

NEW UNIONVILLE HOME SOCIETY

MONTage

ANNUAL REPORT 2015-2016





John Carruthers, UHS Chair



Phil Gunn, Wyndham Gardens Chair



Glenn Crosby, NUHS Chair



Patrick O'Hanlan, UHS Foundation Chair

A Message from our Board Chairs

As board members, our roles are to provide strategic planning, financial oversight and leadership. Over the last number of years we have reviewed the skills and abilities of our board members and recruited those with the talents to strengthen the governance of the campus. We recognize that this campus is "home" to our residents so we strive to ensure that we provide the most competent, skilled and compassionate staff, welcoming, appropriate facilities and the financial strength to maintain these standards well into the future. We have learned in the past year that not everyone welcomes change but we cannot be static. Our community, our service delivery roles and the government support we receive is continuously changing and evolving. We must be proactive and part of change to thrive and survive in a challenging environment.

We embrace new ideas and fresh concepts. "Home" is what we provide and we will continue to be responsible and committed to that mandate.

Mission

Enhancing the experience of aging,
one person at a time

Vision

A progressive community where older adults thrive;
aging well and living better

Values

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





A Message from our CEO

Debra Cooper Burger

The 2015-2016 report is presented as a montage. A montage is a technique of combining pictorial elements from various sources into a single composition, such as parts of different photographs or printed materials. A montage shows that the elements can belong together and yet each element retains its separate identity.

This annual report is inspired by the many wonderful people and the vast range of programs and services that makeup the Unionville Home Society campus. The elements of our campus are people, each with separate identities but who join together to create a campus of care. Our campus of care would not be possible without the guidance of our distinguished Board, the dedication of our talented staff or the tireless efforts of our volunteers. They are all people sharing values of respect, integrity and innovation. People that care and are committed to advancing quality and connecting the Unionville Home Society community.

Society Stats & Campus Counts



VOLUNTEER SERVICES

237 Total Volunteers

30% Student Volunteers

12268.34 Total Hours

DONOR SUPPORT

475 Donors **685** Donations



GERIATRIC OUTREACH TEAM

309 Individuals Served

322 Home Visits by the Geriatric Outreach Team

UNION VILLA LTC

52.7% Residents older than 85

3.7% Residents younger than 65

69.4% Female Residents

65.2% Residents with Dementia

63 Social/Recreation Programs

66 Musical Performances/Entertainment

163 Manicure Sessions

185 Hours of Pet Therapy Visits

ADULT DAY PROGRAM

5,435 Attendance Days
Face to Face*

161 Families Served*

35+ Social Recreation
Programs per Week

* Includes South Asian Day Program counts



New Unionville Home Society

STRATEGIC DIRECTIONS ON TRACK

2015-16 marked the midway point in the campus strategic plan. Strategic goals to leverage partnerships, to distinguish our future and to drive quality are in progress and on target. The organization has been working closely with York Region and Minto Communities, a private land developer, to build additional housing opportunities on the campus. Sustainability and the capacity to plan and respond effectively to the needs of an aging population is one of the most compelling outcomes of this partnership.

The future site development is an example of private, charitable and regional government collaboration. The three parties are working closely to enhance the community with the provision of new affordable seniors housing, new residential housing, and potentially new long term care/retirement care capacity. The campus development partnerships were announced in the summer of 2015 and with

significant and ongoing community consultation, plans were refined and implementation is underway.

Once site approvals are in place, York Housing will construct a new affordable seniors housing facility to accommodate 250 units, which will replace the existing 36 year old Heritage Village units. When completed, the current Heritage Village tenants will be able to re-locate directly to the new building. Discussions and planning are also underway regarding the operation and possible re-location of the Unionville Community Centre for Seniors.

The strategic goals that are being pursued will ensure that our campus continues to be an environment that nurtures and sustains our most valuable resource—the passion, motivation and creativity of the people who support and transform our community every day.

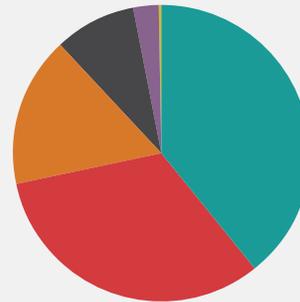
ADULT DAY PROGRAM

The Adult Day Program continues to thrive within a community that celebrates the diversity of its clientele. Staff provide creative opportunities and therapeutic experiences that support esteem building and self worth with small challenges, social engagement and leisure based activities throughout the day.

As a community support service we are focused on a client-centered care approach. This past year, after careful observations of the client mix, we implemented the “Client My Way” program with more independently accessed leisure options. A portion of the day is dedicated to providing the client with choices and freedom of participation.

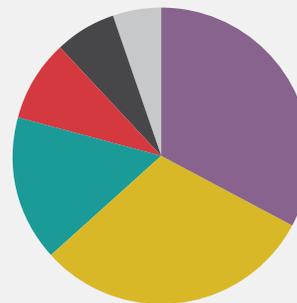


2015–2016 Statement of Financial Activities



Total Revenue:
\$3,496,123

	Administrative Services Cost Recovery	\$ 1,375,188
	Heritage Village Rental & Other Income	\$ 1,137,269
	Community Support Services Program Funding	\$ 566,844
	Geriatric Outreach Program	\$ 313,233
	UCCS Rental & Other Income	\$ 101,415
	Other Revenue	\$ 2,174



Total Expenses:
\$3,586,875

	Heritage Village Expenses	\$ 1,182,645
	Administrative Salaries & Benefits	\$ 1,096,154
	Community Support Services Program Expenditures	\$ 566,844
	Geriatric Outreach Program	\$ 313,233
	Administrative Expenses	\$ 244,520
	UCCS Expenses	\$ 183,479

BOARD MEMBERS

Glenn Crosby, *Chair* • Cheryl Shindruk, *Vice Chair* • Philip Gunn, *Treasurer*
Paul Bailey • John Carruthers • Gina Conte • William Gage • Hilda Gan
Dan Horchik • Lyndsey McIntyre • Stan Shapson • Andy Taylor • Blair Tullis
Neil Walker • Gayle Whittamore



Union Villa

In 2015, Unionville Home Society reached two important milestones; providing quality care on

our campus for 45 years, and doing so in the “new” Union Villa long term care home for 10 years.

COMMUNITY INVOLVEMENT – LEVERAGING PARTNERSHIPS

Senior leadership staff at Union Villa are participating in a joint committee comprised of local Long Term Care homes and Markham Stouffville Hospital to improve the flow of information, communication, and documentation as residents transfer to and from hospital.

Union Villa is also participating in Health Quality Ontario’s IDEAS program (Improving & Driving Excellence Across Sectors). IDEAS is a province-wide initiative to increase the performance of

Ontario’s health system through enhanced quality improvement, leadership and change management throughout the province’s healthcare system.

Union Villa continues to demonstrate a commitment to the next generation of healthcare providers by offering student learning placements. The Villa collaborates with several academic institutions in the region, providing practical education to students in nursing and personal support worker programs, recreational therapy and co-op programs.

BUILDING A BETTER HOME – DRIVING QUALITY

2015 saw a substantial investment in infrastructure and equipment at the Villa. Some of the more noteworthy changes include the installation of an upgraded Nurse Call system with LED corridor displays that inform staff when a resident needs assistance. New point-of-care computer tablets have been installed in each resident hallway. These units will allow for more efficient documentation of resident care, and improve the workflow of frontline staff.

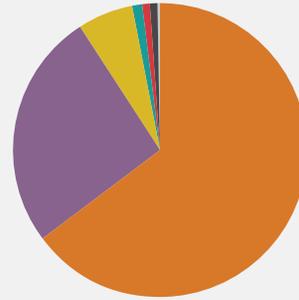
In addition, new resident beds, and vital signs monitoring equipment were purchased with donation assistance from the Foundation. Recently, the Villa’s secure unit, Union Mills received a significant facelift, with the installation of new wall protection panels, handrails and fresh paint and new décor elements.



BOARD MEMBERS

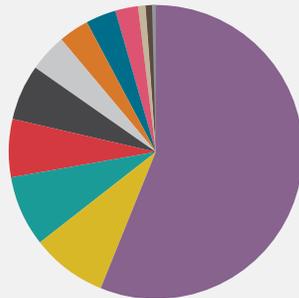
John Carruthers, *Chair* • Gayle Whittamore, *Vice Chair* • Lyndsey McIntyre, *Treasurer* • Hilda Gan Ted Madden • Cheryl Shindruk • Stan Shapson
Neil Walker

2015–2016 Statement of Financial Activities



Total Revenue:
\$11,938,878

Government Funding	\$ 7,747,194
Accommodation Basic	\$ 3,107,174
Accommodation Preferred	\$ 718,173
Donation Revenue	\$ 139,295
Amortization of Deferred Contributions Related to Capital Assets	\$ 118,277
Other Revenue	\$ 102,977
Investment Income	\$ 5,788



Total Expenses:
\$12,087,985

Salaries & Benefits	\$ 6,592,467
Amortization of Capital Assets	\$ 960,786
Administrative Services Cost	\$ 907,200
Contracted Dietary and Laundry Services	\$ 749,668
Mortgage Loan Interest	\$ 726,060
Raw Food	\$ 480,285
Utilities	\$ 403,990
Agency Staffing & Contracted Health Services	\$ 381,063
Building and Ground Maintenance	\$ 371,806
Supplies	\$ 287,610
Administration	\$ 150,396
Resident Programs and Services	\$ 76,654



Wyndham Gardens

Apartments of Unionville

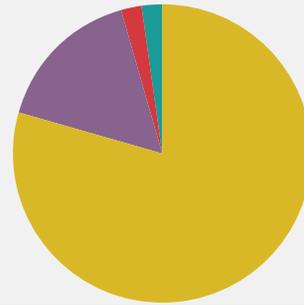
Wyndham Gardens is an attractive adult lifestyle destination for those aged 55 years of age and over who wish to age in place as independently, healthfully and happily as possible. Wyndham residents embrace the concepts of “aging well and living better” by developing rewarding friendships

and accessing a wide range of activities such as: Book club, Movie night, Coffee Hour, Art programs, Bridge games and Socials. This year, an indoor Walk & Roll club was launched with 42 residents walking a total of 881 miles in the month of February.

The 2015–2016 year had a lease-hold turnover of 11 suites and a continued commitment to building enhancements through strategic capital planning and major infrastructure upgrades such as make up air units and new elevator hydraulics. Several maintenance projects have also resulted in greater efficiencies and energy savings.

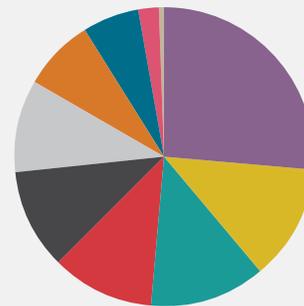


2015–2016 Statement of Financial Activities



Total Revenue:
\$1,448,564

■ Maintenance Fees	\$ 1,153,181
■ Re-Leasing	\$ 232,783
■ Other Revenue	\$ 32,134
■ Dining Room & Catering Events Revenue	\$ 30,466



Total Expenses:
\$1,530,346

■ Amortization of Capital Assets	\$ 402,226
■ Building, Equipment & Ground Maintenance	\$ 193,279
■ Municipal & Property Taxes	\$ 191,541
■ Administrative Services Cost	\$ 168,240
■ Salaries & Benefits	\$ 164,617
■ Utilities	\$ 154,759
■ Commission on Re-Leasing	\$ 118,370
■ Administration	\$ 90,958
■ Dining Room & Catering Expenses	\$ 39,225
■ Other Expenses	\$ 7,131

BOARD MEMBERS

Philip Gunn, *Chair* • Blair Tullis, *Vice Chair* • Hilda Gan, *Treasurer*
Mavis Collingwood • Astley Dennis • Dan Horchik



UHS Foundation

FOUNDATION REACHES A MILESTONE – 25 YEARS OF FUNDRAISING FOR SENIORS

Since 1991, Unionville Home Society Foundation has been dedicated to a single mission: to fund amenities and initiatives not covered by the Ministry of Health and Long Term Care and other governmental sources.

2015/16 was another year of impact, both financial and personal, as each gift funded a moment, an experience or a program that energized our seniors giving them hope, helping them age well and live better.

Our fundraising initiatives enhance the experience and home like environment for the residents through philanthropic efforts. With a portfolio of special events, personal giving campaigns, and corporate

donations, we strive to make our campus a “home” in meaningful ways.

By identifying the needs of our residents, we strive to find new ways to foster new relationships with donors and supporters. In 2015, two long-standing local entrepreneurs, Larry Mariani and Danny Fantini, spearheaded the 1st Annual Main Street Unionville Golf Tournament in support of Union Villa. Their committee secured 60+ sponsors and filled the Angus Glen South Course raising funds to purchase new lifting devices for Union Villa residents.

The Foundation Board and its event volunteers have spent the year cultivating relationships with the community, engaging partners both corporate and



government, to continue to raise needed funds to ensure the best in care and comfort.

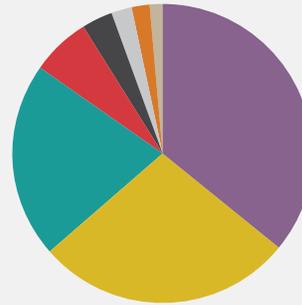
In November 2015, the 19th Annual Union Villa Dinner Party continued its purpose to raise funds to purchase vital equipment and enhancements. Almost 400 guests mingled, dined, danced and helped raise over \$80,000 for Union Villa.

The Closing the Gap Campaign is on track to reach a fundraising goal of 1.5 million by 2019 to retire significant mortgage debt. Board Chair Patrick O’Hanlon is joined by an influential team of donors in this endeavour. This specific campaign will free operating funds that can be channeled directly into resident care.

BOARD MEMBERS

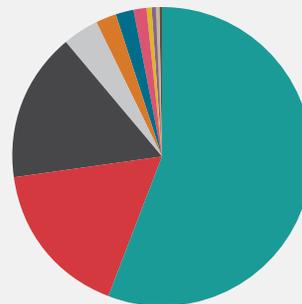
Patrick O’Hanlon, *Chair* • Ted Madden, *Vice Chair* • Amaar Naqi, *Treasurer* • Keith Chang
Jim Cochrane • Zaki Kasmani

2015–2016 Statement of Financial Activities



Total Revenue:
\$548,413

Major Gifts	\$ 196,579
Signature Event - Annual Dinner Party	\$ 151,294
Golf Tournament	\$ 115,025
Community Gifts & General Donations	\$ 35,990
Investment & Other Income	\$ 18,811
Direct Mail	\$ 11,765
Memorial Gifts	\$ 11,038
Bequests & Wills	\$ 7,910



Total Donations Dispersed:
\$214,952

Union Villa Mortgage	\$ 120,000
Union Villa Comfort Corners	\$ 36,466
Union Mills Railings & Wall Protection	\$ 34,361
Union Villa Nursing Equipment	\$ 8,369
UCCS Programs	\$ 5,000
Resident Safety and Security	\$ 4,158
Resident Comfort and Enjoyment	\$ 2,854
Palliative Care Communications	\$ 1,579
Resident Art Program – “Art Expressions”	\$ 890
Mobility Devices	\$ 825
NUHS Adult Day Program	\$ 450



VOLUNTEER CONTRIBUTIONS

Co-operative placement partnerships continue to strengthen, and during this time, hands-on learning opportunities were provided at Union Villa Long Term Care, the Adult Day Program and Unionville Community Centre for Seniors.

helped acquire donations and gifts for the 2015 Union Villa Dinner Party.

As the 2015-16 year progressed, 97 new volunteers joined our team, including 26 local high school students who participated in an exciting summer program funded by Human Resources Development Canada (HRDC). The VolunTEEN program at UHS gave youths age 14-17 years the opportunity to expand their interpersonal, communication and leadership skills and exposed them to career options in health care, as they donated a portion of their summer vacation to help us enhance the quality of life for our residents.

These students supported residents and staff with 24 days of programming over a span of six weeks in July and August. Collectively, this donation of time and compassion surpassed 2100 hours. One-to-one resident-volunteer interaction was at its highest, as VolunTEENs companioned residents during indoor activities, garden visits and summer barbecues. The students' volunteer service was recognized at the end of each session with certificates of appreciation and reference letters, presented by CEO Debra Cooper Burger and COO Michael Bakewell.



Students came from Seneca College and the University of Waterloo to gain practical experience in Therapeutic Recreation; and also from local high schools including Unionville High School and Father Michael McGivney Catholic Academy. The high school students assisted with programs, contributed to The Society Scoop newsletter and

Special Thanks

Vital to our person-centered approach for the campus are our loyal, dedicated staff and volunteers, Auxiliary members, Resident/Tenant Associations and the Resident and Family Councils. Their commitment and their gifts of time, energy, and funds are invaluable to our campus community.



New Unionville Home Society

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ONTARIO ASSOCIATION OF
NON-PROFIT HOMES AND SERVICES