



Lorna Gard (right) is Chair of the Board of Nisbet Lodge but was recognized for her long involvement in many ways as a volunteer and donor. Audrey Wright (left), along with her husband Blenus, also received the Award of Excellence recognition for her continued substantial service and support.



Former board member David Wilson (top) received an Appreciation Award. Nora Cooper from the Foundation board announced new recipients of Guardians of the Future status.



President of the Nisbet Lodge Family Council, resident Edward Freeman-Attwood thanks donors for their support.

Donors – our appreciation is official!

It would be difficult to overstate the difference donors make in the life of Nisbet Lodge and McClintock Manor. And once a year we celebrate our supporters with a donor appreciation evening.



More than 60 people attended the March event, enjoying a wonderful Greek meal prepared by the Palace Restaurant.

Our guest musician was singer Marlene O'Neil, whose warm personality and powerful presence inspired the room with her signature Southern Gospel sound.

The spotlight, though, was on our donors: all donors, whether present or not were honoured by the Nisbet Lodge-McClintock Manor Foundation. Thank you, one and all!

John Howes enjoys his turn at the dinner buffet.

Key moments

- ❖ Special appreciation awards: Past board members Joan Howell and David Wilson
- ❖ Friend of Nisbet Lodge: Dr. Peter Karalis
- ❖ Individual Donor Awards: Blenus and Audrey Wright; and Lorna Gard
- ❖ Nine donors were added to the Donor 'Wall of Honor'
- ❖ Two donors moved up a category
- ❖ Six individuals made bequests and were added to the Guardians of the Future roster



New curtains made possible by donations provide Nisbet Lodge residents like Garth Gomez with better control over the brightness of the room and greater privacy, as well as improved fire resistance.

Highlights of the year

- ❖ We continue to implement software to improve quality, safety and efficiency. Most recently, our physicians began using an electronic pen (e-Pen) to streamline pharmacy orders and deliveries.
- ❖ We introduced Surge Learning, providing on-line education for staff, and general orientation for new staff and volunteers. Much more flexible, it greatly reduces time staff are in classrooms, away from the units.
- ❖ Staff compliance with the flu shot request increased from 54 to 75 per cent.
- ❖ Thanks to funding from the Toronto Central LHIN, 10 PSWs and three registered staff were trained in behaviour management techniques known as the Gentle Persuasive Approach.
- ❖ With LHIN funding, 16 registered staff received training on PIECES™ (a template for assessing changes in behaviour by looking at changes in six sets of variables: physical, intellectual, emotional, capabilities, environment and social.)
- ❖ Our new Activation Director, Melissa Homulos and her staff introduced program enrichments such as theme dinners and a roving treat cart, and expanded our offering of Greek-language CDs and DVDs.
- ❖ Our web site was updated to make it readable with hand-held devices.
- ❖ Changes in our Team One nursing station enabled us to meet the fire drill standards set by the fire marshal, which examines how quickly staff on nights would be able to transfer residents from one wing to another in an emergency.
- ❖ The Food Services department grew its paid private catering by 30 per cent, and replaced Styrofoam cups with colour-coded plastic ones, saving money and benefiting the environment.
- ❖ Director of Food Services, Laval Ng, piloted a dietary software program called Resident Dining Solutions that will go live this summer. The program reduces food service paperwork dramatically, and makes it easier to track residents' requirements and preferences.
- ❖ Nisbet continued its strong tradition of providing placement opportunities for students at both the high school and college levels.

- ❖ Our residents rated us 88.6 for overall care and service and families 85.6.
- ❖ A ribbon cutting was held to reopen the Rose and Norman Notely Lounge and Library. Thanks to our donors a new computer centre was added along with new exercise equipment. The room was also decorated with pictures of Africa by published photographer and owner of Pape Pharmacy, Ted Halkusis. This theme celebrates the service of the many residents and tenants who served as missionaries in that beautiful continent.
- ❖ McClintock Manor was fortunate to receive a grant from the Social Housing Improvement Program, allowing us to modernize both elevators.
- ❖ The Tenants' Association hosted a variety of programs, such as knitting, movie nights and adult coloring.
- ❖ When a McClintock Manor tenant asked if we could get new and more recycling bins, the determined efforts of local Councillor Mary Fragedakis made it possible.



A demonstration by a troupe of highland dancers was one of many memorable events.

Working today, seeking God's future

Report from the Chair of the Board



In my fifth year as Chair of the Board, I now see a pattern in our work.

Year over year, the Board has been very pleased to introduce many changes and

physical improvements. Yet the challenge of finding a solution for our future redevelopment remains. We have seen that as God removes one option, another appears. We continue to seek the option that best benefits our residents and staff.

Meanwhile, the work of Board and our Board Committees help Nisbet to operate at high levels in key areas:

- ❖ Nisbet manages fluctuations in government funding but keeps care standards at high levels; meanwhile, residents and tenants enjoy many enhancements provided by donors.
- ❖ In care standards, we go beyond government standards, to benchmark ourselves against comparable homes, adopt best practices, and go the extra mile.
- ❖ We deliberately recruit Board members with specific skills needed to provide good governance.

Always, I am struck by how dedicated each Board member is to honoring God by diligently serving our residents, tenants, and staff.

I also praise our volunteers, who are essential to the well-being of residents. As well, Daniel Winter, pastor of Calvary Church next door is a constant encouragement to us.

Our staff embody our mission of enhancing the lives of our seniors, and I am grateful for the leadership and compassion of Glen Moorhouse.

To all who support us, thank you for your contributions for the care of those entrusted to us.

May God continue to bless you and us as we seek to serve Him.

*Lorna Gard,
Chair of the Board, Nisbet Lodge*

Steady progress forward

This year has been one of incremental but steady progress toward several goals, such as increasing the use of computer software that makes our work more efficient and effective.

Thanks to the support of the Nisbet Lodge-McClintock Manor Foundation, we've upgraded aspects of both buildings. The residents of the Lodge now have new curtains in their rooms, and Manor tenants are enjoying a new computer center and exercise equipment.

Perhaps the biggest accomplishment was the strongly positive result of our annual Resident Quality Inspection (RQI) by the Ministry of Health and Long-Term Care.

This year we had one "Written Notification" and zero "Orders." These numbers are well below provincial averages, which see other long-term care homes receiving an average of eight notifications and at least one order.

Maintaining that kind of performance is demanding. I want to pay tribute to our staff and volunteers for living out our commitment to our residents.

I also thank the boards of Nisbet Lodge, and the Nisbet Lodge-McClintock Manor Foundation: their committed engagement with us elevates both the execution and the tone of our work.

Further, we are all grateful to our donors, whose gifts add richness, beauty, pleasure and comfort to the lives of residents and tenants alike.

Thank you for helping us ensure that the caring continues.

Glen Moorhouse, CEO



Glen Moorhouse

Nisbet Lodge Board Members

Irene A. Andress, RN MN

*Chief Nurse Executive Director of
Emergency Department/Medicine Program
Michael Garron Hospital*

Elsie Dickson
Lawyer

Lorna Gard (Chair)
*Retired Computer Programmer/Medical
Technologist*

Jamie Gillingham
Proprietor of Riverdale Tax

Gloria Lacuesta
Retired Teacher

Ian Mucignat
Lending Expert

Marcella Parr
*City of Toronto Public Health Nurse
Former Missionary*

Rodola Sibuma-Gomez
*Key Account Manager
Workplace Safety and Prevention Services*

Audrey Wright
Retired Teacher



WE LIVE IN A COMMUNITY OF SUPPORT – Many people from the area support Nisbet Lodge and McClintock Manor in numerous ways. Shown here are Heather Medhurst (left) and Laura Davidson, from Trull Funeral Home, who worked as volunteers at our annual Mother's Day Walkathon.

Statements of Revenue and Expenses

Combined Statement of Operations March 31, 2017

	2017			2016
	Nisbet Lodge	McClintock Manor	Total	Total
	\$	\$	\$	\$
REVENUES				
Government subsidies	4,708,993	478,320	5,187,313	4,987,820
Residents'/tenants' fees	2,276,346	556,004	2,832,350	2,778,674
Other	95,028	14,695	109,723	189,471
Grant from Nisbet Lodge- McClintock Manor Foundation	31,191	4,786	35,977	152,548
	<u>7,111,558</u>	<u>1,053,805</u>	<u>8,165,363</u>	<u>8,108,513</u>
EXPENDITURES				
Nursing	3,880,774	-	3,880,774	3,852,740
Administrative & building costs	1,271,143	526,461	1,797,604	1,748,424
Dietary	602,562	-	602,562	597,258
Program	341,031	-	341,031	317,736
Raw food	323,872	-	323,872	326,613
Housekeeping	332,425	-	332,425	310,550
Laundry	99,542	-	99,542	94,132
	<u>6,851,349</u>	<u>526,461</u>	<u>7,377,810</u>	<u>7,247,453</u>
EXCESS OF REVENUES OVER EXPENDITURES BEFORE OTHER ITEMS				
	<u>260,209</u>	<u>527,344</u>	<u>787,553</u>	<u>861,060</u>
OTHER EXPENDITURES				
Loan payments	37,802	441,963	479,765	543,323
Amortization	97,399	-	97,399	97,866
Allocation to reserve funds	74,000	52,506	126,506	92,532
	<u>209,201</u>	<u>494,469</u>	<u>703,670</u>	<u>733,721</u>
EXCESS OF REVENUE OVER EXPENDITURES BEFORE REPAYABLE TO FUNDER				
	<u>51,008</u>	<u>32,875</u>	<u>83,883</u>	<u>127,339</u>
ESTIMATED REPAYABLE TO FUNDER				
	<u>-</u>	<u>20,394</u>	<u>20,394</u>	<u>27,928</u>
EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR				
	<u>51,008</u>	<u>12,481</u>	<u>63,489</u>	<u>99,411</u>

THANK YOU TO OUR SPONSORS AND DONORS!

You make a difference every day for our residents and tenants.



FACES OF SUPPORT – The annual Mother's Day Walkathon for the Nisbet Lodge-McClintock Manor Foundation on May 13 raised \$13,000.00! Shown here from the left are: the top two pledge getters, McClintock resident Vivian Henderson, and Board member Gloria Lacuesta. The most senior walker, Rose Foster, was recognized with a flower arrangement. Athalene Hicks (not shown here) was the third highest pledge getter.

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We appreciate every donor and every donation. Listed here are gifts of \$50 or more.

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The Caring Continues
 2017-2018 Goal: \$165,000

Nisbet Lodge is a long-term-care home and a charitable, not-for-profit organization. We are home to just over 100 seniors at any given time. In a Christian environment we offer residents accommodation and care that fulfills the needs of today's seniors. We value the total individual, caring for the physical, recreational, emotional and spiritual needs of those entrusted to us. We are committed to providing compassionate care to maximize peoples' strengths, and to support residents and families with end-of-life care.

McClintock Manor is an apartment building for seniors (59+) who can live on their own. We provide 62 apartments where seniors can live independently in a "good-neighbour community" with Nisbet Lodge and Calvary Church – well-run and maintained, in an atmosphere enhanced by Christian values. The building is a mix of market-rate and rent-geared-to-income (RGI) rentals. Tenants often have the opportunity to transition to care at Nisbet Lodge if and when needed.

Nisbet Lodge-McClintock Manor Charitable Foundation exists to raise funds and other donations to enhance the comfort, dignity and welfare of aging residents and tenants, and help keep Nisbet well-equipped and prepared for the future.

Charitable business number: 892982166RR0001

If you'd like to receive this newsletter by e-mail please call Cheryl Almeda at 416-469-1105.



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Nisbet Lodge**

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One of the Foundation highlights of this past year was the ribbon cutting for the new computer centre and exercise equipment in the Rose and Norman Notley Library and Lounge in McClintock Manor. Shown here from the left are tenants Molly Croke and Vivian Henderson with Foundation Board Chair Jamie Gillingham, photographer and donor Ted Halkusis, and Nisbet Lodge CEO Glen Moorhouse.

Thank you donors!

Thanks to the support of our donors the year three of *The Caring Continues* campaign allowed us to install new resident room curtains in the Lodge and a new computer centre and exercise equipment in the Manor.

Being part of the ribbon cutting for the new computer centre and exercise equipment in the Rose and Norman Notley Library and Lounge (pictured above) was a highlight for me – I could see first-hand what a difference our donors make. The ceremony also included the addition of 12 photographs of Africa donated from the collection of photographer Ted Halkusis, owner of Pape Drug Mart.

In addition to our regular events and sales, during the year we also:

- ❖ recruited two new Foundation Board members
- ❖ raised a record \$1,000 from our community garage sale
- ❖ began selling Purdy's Chocolates.

I want to thank our Fundraising Associate Gwen Ramsay for her tireless work on major events and smaller tasks. We also deeply thank every person who made a gift to the Foundation this year: it takes all of us together to provide the best for our residents.

Please join us in year four of *The Caring Continues*, which will fund new lighting in the Lodge along with a refresh of our beautiful dining room, and install a potentially life-saving defibrillator in McClintock Manor.

*Jamie Gillingham, Chair,
The Nisbet Lodge-McClintock Manor Foundation Board*

Members of the Board of the Nisbet Lodge-McClintock Manor Foundation

Jamie Gillingham
Chairperson and Acting Treasurer

Nora Cooper

Richard Frank

Terry Kyritsis

Michelle Spear

Len Tokey

Glen Moorhouse
Chief Executive Officer of Nisbet Lodge

Jay Jesudas
*Director of Finance & Information
Technology of Nisbet Lodge*

Gwen Ramsay
Foundation Fundraising Coordinator



MINISTRY OF HEALTH AND LONG-TERM CARE

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