yantzi,
Board Chair



Robert Veitch,
*Executive
Director*

The theme for the Annual General Meeting originates from our mission statement and focuses on our staff and the care they give to our residents and supported individuals.

The success of our organization relies heavily on the skill, dedication and enthusiasm of our employees. The positive attitude with which they carry out daily routines is an important reason why Tri-County Mennonite Homes is successful and has such a good reputation in our industry and community.

This past year, the Board and management initiated and completed several important activities impacting staff. An operational review of the TCMH head office and a review of the governance structure suggested a number of changes that could enhance the efficiency and effectiveness of our work. Some of the recommended changes have been implemented and others will be considered for the future.

TCMH also conducted a comprehensive staff survey. The results of this survey provided the Board and management with very important feedback on many issues. One area asked staff to rate the importance of several statements. Almost unanimously, they rated “providing good care to residents and clients” as their highest priority. That collective response from staff is a key reason why TCMH has enjoyed so much success.

In reporting on the events of this past year, and looking toward the future, it is clear that our staff play an important part in influencing positive outcomes. As you read through this report, we hope you will gain a better appreciation of the role our staff plays in the success of TCMH. On behalf of the Board and management, we offer a heartfelt thank you to our staff for the excellent care and support they provide to our residents and supported individuals.

Board of Directors



Board Members

Back Row: (L to R) Keith Wagler, Lynn Yantzi (Board Chair), Andrew Roth, Ken Kropf

Front Row: (L. to R.) Darlene Yantzi, Mary Anne Walker (Treasurer), Lorna Roth, Donna Lowery (Secretary), Clare Wagler (Vice-Chair), Miriam Schneider, Glenn Zehr and Melvin Jantzi



TCMH – Corporate Staff

L to R: Cathy Meidinger, (Executive Assistant) Fred Zehr, (Member Relations Coordinator) Robert Veitch, (Executive Director) Brent Leis, (Accounting & Information Systems Analyst) Keith Heimpel (Director of Finance)

Aldaview Services

Committee Board Chair
Keith Wagler

Nithview Community

Committee Board Chair
Miriam Schneider

Greenwood Court

Committee Board Chair
Clare Wagler



Sherry Kerr
Administrator
Aldaview
Services



Aldaview Services – "A Job Consistently Well Done"

It has been another busy year at Aldaview with many changes. In addition to their regular work, staff members regularly go beyond the call of duty to ensure that daily routines and unexpected changes go smoothly.

A typical shift in any one of our homes includes; assisting up to five individuals with morning bathing, breakfast, medications, clean up, packing lunches, transportation to work or appointments, grocery shopping, sporting activities, hobbies and laundry. In addition to regular duties, staff often assist with tasks such as: helping an individual prepare for camp (i.e., packing appropriate clothes, ensuring medications are sent, with clearly written instructions for camp staff, and driving them to their camp in Paisley); taking our athletes to Special Olympics' practices or tournaments; hosting birthday parties and unexpected trips to the Emergency Department.

Over the past two years, the people we support, staff and management have been working toward Accreditation. Staff members have worked hard on self-assessments, as well as goals and action plans for each supported individual. Annual meetings are held with primary counsellors, family members and employers to review the progress of each person we assist. Outcomes are measured to ensure each person we support is working toward their goals and aspirations.

There is no question that Aldaview staff members go above and beyond the call of duty every day. It is very appropriate to recognize the effort staff put into everything they do and to give much-deserved thanks for a job consistently well done.



Aldaview Services

- ▶ Aldaview Services' 58 front line staff members support 45 individuals:
 - 19 residents live in 5 staffed homes and receive full-time support.
 - 5 independent living clients receive daily support.
 - An additional 24 people are supported through individualized day support
- ▶ Driving more than 75,000K per year, staff ensure that the people we support are brought to and from work, appointments, camp, Special Olympics and other planned events.
- ▶ Aldaview staff participate in community fundraising events such as Moparfest, the 8K Classic Race and the annual Pork B.B.Q.

I have worked as a Primary Counsellor in the ACHIEVE Program at Aldaview Services for almost five years. My main duty is to help high school aged people with special needs integrate into the community. Assisting these individuals in achieving their goals is my number one priority. I enjoy working at Aldaview, as the environment is very flexible and team-oriented.

Kelly Galloway,
Primary Counsellor – ACHIEVE Program



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Fred Zehr
*Administrator
Greenwood
Court*

Greenwood Court – “A Place to Call Home”

As I walk around the grounds and meet the residents, conversation often turns to how they are enjoying living here at Greenwood Court. Many times I have heard how it was a very difficult decision to choose to move from their home to an apartment. Quickly they state that now they wish they had moved here five years earlier. I believe that this is a testimony not only to the pleasant surroundings but also to the staff and the energy they put into making Greenwood a “Place to Call Home”.

Our Leadership Team meetings include an agenda item called “Success Stories”. Many of those stories revolve around our staff who have gone out of their way for our residents. Some examples include staff members who: on their own time, have run an errand for an ill resident, taken a resident out for a meal or purchased new clothes for a resident on their birthday; were willing to work a double shift during a crisis period; participate in program

events with residents; volunteer on the palliative care team or serve on a number of different committees to improve life for both the staff and residents.

Our staff are always in motion, looking for ways to enrich the lives of our residents. On a recent staff survey, employees rated “providing good care and quality service” as their top priority. Their actions demonstrate that the residents at Greenwood Court truly are their priority in providing “Leadership in Service”.



**Resident
Marjorie Ballantyne**

My favourite pastime for the past ten years has been volunteering in the office. This gives me purpose. I cannot say enough about the staff at Greenwood Court – they are all wonderful!

Greenwood Court

- ▶ Greenwood Court's 84 staff members serve 170 residents.
- ▶ Tremendous support for Greenwood Court's Annual Spring Fundraiser has resulted in \$30,000 being raised over the past 5 years. Those funds have been used to purchase nursing equipment for Long-Term Care, a retracting canopy for our Heritage Courtyard, renovations to create a library with computer/internet access, installation of an automatic door opener, a shaded sitting area and helped with the installation of a fountain in our Greenway Courtyard.
- ▶ Staff participated in and raised over \$5,000 for outside events such as United Way, Big Brothers & Sisters' Bowl for Kids' Sake and the Relay for Life.
- ▶ Greenwood Court's staff served more than 105,000 meals last year.

I have worked for TCMH since 1992, both as an R.P.N. and in Activation. I especially enjoy our seniors who have so much to share from past experiences. Staff are treated as people – not just numbers. I have truly found my niche at Greenwood Court.

Carol Erb, R.P.N.



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Brent Martin
Administrator
Nithview
Community

Brent Martin

Nithview Community – “Remarkable People”

One of Nithview’s goals is to assist residents to live life to the fullest. Achieving this is only possible with a staff that is committed to its success.

Nithview staff members are currently enrolled in, or have recently completed education courses in a wide range of areas to improve their knowledge level. Some of these educational opportunities include programs or courses such as Food Service Worker, Personal Support Worker, Food Service Management, Environmental Services Worker; training in RAI-MDS, PIECES, Gentle Persuasions; Long-Term Care Senior Management qualification; Palliative Care workshops; Health & Safety Core Certification; and numerous other in-service training.

Since 2004, Nithview’s resident population has increased by over 80 people. To accommodate this increase, there have been major additions to staff, bringing the total

number to 150. These changes take adjustment on the part of staff and often extra effort is required until a new comfort level is found. As well, the level of measured care in long-term care (CMI) has reached the highest point ever and implementation of a new resident documentation system has occurred.

When examining the achievements of Nithview staff, it is quite evident that there are remarkable people working here. It is with good reason that visitors often comment “they can feel the difference when they walk through the door” and that resident family members frequently provide affirmations of the “personal” care provided at Nithview. The Nithview staff, very deservedly, have earned the right to be proud of their achievements.

Nithview Community

- ▶ Nithview's 150 staff members serve 260 residents.
- ▶ Currently, 204 active volunteers contribute over 6,000 hours of service a year.
- ▶ The Nithview Auxiliary events, such as the Strawberry Social, village dinners and Christmas teas, raise funds to enhance servicing and programs.
- ▶ Staff initiated special events included a Christmas Parade, talent shows and a two day Wedding Wonderland.
- ▶ Regular programs consist of music, exercises, hymn singing and chapel services offered in large group, small group and one on one programs.
- ▶ There is a waiting list of 385 people for housing outside of long-term care.
- ▶ Nithview served over 167,000 meals last year.

I have worked at Nithview for 17 years and I enjoy working with the residents and getting to know their families. My main priorities are ensuring quality of care and preserving dignity for each and every resident. The staff are very resident-focused and kind. They truly go the extra mile for the residents.



Joyce Leis, R.N.

For almost a year I have worked at Nithview. My favourite part of work is getting to know the residents and their families. I enjoy the personalities of the residents and the staff are all awesome to work with!



Steph Kirby, R.P.N.



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Summarized Consolidated Statement of Financial Position

Current Assets:

Bank
Accounts receivable/prepays

Net Capital Assets:

Land, parking and buildings
Vehicles, equipment and furnishings

TOTAL ASSETS

Current Liabilities

Long-Term Liabilities:

Deferred revenue
Mortgages and notes payable

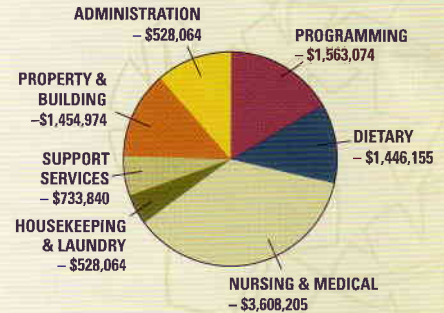
TOTAL LIABILITIES

TOTAL NET ASSETS

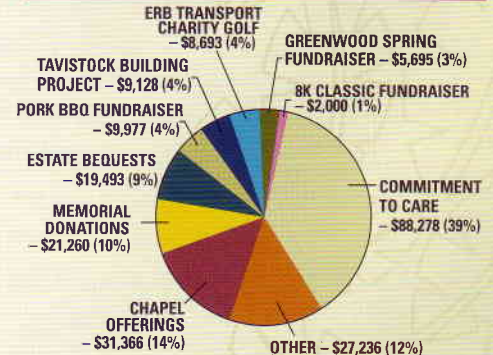
TOTAL LIABILITIES AND NET ASSETS

	<u>2006</u>	<u>2005</u>
Bank	933,915	801,032
Accounts receivable/prepays	303,506	350,938
	<u>1,237,421</u>	<u>1,151,970</u>
Land, parking and buildings	39,657,844	40,958,148
Vehicles, equipment and furnishings	1,387,119	1,479,219
	<u>41,044,963</u>	<u>42,437,367</u>
TOTAL ASSETS	<u><u>42,282,384</u></u>	<u><u>43,589,337</u></u>
<u>Current Liabilities</u>	<u>2,483,319</u>	<u>2,887,326</u>
<u>Long-Term Liabilities:</u>		
Deferred revenue	9,715,340	9,946,177
Mortgages and notes payable	21,883,646	22,905,042
	<u>31,598,986</u>	<u>32,851,219</u>
TOTAL LIABILITIES	<u><u>34,082,305</u></u>	<u><u>35,738,545</u></u>
TOTAL NET ASSETS	<u><u>8,200,079</u></u>	<u><u>7,850,792</u></u>
TOTAL LIABILITIES AND NET ASSETS	<u><u>42,282,384</u></u>	<u><u>43,589,337</u></u>

COST OF SERVICES PROVIDED – 2006



DONATIONS BY FUND / TYPE – 2006



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Summarized Consolidated Statement of Operations

	2006	2005
<u>Revenue:</u>		
Residents' revenue	6,835,482	5,956,548
Provincial subsidies	5,662,116	5,402,767
Donations	137,231	129,168
Gain on disposal of land	715,637	0
Other revenue	79,716	69,677
	<u>13,430,182</u>	<u>11,558,160</u>
<u>Expenditures:</u>		
Residents' care and activity costs	7,879,338	7,528,912
Property and building costs	1,454,974	1,305,117
Interest expense	1,304,402	1,191,366
Amortization	1,115,123	1,069,603
Administrative costs	1,061,558	1,063,547
Loss on disposal of assets*	265,500	351,975
	<u>13,080,895</u>	<u>12,510,520</u>
NET EXPENDITURES OVER REVENUE	<u>349,287</u>	<u>(952,360)</u>

EXPENDITURES \$13,100,000



*Net of gross donations received of \$223,125 (\$455,003 in 2005) and fundraising costs and deferrals.

** In accordance with GAAP, TCMH wrote down the value of excess land to its appraised value.

Detailed audited financial statements are available by contacting Tri-County Mennonite Homes.

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Tri-County Mennonite Homes

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