

Tri-County  
Mennonite Homes

Aldaview Services  
Greenwood Court | Nithview Community

*Making Every Day Matter*

Annual Report

2019/20





# CEO's Message



*Dr. Steven Harrison*

When I took on the role of CEO at TCMH in November of 2019, we were halfway through the fiscal year. With projects and processes already underway for the year, my role was to steward and support the activities of the operations.

A fulfilling year by all definitions, 2019/20 saw TCMH achieve its mandate of Making Every Day Matter. We enhanced supports for our residents and clients by improving services provided, increasing the staff complement, and taking a hard look at the future direction of the organization.

We took bold steps to apply for new Long-Term Care bed licences from the Province of Ontario (application is still pending approval) and began the design phase of the new Home that will accommodate New Hamburg's growth. We expanded our capacity to support individuals in our Developmental Services programs at Aldaview by taking on new homes in Baden as well as purchased a long standing group home in New Hamburg when it became available. These new homes will support our current and future residents. We have been growing supports and services in Stratford at Greenwood Court, housing new residents, and improving services and structures to support the delivery of care in the Home.

Like all organizations, TCMH builds on our legacy, relies on our community, and looks to the future. We could not do this without our staff, and although there are always new faces in our staffing team, we are fortunate to have many staff who have been with us for decades – literally.

To the long-term staff, to the new staff, and to all those in-between, I want to thank you. We can not achieve our goals without your efforts. You are the very life force and energy that keeps TCMH forging ahead.

To the greater community, I want to thank you as well. Your continued support is inspiring. I am amazed at how engaging and welcoming the community has been since my arrival. I look forward to continuing our work together in the years ahead.

Most importantly, to our residents, clients in care, and your families: we are here for you. Times change, leaders change, services and circumstances change, but our commitment to you in unwavering.

We know 2020/21 will be demanding. It will be a year of reflection, of change, and of challenges. Truth is our care system is changing, not through any decisions we made, but because of circumstances outside our community. The changing circumstance means we will have to adapt and work harder to maintain the highest standards of care.

We remain determined to make our client experience with TCMH the absolute best that it can be! It is why we continue to anticipate the needs of those we serve, respond to these needs in every way we can, and lead in times of uncertainty.

Thank you for entrusting the care of your loved ones with TCMH: we look forward to continuing our journey together.

## COVID-19

At the end of the 2019/20 fiscal year, COVID-19 entered our lives. TCMH has over 400 staff and another 500 residents living in our homes and apartments across the organization. In the face of a rapidly changing world, we did everything humanly possible to support our staff members as well as those in our care. We had to react quickly, follow provincial guidelines, and make significant change to how we operate. Our insight and the staff's professional expertise were considered when changes were made. We redesigned spaces, rapidly created opportunities, and implemented changes to long-standing practices. It felt like it all happened in the blink of an eye.

These changes were done to maintain the highest level of safety and support for those who work and live at TCMH. Some decisions were difficult; some were controversial; some we would have done differently given the chance to do them again. However, in a world where things change by

the day, we cannot look back at opportunities lost. Instead, we will look forward to learning new techniques and methods to best support our staff and individuals in our care.

To our team here at TCMH: thank you. We all had to pull a little harder, work a little longer, and make sacrifices. We have been anxious about the unknown and at times scared of what is to come. But we are stronger together! Supporting each other through tough times makes me proud to be part of the TCMH Family.

To our clients, their families, and our community supporters: thank you. We are here to serve with steadfast commitment to all of you. We will do everything we can to ensure timely information sharing and the safest possible environment for everyone. We have done this for over 50 years and will continue to do so for many more.

Stay safe. Make every day matter.



# Message From the Board Chair



*Board Chair: Stephen Yantzi*

This year, Tri-County Homes has experienced our share of change. In some cases, we encouraged it. In other cases, especially when it comes to the pandemic, we found it much more challenging. I want to highlight just a few of those changes – as well as the new ways we are working to make every day matter:

## **NEW LEADERSHIP**

Last November, the board of directors hired Dr. Steven Harrison as our new CEO. We are well served by his passion for care, determined support for the team, and pursuit of the best possible resident and family experience.

We appreciate Steven's proactive leadership through challenging times. We are also grateful for our entire leadership team: Louise Lepp, Joyce Penney, Nancy Eros and Andrea Vlasata. Thanks to our executive directors and their teams, TCMH is weathering the storm of COVID while building our future success.





## NEW REALITIES OF COVID-19

Because of the pandemic, many residents and staff members have experienced anxiety, stress, loneliness, illness, or fear of the unknown. We are fortunate, however, to be part of a community where people look out for each other. Our values, rooted in our faith, have strengthened us.

## NEW FINANCIAL CAPACITY

Notwithstanding the effects of the pandemic, our finances are strong. Revenues have grown nearly 3 percent, outpacing expenses that have increased 0.2 percent. Our surplus will help us support new pandemic-related requirements and respond to growth opportunities.

## NEW POSSIBILITIES FOR FUTURE GROWTH

An ageing population across Ontario is straining our sectors' capacity to



provide the level of care people need and deserve. We are doing our part to meet our residents' needs while preparing for future demand.

Plans are underway to expand the Nithview Community footprint. Pending provincial government approval, it will mean new beds, a modern facility, and even better care for all.

## NEW WAYS OF COMMUNICATING

Residents and families value timely and relevant information. We are making every effort to communicate with them using letters, social media, and our website. With help from local media, we have also kept the broader communities informed of our activities, including practical ways for people to help. Thank you for your tremendous response!

No matter how many changes we have seen—and no matter how many more are yet to come—one thing will never change: TCMH is a special place. On behalf of the board of directors, I want to thank everyone working so hard to make it so.





# Aldaview Services



*Executive Director: Louise Lepp*

The past year at Aldaview Services saw celebrations and successes, enhancements to services and supports, and engagement with our partnerships in the community. There were many reasons to celebrate, and celebrate we did! Here are a few highlights from the year.

## **MEETING CLIENT NEEDS FOR ACCESSIBILITY**

Accessible transportation is key to making every day matter for the individuals we support. Without it, participation in the community can be limited. In February 2019, staff, clients, volunteers, and community partners joined us for a Pancake Breakfast Fundraiser to help Aldaview Services purchase a new wheelchair accessible vehicle. It was truly a community effort, and as a direct result of the fundraiser, Aldaview purchased a new vehicle fully fitted to assist individuals with a variety of mobility needs in April 2019.



## 40TH CELEBRATIONS

In September 2019, staff, clients, families, friends, and community partners gathered for a Fall Fair at Aldaview's Community Participation Supports building to celebrate 40 years of providing supports and services to children and adults with developmental disabilities. In attendance were three of the first individuals to move into an Aldaview home back in December 1979. Stories were shared, pictures were on display, and of course all the elements of a fall fair including ponies, games, balloons, a cake cutting ceremony, and cotton candy!

## ENHANCED PALLIATIVE CARE SUPPORT

In November 2019, Aldaview was approached by 100 Women Who Care – Wilmot, to make a presentation to the agency. They were giving a \$11,000 donation to organizations supporting individuals and Aldaview Services was thrilled to be selected as the recipient of this donation. Aldaview Services' Palliative Care Committee got to work right away. We planned and purchased items that would benefit individuals receiving end of life care at Aldaview, including aromatherapy kits, heated blankets, and a visitor sleep chair, just to name a few. We were also able to provide additional education on Enhanced Palliative Skills to seven members of the committee.

## ALTERNATIVE HOUSING OPPORTUNITIES

Housing needs and the desires of clients receiving residential support change over time. It is important that we are able to respond to their needs as individuals, either because they have acquired new independent living skills or because they require an increased level of support as they age. In March 2019, Aldaview expanded housing into Baden, providing more independent living solutions and supports for our residents.

We share these celebrations and successes, acknowledging that they would not be possible without our dedicated staff who are endlessly committed to their work, the support of our neighbouring sites across TCMH, and the generosity and support of the community.







# Greenwood Court



*Executive Director: Joyce Penney*

In early 2019, Greenwood Court was nominated for an award based on the new staff training program we implemented in 2018. On May 1, 2019, Greenwood Court accepted the “Innovation and Excellence Award - Workplace Quality Award” from our association, AdvantAge Ontario. Three Greenwood Court team members, along with one TCMH board member, were present to receive the award. It was a great honour!

This year we planned and celebrated Greenwood Court’s 25th anniversary. With help from the Greenwood recreation team, managers, and volunteers we hosted an old-fashioned carnival in June. Many dignitaries attended including the Mayor of Stratford, local MPs and MPPs, as well as past TCMH CEOs, and of course Harry Brightwell, a former MP and resident at Greenwood Court apartments. The carnival consisted of a BBQ, games for all ages, music, and a pie auction that raised over \$1000 to close the event. Proceeds from the pie auction were used to help purchase a new wellness chair.

To continue our 25th anniversary celebrations into September, Greenwood







Court hosted a formal dedication of a wall quilt, complete with music and cake. We are very blessed to have talented quilters who made a crossword quilt for our Greenwood Court wall dedication. Thank you goes to two of our independent living residents, Rita Baechler and Florence Riehl, for quilting a work of art. Special events continued throughout the year with a corn roast, fall bazaar, a tea room fundraiser, and a formal family dinner for Christmas.

In the past year, Ontario Health Teams were established throughout the province and the Huron Perth Ontario Health Team was officially announced in December 2019. Since implementation, TCMH officials, including myself, have been at the planning table representing long-term care. I have had the pleasure of representing long-term care on the Digital Advisory Group.

On March 16, 2020, life at Greenwood took a 90 degree turn when

the Ministry of Health mandated all care facilities (long-term care and retirement) close their doors to all visitors and families. This affected our other services such as hair salon, general store, library, church, and dining room service. This closure resulted in changes to Greenwood dining; we implemented apartment delivery service.

The official beginning of Greenwood Court's COVID-19 outbreak was March 31, 2020. The infection was in the retirement area and the Heritage unit of our long-term care home. Novel Coronavirus (COVID-19) impacted six residents, four of whom passed away, as well as 10 staff members. As the reporting year ended, we continued to fight the virus. On May 11, 2020, the outbreak at Greenwood Court was officially declared over. Care and service in our continuum care home will never be the same, but we will continue with our mission of making every day matter.



# Nithview Community



*Executive Director: Nancy Eros*

## GENERAL OVERVIEW

Little did we know when 2019 started that significant changes were coming our way at the end of the year. When the year started, provincially mandated quality programs were running successfully. Team members were implementing TCMH's vision and values to achieve program goals. The impact of our success was felt in the lives of our residents, clients, families, and team members – we were making every day matter!

## FOCUS ON STAFF, CLIENTS, AND RESIDENTS

Throughout the year Nithview Community hosted multiple events such as a resident and team member BBQ, soup and sandwich appreciation for the staff, cookie deliveries, a balloon day for residents, and much more. Some of the highlights of our social events were the ever-popular travelling ice cream truck where management toted a food service trolley full of ice cream to all staff and residents – they loved it! – and the 2019 Christmas party. Children from community schools attended to sing carols. There was also a dinner, and



everyone left feeling the joy of the Christmas season.

## NEW OPPORTUNITIES

Another focus at Nithview over the last year was to capitalize on new opportunities to improve the level of care we provide our residents. We restructured our laundry and housekeeping service, including the addition of a no-fold-laundry cart, to decrease wait times for these services. We trained several new champions for wound care, continence care, bathing, and care planning. We brought in the Tena Identification Program to personalize toiletry routines and help reduce falls and episodes of discomfort. Our team's hard work was validated by the decreased number of complaints and concerns, by an increased quality of care provided, and by our staff's growing confidence through training opportunities.

Further opportunity to improve our services happened when the Registered Nurses Association of Ontario (RNAO) asked Nithview to participate as a Best Practices Spotlight Organization. This program will increase the standard of





nursing quality care, client experiences, and that of our clients' families. Three new resident-family focused programs: Person and Family Centered Care, Preventing and Addressing Abuse and Neglect of Older Adults, and Preventing Fall and Reducing Injury from Falls, were implemented in collaboration with the RNAO. These programs will continue to be evaluated and improved over time to realize Nithview's long term goals of providing a holistic response to the spiritual, social, and physical needs of our clients.



## MILESTONES

Finally, what would a year be without a few milestones! First and foremost, Nithview Community had zero cases of COVID-19 in our home. Through the hard work and dedication of our entire team, and by implementing the Infection Practices Program, we were fortunate to prevent infection in our facility.

There were additional milestones to be celebrated over the year as well. We resolved four Ministry of Long-Term Care compliance orders. Local and government officials visited with residents to hear about their experiences in long term care. And of course, there was lots of planning for upgrades and expansions on the Nithview property. Despite all the changes, successes, and milestones, our focus remains on providing the best possible care. We are anticipating the needs of our residents and implementing innovative solutions to improve the lives of those in our care.



# Member Relations



Each year Tri-County Mennonite Homes receives support for our mission through members and friends who donate their time and money. Not only do we use all the government funding we receive to support our clients, but we also rely on your help to fulfill our unique mission.

## VOLUNTEERS

Tri-County Mennonite Homes is blessed with many volunteers who generously give their time. The lives of our residents and clients are greatly enhanced because our volunteers are dedicated to our organization. They assist with meals, serve in our tea-room and our café, host Christmas parties, porter residents, organize the church and garden clubs, operate the general store, visit residents, provide entertainment, and so much more. With the help of our volunteers we provide many additional services that would not otherwise be available.

## DONATIONS

Donations, be they money or time, enable us to enhance the quality of care we provide beyond what we could provide with government funding alone. Tri-County Mennonite Homes is a registered charity with the Canada Revenue Agency, so all financial donations are receipted for tax purposes. We received donations from many generous supporters who provided funds to help us improve our services. In 2019/20 we received approximately **\$69,529 in financial donations** from the broader community.

Donations support the programs we offer to the seniors in our care and to the developmentally disabled persons we serve. TCMH is pleased to put charitable contributions towards programs and equipment that enhance resident and client experience. Most notably, Greenwood Court purchased a specialized wellness chair, additional music therapy, and palliative care supplies.





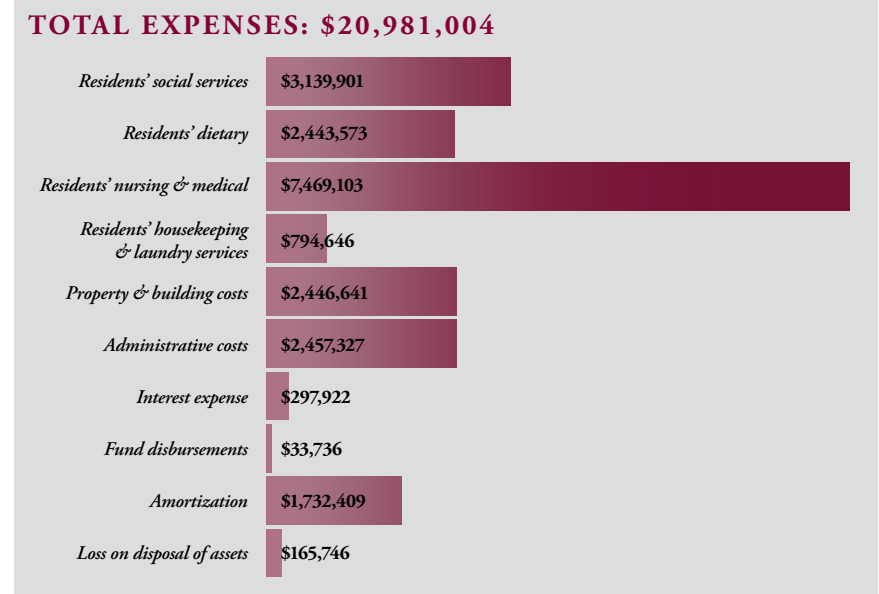
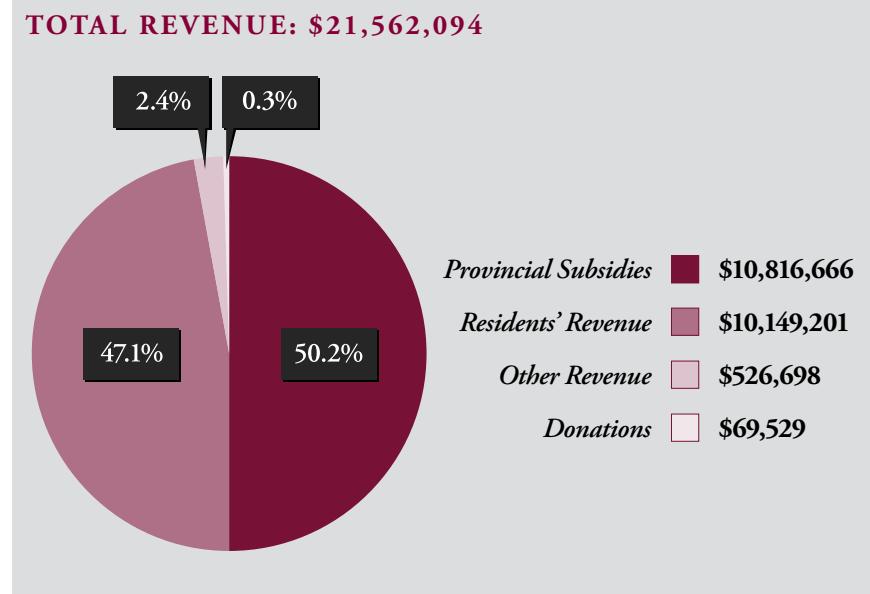
## FINANCIALS

TCMH is a not-for-profit organization and registered charity.

Our annual budget includes extensive reviews of all departments to ensure staffing levels are maintained and that sufficient money is allocated to support purchases of essential supplies and personal protective equipment. Additionally, a five-year capital budget is prepared and reviewed annually to support continuous improvement, maintenance, and upgrades to all TCMH facilities and properties.

Improvements during the fiscal year included restoration to the roof and replacement of windows at the Nithview Long term care and retirement community. We upgraded several pieces of care equipment, such as lifts and bathtubs, and purchased specialized disinfection equipment.

Through careful management and monitoring of our expenses we achieved a surplus that will be set aside for future years.



# Board of Directors 2019-2020

Tri-County Mennonite Homes has a volunteer Board of Directors elected by the voting delegates of the sponsoring constituency churches. Board members offer strategic direction to support the organization's mission, vision, and values.

Stephen Yantzi – Chair

Bob (Robert) Jantzi

Linda Shantz – Vice Chair

Debbie Deichert

Judy Johnson – Secretary

Jeff Scheerer

Dave Honderich – Treasurer

John Lichti

Lloyd Koch

Philip Schroeder

Stephanie Calma

## OUR MISSION

Making Every Day Matter

## OUR VISION

Anticipate the needs of seniors and individuals with developmental disabilities and respond with housing, care, and supportive services

Challenge and encourage our residents, clients, staff and volunteers to achieve their fullest potential

Be leaders in providing holistic responses to the physical, spiritual, social and emotional needs of our communities

Look at challenges from new angles, respond with curiosity and ingenuity, and implement innovative solutions

Expand all aspects of our services for the broader fulfillment of our mission

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