

The SOCIETY Scoop

SEASONS'S GREETINGS FROM OUR CHIEF EXECUTIVE OFFICER



It's closing in on the end of 2020 and what a year it has been. I have now been at New Unionville Home Society for almost 10 months and although it feels like much longer, it feels like home! When I began here in February, 2020, I was just starting to get to know the Home and the campus and then Covid-19 hit, and we changed direction in the blink of an eye. So much has changed but what has remained constant is the commitment to our mission, vision and values and notwithstanding lockdowns, and restrictions, and not being able to celebrate in person, I see evidence of love and joy and laughter all around us.

It is because of the true heart and spirit of the whole campus, that I am full of optimism and excitement for our future. With the promise of a vaccine in the wings, I believe we can see some light at the end of the tunnel, so let's bundle up, hold tight, enjoy the holiday season and pray for a healthy and happy start to the New Year!

Season's greetings to all,

Abby Katz Starr



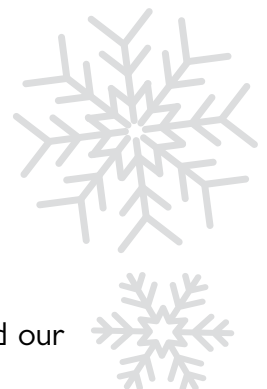
MPP Billy Pang present CEO with 50th Celebration certificate.

MESSAGE FROM THE BOARD CHAIRS

2020 has been a year filled with change and challenge, and we will be thankful when it is behind us. Our new CEO and a renewed senior team have been very successful in finding their way by embracing the new protocols and developing strategies to keep our residents safe. But in the final analysis, it has been our spectacular staff that has protected our residents from this unprecedented pandemic. COVID has impacted staff and their families, restricted visits with residents and limited our community support. Compromises have been made and undertakings have been modified without hesitation. Families have understood and endured the changes and our community and friends have stepped up with financial support.

On behalf of the members of the Board, thank you to all for maintaining the "Home" and our greater campus.

Glenn Crosby, NUHS Board Chair, Lyndsey McIntyre, UHS Board Chair,
Patrick O'Hanlon, UHS Foundation Board Chair, Phil Gunn, Wyndham Gardens Board Chair



CAMPUS OF CARE TRANSFORMATION

Our new entrance and parking lot transformation is practically complete! We now have a continuous sidewalk from Highway 7 to the Villa main entrance, to the Adult Day Program and beyond. We have additional parking for visitors and access-controlled parking for staff.

It has been a long year and a half of change. Modifications on our campus started shortly after the completion of the sale of a portion of land to York Region in May 2019. In preparation for the construction of the new affordable housing building for seniors by York Region, a new parking lot was built in the fall of 2019 for our Unionville Community Centre for Seniors. York Region's construction partner Martinway was then able to secure their site and begin excavation.

Meanwhile UHS, in partnership with Minto Communities and York Region, engaged North Rock Group for the transformation of the UHS entrance, parking lots, and underground utilities infrastructure. Crews began work in October 2019 around Union Villa to reconfigure the entrance off of Highway 7 and start the upgrade of the utilities, including gas, water, and sewer.

As well, a new parking lot dedicated for UHS staff was built south of Wyndham Gardens. Construction continued through the winter months and into late spring, improving utility servicing to Union Villa and the new affordable housing site, as well as expanded parking areas, extended sidewalks and a redesigned entrance in the front of Union Villa. The last of the major construction work in the early summer completed the concrete work and base level paving. In the early fall of 2020, North Rock Group returned to finish with a final top coat of asphalt. The new outdoor lighting was connected in September for the parking and drive areas. Next, the landscape construction was arranged. While a few of the Bur Oak trees at the front of Union Villa were preserved during the construction, a number of new trees, flowering plants and shrubs were planted, while other areas were graded and fresh sod laid.

Alongside these changes, improved hydro service for Wyndham Gardens and new hydro servicing for the affordable housing building were underway. These services are anticipated to be completed soon into 2021.

A few final touches are outstanding and will be completed in the spring, including new directional and parking lot signage. Plus, we can't wait to see all the new trees and plants bloom and grow in the spring.



Julie Horne, Chief Financial Officer

IMPACT OF GIVING: FUNDING OUR RESIDENT PRIORITIES

The Foundation continues to raise much needed funds to enhance the environment and resident experience. In 2019/20, over \$170,000 was dispersed to fund the following and impact the experience of aging:

- Resident Special Events
- 2 Hoyer Mechanical Lifts
- Garden Maintenance
- 2nd/3rd Floor Wall Coverings
- Music & Art Program
- Therapeutic Clowns
- Mesh Slings for use with Hoyer lifts
- 10 Resident Chairs for Activity Rooms
- Bariatric Mattresses
- Courtyard Garden Boxes
- Shower Chair
- Ceiling Lift Replacement

The support of our donors and community partners is instrumental in making our commitment to the highest standards of care a reality for our residents.

GREETINGS FROM THE ADMINISTRATOR



As a newer member to the New Unionville Home Society community. I have really enjoyed getting to know everyone. In such a challenging time for everyone. I have seen such amazing team work from our staff coupled with the continuous support from residents, families and our community. Without this, we would not have been able to face 2020 and rise above such uncertain times. We are stronger together and able to accomplish so much more than we think.

We have learned to do many things differently this year – from visits to communications to providing resident care. New things like “PPE” have been added to vocabulary and our daily wardrobes. It is likely months since many of us have hugged anyone and we have had to learn to read facial expressions through someone’s eyes rather than see their smile. Holidays celebrations have been different this year but I would like to think that when we do connect safely, in person or by the use of technology, it means more to us. So, maybe we have learned to appreciate each other more.

During this holiday season, I hope you can take some time to connect with those close to you. On behalf of the staff and residents of Union Villa, we wish you a happy and healthy holiday season. As we turn our calendars to 2021, let’s reflect on how we came together in 2020, as a team, to make a difference in our community to keep our residents, staff and family safe. Thank you everyone, for turning our challenges into accomplishments.



Happy Holidays and all the best for 2021.

Terry Collins

UPDATE FROM OUR NORTH CAMPUS

Wyndham Garden Apartments of Unionville and Heritage Village Bungalows offer companionship, programs and services appropriate to a retirement lifestyle. During 2020, fifteen new people moved into our north campus community with a total of ten suites being sold at Wyndham.

The residents here adhered to all the pandemic protocols and continued to support one another where possible. During the summer months, the active residents tended to the community gardens and enjoyed the outdoor patio. Many embraced technology using their phones and tablets to stay in touch with their friends and family. In addition, Wyndham Gardens residents were quick to adapt to virtual programs like bingo, trivia and current event discussion offered by our local community center, UCCS.

A group of volunteers from Wyndham Gardens took it upon themselves to organize a bi-weekly meal program ordering from local favorite restaurants and then deliver to the front doors of their fellow older adults on campus.



Resident Activities, Celebrations and Events: Recreation Highlights from 2020

In the midst of the festive holiday season, here at Union Villa, we are ready to celebrate Christmas, Hannukah, and Kwanza. This year the celebrations will look different due to the impact of the COVID-19 pandemic. Our staff and residents are committed to keeping the holiday spirit alive and well by decorating the home areas and even our exterior garden and courtyard.

2020 has proven to be a year of opportunities for the Recreation team. COVID-19 created so many obstacles that fuelled and challenged the team to come up with creative ideas, techniques, and solutions to bring programming to the residents of Union Villa. Our residents are now more familiar and comfortable with technology, in particular, video calls via Skype and Zoom. While practicing physical distancing, residents celebrated monthly birthdays; enjoyed summer BBQs, one- to-one music therapy, Clown Artist therapist window visits, and a fun fair; remembered residents who have passed this year via virtual memorial services; marked both Remembrance and Canada Day; participating in live streaming of mass and non-domination church services; and engaged in small groups exercise, word games, bingo, and countless one-to-one visits.

The Recreation team along with all of our direct care staff continue to rise to the occasion to ensure the well-being of each resident.





2020 CORE VALUE AWARD WINNERS

We were delighted to receive 45 nominations for the 2020 Core Value Awards from staff, residents and their families. After reviewing the nominations, we decided to award 4 rather than the 2 awards as planned as these individuals all had multiple nominations and were so deserving.

The winners of the 2020 Core Value Awards are:



Debbie Batzakis is a Recreation Therapist who was described as “awesome both before and during COVID”, “caring, loving and patient with the residents” with “endless devotion”. Everyone who knows Debbie knows that we can see her constant smile even with her mask on and one person commented that she was smiling “even in full PPE”! Debbie was described as “real keeper for UHS”.



Ahmed Elrabie is a Screener and has been at Union Villa since the beginning of the pandemic. The nominations mentioned his incredible ability to remember everyone’s name and how professional and respectful he is day in and day out. He has been described as “going above and beyond his work description” and we are very fortunate that everyone who arrives at our front door is given such a warm welcome when Ahmed is there.



Mila Labasan is a PSW who works evenings in Buttonville and one family called her “the greatest PSW of all time”. She is described as “diligent, respectful” as well as “kind, gentle” and one resident mentioned that she “respects your wishes”. One person commented that when Mila is on the floor, the other PSW’s also do better and the shift goes smoothly.



Janet Tubig is the Nurse Manager in the evening and assisted as the Director of Care during the fall months. She was nominated as an “effective leader... works with integrity”. She is recognized for her “knowledgeable clinical expertise in decision making” and her communication. Janet was nominated a total of 7 times including a resident’s family and staff from nursing and from other departments.”

GROWING OUR COMMUNITY BEYOND BRICKS-AND-MORTAR AND FINDING OUR NEW NORMAL

2020 has been a year of unprecedented challenge, change, and opportunity for the Unionville Community Centre for Seniors (UCCS). When the necessity of physical distancing compelled our centre to close in March, it also forced us to be more innovative, flexible, and proactive in promoting wellness. As a result, we have become better communicators and more stalwart champions of community engagement. Moreover, it has shown us that a real community hub is not bound by bricks-and-mortar. Our responsibility to our clients and community did not stop simply because our centre was closed.

In the absence of physical programs, UCCS staff adapted program delivery and kept our membership engaged through regular communications, remote program offerings, service referrals, and outreach to individual members. We made use of new technologies, like Zoom, and worked diligently to make these technologies accessible to seniors in our community.

In effect, we worked to build a virtual infrastructure to promote the physical, mental, cognitive, and social wellness of our seniors, which continues to supplement our in-person programming. We have seen firsthand how virtual programming can make programs be more accessible to our clients, and how community can be built, even at a distance.

It was in a spirit of resilience, adaptability, and cautious optimism that our staff resumed in-person programming at UCCS in mid-September. A key component of our success in doing so has been building and keeping the confidence of our membership that we can offer indoor programming while prioritizing public health. To this end, we have consistently engaged our Member's Council, volunteers, and our clients for their feedback. As we strive to offer safe, these key stakeholders are our most important allies.

After a two-day, physically distanced membership drive, we gradually began offering small-group programs at UCCS, in accordance with public health guidance. At present, UCCS is offering Tai Chi; daily exercise classes, in partnership with Carefirst Seniors & Community Services Association; a once-weekly, physically dis-



tanced coffee hour; a daily internet café with individual workstations; and a lending library. We also continue to offer at least one virtual program per day for those clients who are not comfortable returning to the centre at this time. As we move towards investing in more hardware (i.e., tablets), we also plan to pilot a technology lending service.

To ensure safe physical distancing and infection control and prevention, UCCS staff modified our programming space by limiting all programs and administration to our ground floor, and investing in Plexiglas dividers, PPE, IPAC training for staff and volunteers and enhanced signage to encourage physical distancing.

While we fervently hope that the year to come brings more and greater opportunities to gather with our community of seniors in-person, we are grateful for the many lessons and chances for connection that this year has afforded. We wish all the readers of this Holiday Scoop and safe and happy holiday season.



ANNUAL SIGNATURE EVENT GOES VIRTUAL – UNION VILLA’S GOLDEN DINNER PARTY RAISES OVER \$100,000

2020 has been filled with unparalleled uncertainty and challenges, but it has also made us grateful for family, friends and the community we live in. 2020 also marked the year that Union Villa LTC turned 50!

We have had to adapt, pivot and be creative both in how we care for our residents but also how we fundraise. Our annual Dinner Party - our signature fundraiser that has always sold out, allowing us to share our mission, our resident stories, and our funding needs with those in attendance.

In light of COVID, we transformed our annual Dinner Party into a virtual 10 day long Golden Anniversary celebration that could be enjoyed from the comfort of your home with no ticket required. Between October 30th and November 10th, our website featured greetings and messages from special guests, resident videos, and archive photos from our Villa vault. We

enabled our friends, families, and communities to participate in exciting fundraising initiatives and celebrate our milestone birthday. This virtual fundraiser would not have been such a success without the unwavering support from our supporters and our community. A special thanks to our event committee who took on the challenge to do things differently.

With hope and eternal optimism, we have already booked November 5th for the 2021 Union Villa Dinner Party and look forward to seeing each other in person. Keep safe and thank you for helping our residents age well and live better.

A special thanks to our event committee: Co-Chairs Samantha van Velzen and Paul Cousens, Joan Rossi, Lorraine Chipperfield, Tara Clucas, Dara Greene, Audrey Jamieson, Michelle Probert, Trevor Whittamore

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The Stephen Tar Team
Jan van Velzen



UNIONVILLE HOME SOCIETY FOUNDATION – EVEN WHEN APART, YOUR SUPPORT HAS KEPT US TOGETHER

Thank you to our donors and volunteers for recognizing the importance of our mission and for continuing to give our residents the best in care and comfort.

Even in these challenging and uncertain times, our supporters have provided hope and inspiration, and as a result we are able to continue to provide an exceptional long-term care experience where the residents are engaged, healthy and safe. For that we are eternally grateful.

Have a wonderful holiday season, and please take care of yourselves and your loved ones.

Unionville Home Society Foundation is a registered charity and dedicated to funding amenities and initiatives that enhance the lives of our residents. The foundation believes quality seniors care is a priority and endeavours to provide a variety of “giving” opportunities.

For more information, please contact us at 905.477.2839 ext. 4270 or at mdimson@uhs.on.ca.

