

UNIONVILLE HOME SOCIETY

# THE FUTURE IS OURS



ANNUAL REPORT 2023 – 2024





## MISSION

Engaging our communities through a continuum of services that enhances the experience of aging.

## VISION

A progressive community where older adults thrive; age well and live better.

## VALUES

Caring Genuinely and Passionately  
Respecting each Person  
Serving with Integrity and Commitment  
Advancing Quality and Innovation  
Connecting Communities



## SENIOR LEADERSHIP TEAM

Abby Katz Starr, *President & CEO*

Julie Horne, *CFO & Privacy Officer*

Terry Collins, *Union Villa Administrator*

Maria Dimson, *Development and Communications Director*

Sameer Singh, *Environmental Services Director*

Monique Wilson, *Director, Business Operations Director*

Alex Li, *Administrative Assistant*



## A MESSAGE FROM OUR PRESIDENT & CEO

The Annual General Meeting provides an opportunity to reflect on the successes of the past fiscal year and review our strategies for enhancing the services we provide to our community. What follows are the highlights of our achievements in 2023-2024.

**We refined our vision.** The Board and Senior Leadership Team met in early 2023 for a visioning exercise to review and refresh our existing 2020-2025 Strategic Plan. Building from our current Strategic Directions and heeding input from our stakeholders, we updated our mission statement to reflect our commitment to meeting our community's needs both now and in the future.

**We expanded our partnerships.** We partnered with major post-secondary institutions such as York University and Seneca Polytechnic. This year UHS became a non-academic partner of York University, which means that our campus will be at the leading edge of research into improving community services in LTCs. Additionally, we are excited to share another collaboration with the Ontario Health Team (OHT) in the development of software designed to detect early signs of health deterioration in seniors.

**We strengthened our role in advocacy for seniors.** In 2023, I was elected Housing Representative on the AdvantAge Ontario Board of Directors, allowing UHS' voice to be heard in consultations and discussions on new and existing policies and legislation. UHS also represented the sector at the Ontario Health Team's

(OHT) Pandemic Preparedness working group in September 2023. Through these connections and others, UHS now has a place at multi-sector tables to contribute to innovations related to seniors care and services.

**We invested in initiatives that will contribute to more effectively using our resources.**

We enhanced the Wi-Fi infrastructure so that our residents and clients can connect to loved ones, pursue their interests and their digital hobbies. Advances in technology also provide enhanced ease of documentation for our staff. Another major project we committed to is redeveloping our old building – which is no longer in use -- to best serve the UHS community. Stay tuned for exciting news about new partnerships and services!

This ongoing commitment to investing in quality, not just in our infrastructure, but in our strategy, our advocacy, and our people, positioned UHS to deliver the highest quality care to our residents and clients.

I wish to extend my gratitude for the continued support of our staff, our stakeholders and our Board, as we pursue our refreshed and focused mission to engage our community through a continuum of services that enhance the experience of aging. Thanks to you, **the Future Is Ours.**

– Abby Katz Starr



## A MESSAGE FROM OUR BOARD CHAIR

In this year’s annual address, I would like to acknowledge the staff that make Unionville Home Society one of the best seniors care and services provider in Ontario. It is through the day-to-day interactions our employees have with our residents and clients that make our seniors campus a desirable place to age in place. We continue to have tremendous support from our volunteers, donors and partners which directly impacts the lives of our residents and clients. We are extremely fortunate to have received a significant amount of engagement from all levels of government as we continue to be recognized as a leading model in providing long-term care. In addition, our volunteer board has been very active working on several initiatives that we believe will provide significant benefits to our seniors’ community going forward.

With a refreshed Strategic Plan that emphasizes an enriched continuum of services for seniors through community partnerships and the use of technology, UHS will continue its progress to ensuring a healthy culture and sustainable organization. Our stronger financial situation means we are well positioned to achieve our strategic goals and ensure UHS will be able to meet the needs of seniors today and well into the future.

Finally, I would like to thank all our residents, staff and volunteers for making UHS a great place to live well and age better.

**Philip Gunn**  
*Chair, Unionville Home Society*



The time has arrived for me to step down and allow another individual to embrace the significant responsibility of serving as Chair of the Foundation. Throughout the past 11 years, it has been a privilege to collaborate with a team that exemplifies dedication and passion. I take immense pride in the achievements of our board and committees, particularly in how our fundraising endeavors have furthered our mission.

Through my tenure, I have learned the true meaning of giving back to the community. The Board, staff, and volunteers have taught me invaluable lessons about dedication, compassion, and service. This is not a farewell, but rather a transition. I will always be a part of UHS, and I look forward to witnessing and supporting the continued growth and success of our Foundation. Thank you all for the incredible journey.

**Patrick O'Hanlon**  
*Chair, Unionville Home Society Foundation*



I am honored and delighted to serve as the Chair at Wyndham Gardens, a distinguished seniors’ life-lease residence providing comfortable independent living in historic Unionville. The Wyndham Board consists of committed community members, including representatives residing at Wyndham, who diligently prioritize the needs of the residents.

I wish to commend the UHS staff that are incredibly dedicated to the residents at Wyndham Gardens. Together with my fellow Board members, we will continue to dedicate our time and efforts to ensure a healthy living environment for all at Wyndham Gardens Apartments of Unionville.

**Debra Ambrose**  
*Chair, Wyndham Gardens Apartments of Unionville*



# UNIONVILLE HOME SOCIETY

## UNION VILLA LONG-TERM CARE

We are blessed to have a wonderful team at Union Villa to support our vibrant resident community. Working in long-term care gives our staff a chance to make a difference in the lives of our residents daily. Staff work tirelessly to support the unique needs of our residents to provide a holistic approach to their care. Here are some of the notable achievements from the past fiscal year:

### Recreation

The team continues to deliver meaningful and innovative programs that cater to a wide range of resident needs. While offering various social and interactive activities, standout initiatives included the introduction of the Budii Interactive Projection System, enhancing sensory stimulation and reducing anxiety for residents of all

abilities. In the coldest month of January, residents warmed up with a weeklong “Beating the Winter Blues” program. Residents embarked on immersive virtual journeys to the Amazon rainforest, with sensory-rich interactive games and walks along lush trails. In February, the Valentine’s Day Sweetheart Dinner Party featured gourmet dining, live entertainment, and staff elegantly attired as fine dining servers.

Throughout the year, our home has embraced a diverse array of cultural celebrations including a tribute to Spanish culture with a Mariachi Band, a Lunar New Year event complete with authentic Dragon dancers and a Dim Sum lunch, a Diwali festival with vibrant costumes and dances by our own staff, and a Greek event that shared traditional foods and customs.

### Resident/Family Satisfaction Survey

**89% residents**

**96% families**

Rated Union Villa as excellent/very good/good

**86% residents**

**98% families**

Would recommend Union Villa to a family member or friend

## Enhancing Resident Comfort

We have implemented several key enhancements designed to improve the resident experience, such as the installation of new curtains in resident bedrooms and the replacement of flooring in 16 rooms. Additionally, we have purchased 16 new beds and mattresses that can be adjusted for length and width, ensuring greater resident comfort. To further support our staff and improve overall business operations, we have acquired new equipment for both the nursing and dietary operations, promoting our continued quality improvement initiatives.

## Staff Development

In the last quarter of the 2023-24 fiscal year, Union Villa continued its investment in staff education on a variety of important topics. Regarding infection, prevention and control, our Director of IPAC and Inspection Protocols completed certification from the Certification Board of Infection Control and Epidemiology, a new requirement from the Fixing Long-term Care Act 2021. Additionally, UHS participated in IPAC Huddles led by an IPAC specialist from Oak Valley Health Hospital, focusing on contact isolation precautions and information regarding the spread of measles.

Registered staff received training in First Aid and CPR, while education on procedures and the use of new equipment was provided by community partners. Additionally, the Outreach Behavioral Support team offered ongoing education on communicating with residents with dementia. We continue to train (and refresh training for all Staff in Gentle Persuasive Approach (GPA) training to enhance their skills in providing compassionate care. This training, facilitated by certified UHS staff, covered causes of reactive behavior, de-escalation strategies, and tools to protect both residents and staff. Finally, we implemented improved orientation programs for RPNs, RNs and PSWs to ensure skill competencies in long-term care.

## Accreditation

We once again successfully achieved CARF International Accreditation for 3 years for both Union Villa and the Adult Day Program. CARF (Commission on Accreditation of Rehabilitation Facilities) Accreditation is a formal recognition that a service provider is committed to delivering quality services that meet international standards. CARF is an independent, non-profit organization that accredits health and human services providers in a variety of areas, including long-term care, rehabilitation, and adult day programs. This achievement underscores UHS's dedication to delivering high-quality care and services for seniors.



Welcomed **47** new residents to the villa



**16,385**  
Resident Recreation Programs (averaging almost 1400 per month)



**12,776**  
Student Placement Hours

## Program Improvements

**40%** reduction in resident falls as a result of our Resident Falls Program

**60%** reduction in diagnostic UTIs requiring antibiotic therapy resulting from our Urinary Incontinence Tracking

**40%** decrease in Emergency Room transfers where a resident did not need to be admitted to hospital

# UNIONVILLE COMMUNITY CENTRE FOR SENIORS (UCCS)

This past fiscal year was UCCS's first full year operating out of two satellite sites in Unionville: Central United Church and Bethesda Evangelical Lutheran Church. Despite this significant operational change, UCCS continued to offer a wide range of high-quality social, recreational, fitness, and educational programming. We also offered multiple special events, including a Seniors Active Living Fair at Unionville Commons, the York Region affordable housing building for seniors on our campus. Moreover, UCCS fostered partnerships with other organizations serving seniors in our community, most notably Carefirst, Community and Home Assistance to Seniors (CHATS), Markham Public Library, and Archer Hearing Centre, Amica Unionville, and QPoint.

During this fiscal year, UCCS also expanded its volunteer program. In August 2023, ten older adult volunteers graduated from our Seniors Supporting Seniors program, acquired new skills and greater confidence through targeted volunteer trainings (e.g., First Aid, Food Handling, etc.). Many of these volunteers are now actively supporting regular programming and special events at UCCS.

“ I recently moved to the area and was happy to learn about the Unionville Community Centre for Seniors. I felt very welcome by staff and members alike when I joined, and it has been a great place for me to socialize and meet new friends. I especially enjoy the various theme luncheons held at least once a month.”

– Ken, UCCS Member

## Highlights

- On November 15, 2023, UCCS hosted a Seniors Active Living Fair, with support from the Older Adult Centres Association of Ontario (OACAO) and the Ministry for Seniors and Accessibility. This event featured a trade show at Unionville Commons with 21 partner agencies and three (3) presentations. Over 180 local seniors, caregivers, and family members attended this event.
- In 2022-23, UCCS hosted 20 special events, including outdoor BBQs, an indoor Carnaval, multiple themed lunches, and a high tea attended by Minister for Seniors and Accessibility, the Honourable Raymond Cho and local MPP Billy Pang.







## 708 UCCS programs and special events

Online, in-person and in a hybrid format, for a total of  
**6,272.50** hours of programming



## ADULT DAY PROGRAM

For over 20 years, the UHS Adult Day Program has remained a strong community connection for seniors, providing 249 calendar days of service with 2,843 attendance days attended by our clients equalling an amazing 17,058 respite hours provided to caregivers just this past fiscal year.

In addition to our countless in-person programs, we maintained our virtual groups and I:1's to bring in over 400 hours of virtual programming. Our staff have become masters in virtual activities allowing housebound clients to feel a part of our community from the comfort and safety of their own home.

A new addition to our programming was geared towards caregivers. We offered "Caregiver Support/Information" sessions inviting all caregivers of our clients to come together, share in their experiences and to learn about resources that are within the community. To compliment the session, we began highlighting services in our monthly newsletters to help caregivers and families connect with other organizations that could provide additional supports.

## SOUTHEAST GERIATRIC OUTREACH TEAM

The Southeast Geriatric Outreach Team achieved great success in assisting seniors in the community. Throughout the fiscal year 2023/2024, this committed team conducted 251 in-home visits to engage with vulnerable seniors, leading to 424 referrals for vital support services.

These referrals facilitated access to crucial support systems, such as alternative healthcare providers, clinics, meal delivery programs, home monitoring services, and in-home assistance. This comprehensive approach not only addressed immediate needs but also cultivated a sense of community and support for families and caregivers. The unwavering dedication of the SEGOT team enriches the lives of seniors and reinforces our organization's dedication to the well-being of the senior community.

“

I would like to express my deep appreciation for the care my husband, Andrew, receives from the staff at the Adult Day Program. Being a younger client, I was unsure if Andrew would fit in to the ADP. However, the staff took the time to make the transition as comfortable as possible for both Andrew and myself. The program provides me a few hours of respite knowing that Andrew is safe and engaging in meaningful activities, even a men's group.”

– Sonya, spouse of ADP Client





## WYNDHAM GARDENS APARTMENTS OF UNIONVILLE

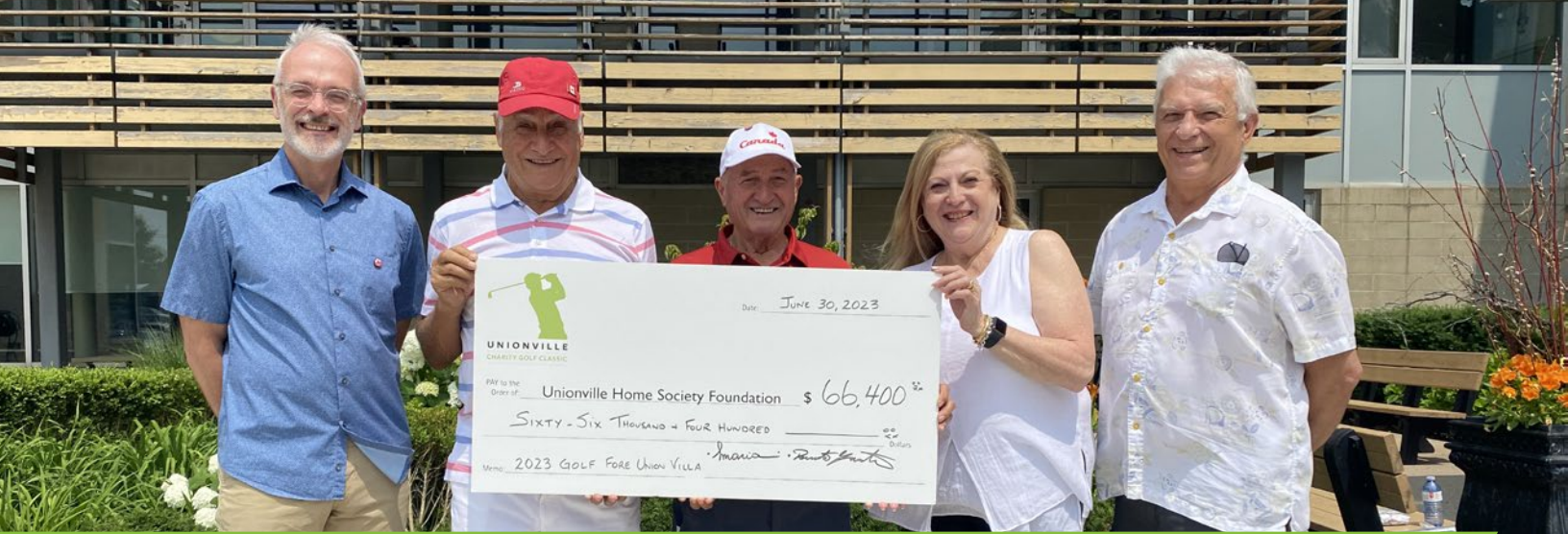
During the past fiscal year, numerous improvements were made to the interior and exterior of Wyndham Gardens Apartment of Unionville. Holistically, these upgrades have made Wyndham Gardens safer, more beautiful, and more accessible, cementing its reputation as a highly desirable retirement living residence. Wyndham Gardens also participated in a campus-wide environmental site assessment with a view to futureproofing our building.

Wyndham Gardens also continues to be a vibrant, diverse, active, and resident-driven hub of community. Weekly activities, like Coffee Hour, Bingo, and Mah-Jong are extremely popular among Wyndham residents. An active group of volunteers drives not only these activities, but also monthly special events, and a bi-monthly meal delivery program.

### **Enhancements to our WGAU Home**

- Pathway to Union Villa replaced and widened for increased safety and accessibility.
- New fencing installed around multiple ground floor units to enhance privacy.
- Aging boiler unit replaced to improve climate control and energy efficiency.





## UNIONVILLE HOME SOCIETY FOUNDATION

The Unionville Home Society Foundation, established in 1991 as the philanthropic arm of the Unionville Home Society, remains dedicated to innovating fundraising strategies, expanding outreach, and nurturing existing donor relationships.

Our fundraising efforts for 2023-24 were concentrated on enhancing resident programs, acquiring essential nursing equipment, and upgrading technology in our home. These initiatives are critical in fostering a supportive, nurturing and efficient environment that enhances the well-being, independence, and safety of those under our care.

Over the past year, our key events – the Garden by the Greens Luncheon in April, the Unionville Charity Golf Classic in June, and the Union Villa Dinner Party in November – not only surpassed revenue and participation goals but also made significant social impact, ensuring financial support for our essential resident programs.

Although hosting fundraising events demands significant resources, our Foundation has leveraged these valuable face-to-face occasions to cultivate relationships with donors and attract potential sponsors, fostering partnerships for the future.

**465 Donors**  **643 Gifts**

Giving between April 1/23 - March 31/24

“

We are forever grateful that Donna was lucky enough to find a spot in your amazing facility. Knowing she is in such wonderful care has been such a source of comfort to her whole family.”

– Resident family & Donor

By actively engaging with donors, we reinforce the significance of our work for the residents we serve.

*Thanks to our donors, fundraising dollars impacted the care and comfort of our residents and provided social opportunities for the clients in our programs.*

### **This year we were able to invest in:**

- Art, Music and Clown Therapy
- Resident Courtyard Enhancements
- Horticulture Therapy
- Ipads for the Nursing Team
- Wi-Fi throughout Union Villa
- Resident Outings
- Budii Interactive Projection System
- Bed and Mattress replacements
- New Resident Curtains
- Program and event support for UCCS and ADP
- Staff Appreciation and Education Fund

# OUR VOLUNTEERS

Since 1968, volunteers have fulfilled a crucial role at Unionville Home Society, offering invaluable contributions across our campus. From warmly greeting families and visitors at our reception to actively engaging in program delivery, aiding in fundraising initiatives, and providing strategic direction, their impact continues to be immeasurable.

UHS has been diligently rebuilding its volunteer program since the pandemic, successfully reintegrating many of our volunteers into service while also attracting new volunteers. Increases in our volunteer engagement can be attributed to the expansion of resident and client programs, special events, and fundraisers, all of which greatly benefit from their invaluable contributions. Volunteers have also played a crucial role in broadening our social and spiritual activities across multiple languages, emphasizing the values of diversity and inclusion.

We are grateful for these committed individuals and community groups, who serve as essential members of our UHS campus. They enhance the lives of our residents and clients by nurturing companionship and a strong sense of community and UHS is proud to provide meaningful experiences where volunteers feel appreciated.



Volunteer supporting ADP Garden Program



Union Villa Auxillary volunteers at the 2023 Holiday Bazaar

**99**  
Active volunteers

**3453**  
Volunteer hours

For fiscal year ending  
March 31, 2024.

**“** Union Villa has a very warm, friendly and caring atmosphere which feels like home.”

— Emer, Volunteer since 2018

UCCS volunteers at 2024 SALC fair



2023 – 2024

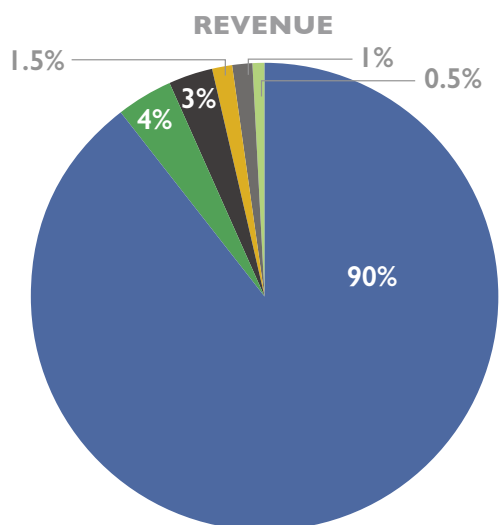
# FINANCIAL STATEMENT SUMMARIES

(UNAUDITED)

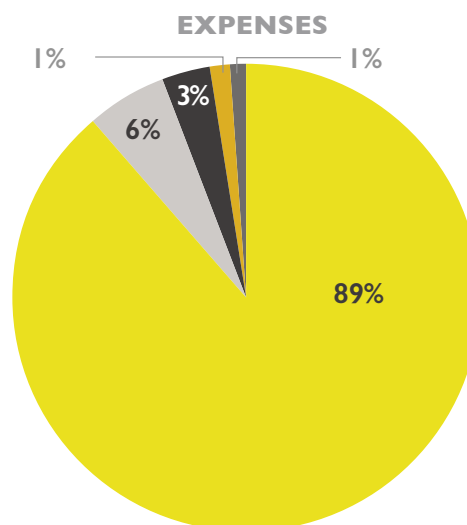
*Audited financial statements are available  
at [www.uhs.on.ca](http://www.uhs.on.ca).*

# UNIONVILLE HOME SOCIETY

## RESULTS OF OPERATIONS



Union Villa LTC	\$17,914,049
Investment income and other	747,780
Community Support Services Programs (ADP)	637,857
Geriatric Outreach Program	280,767
Administrative services cost recovery	257,208
UCCS	132,687
<b>Total Revenue:</b>	<b>\$ 19,970,348</b>



Union Villa LTC expenses	\$ 17,995,326
Administrative services	1,148,305
Community Support Services Programs expenses (ADP)	637,857
Geriatric Outreach Program	280,767
UCCS expenses	225,031
<b>Total Expenses:</b>	<b>\$ 20,287,286</b>
Gain on sale of land	\$ 14,981,704
Discontinued operations	133,890
<b>Excess of revenue over expenses for the year:</b>	<b>\$ 14,798,656</b>

## FINANCIAL POSITION

### ASSETS

Current assets	\$ 16,882,044
Capital assets, net	7,500,102

**Total Assets: \$ 24,382,146**

### LIABILITIES & NET ASSETS

Current liabilities	\$ 2,911,366
Long-term liabilities	6,388,575
Net assets	15,082,205

**Total Liabilities & Net Assets: \$ 24,382,146**

These summary financial statements are unaudited. The audited statements are available at [www.uhs.on.ca](http://www.uhs.on.ca).

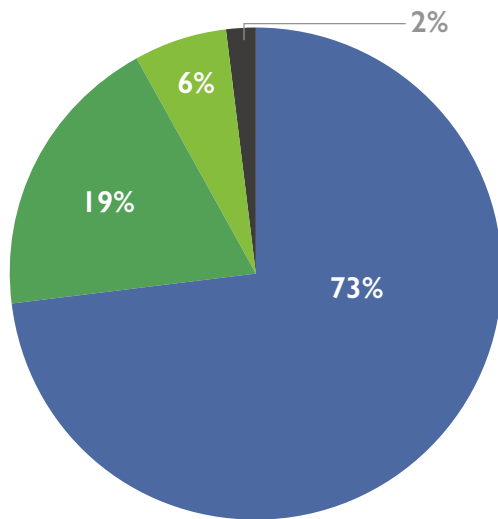
### BOARD OF DIRECTORS

Philip Gunn, *Chair* • Philip Enright, *Vice Chair* • Lyndsey McIntyre, *Treasurer*  
 Glenn Crosby, *IPC* • Debra Ambrose • Robert Cattle • Tara Clucas • Paul Cousens  
 Tracey Deline • Dan Horchik • Clinton Hugh • Audrey Jamieson • Ted Madden  
 David Rackus • Andy Taylor • Samantha van Velzen

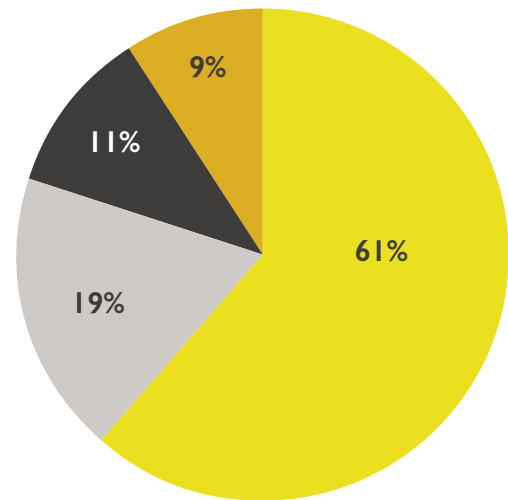
# WYNDHAM GARDENS APARTMENTS OF UNIONVILLE

## RESULTS OF OPERATIONS

### REVENUE



### EXPENSES



Maintenance fees	\$ 1,467,853
Re-leasing commission	376,672
Interest and other income	122,311
Capital levy	38,198
<b>Total Revenue:</b>	<b>\$ 2,005,034</b>

Building operations	\$ 1,351,156
Administrative	408,669
Salaries and benefits	237,937
Re-leasing expense	200,123
<b>Total Expenses:</b>	<b>\$ 2,197,885</b>

**Deficiency of revenue over expenses for the year: (\$ 192,851)**

## FINANCIAL POSITION

### ASSETS

Current assets	\$ 1,791,548
Long-term assets	300,000
Capital assets, net	4,813,547
<b>Total Assets:</b>	<b>6,905,095</b>

### LIABILITIES & NET ASSETS

Current liabilities	\$ 221,115
Net assets	6,683,980
<b>Total Liabilities &amp; Net Assets:</b>	<b>\$ 6,905,095</b>

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### BOARD OF DIRECTORS

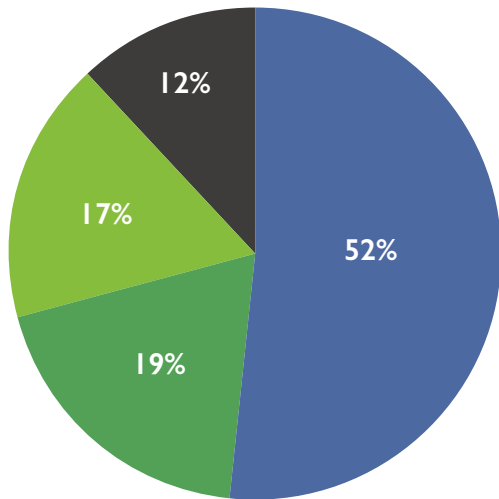
Debra Ambrose, *Chair* • Samantha van Velzen, *Treasurer* • Tracey Deline  
Astley Dennis • Ruth Harvilla



# UNIONVILLE HOME SOCIETY FOUNDATION

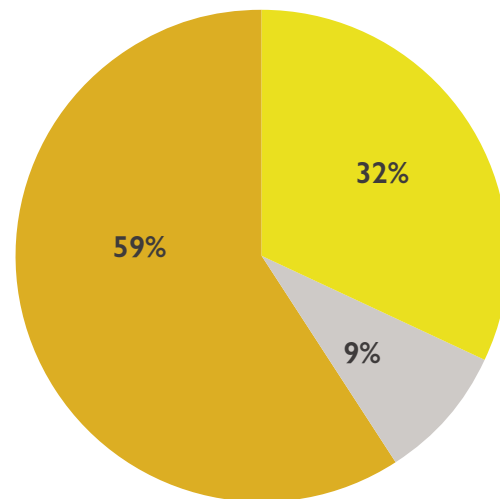
## RESULTS OF OPERATIONS

### REVENUE



Fundraising events revenue	\$ 266,764
Donations and bequests	98,175
Externally restricted donations and bequests	88,994
Investment and other income	60,818
<b>Total Revenue:</b>	<b>\$ 514,751</b>

### EXPENSES



Fundraising events and charitable activities	\$ 177,230
Office and administrative	48,815
Donation allocations to UHS	
Resident care and comfort	
Nursing equipment	
Recreation supplies and equipment	326,354
Adult Day Program activities	
UCCS supplies and events	
<b>Total Expenses:</b>	<b>\$ 552,399</b>

**Deficiency of revenue over expenses for the year: (\$ 37,648)**

## FINANCIAL POSITION

### ASSETS

Current assets	\$ 988,416
Long-term assets	75,000
<b>Total Assets:</b>	<b>\$ 1,063,416</b>

### LIABILITIES & NET ASSETS

Current liabilities	\$ 36,885
Externally restricted net assets	254,086
Unrestricted net assets	772,445
<b>Total Liabilities &amp; Net Assets:</b>	<b>\$1,063,416</b>

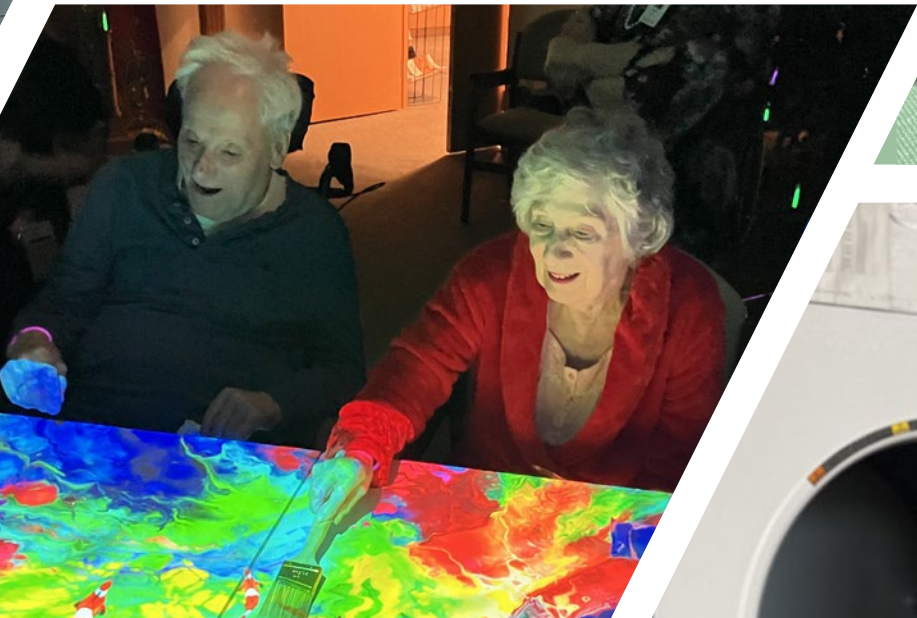
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### BOARD OF DIRECTORS

Patrick O'Hanlon, *Chair* • Audrey Jamieson, *Vice Chair* • Amaar Naqi, *Treasurer*  
Tara Clucas • Ted Madden • Samantha van Velzen

# HELPING SENIORS AGE WELL AND LIVE BETTER





# SPECIAL THANKS

Our success in supporting the wellness, independence, quality of life, and self-determination of seniors in our community relies on the dedication of our Resident Council and Resident Association, Family Council, Staff, Boards of Directors, Volunteers and Donors.

Thank you for your commitment to serving the needs of our clients with integrity.

4300 Highway 7 East,  
Unionville, ON L3R 1L8

T: 905.477.2822  
F: 905.477.6080

[www.uhs.on.ca](http://www.uhs.on.ca)

