

Canada 150 – a year-long party

In true Canadian style, our residents, tenants, families, staff, volunteers and donors strongly embraced the 150th birthday of our country.

During the year four different events were organized. We began in May with a performance of *Our Home and Native Land* by the accomplished Smile Theatre Company.

Then very visually and memorably, members of our community created a collage of maple leaf cut outs, which they signed, with many adding a message about what Canada means to them. These touching thoughts filled the main floor window on Canada Day.

On July 1st we hosted an open house with a local historical display and unveiled four new pictures for our Danforth History Wall. The birthday theme was carried into the fall to our annual 'Little Light Music' dinner and concert with a cross-country musical tour put on by the Peel Chorale Society.



Nisbet Lodge Social Worker Bonnie Oliver is leading the enhanced palliative care initiative.

Improving Resident Care

Nisbet Lodge was funded for a half-time In-Home Behaviour Support Lead. This person works with residents, families and staff to better manage challenging behaviours as they emerge for residents. They also work with external resources like our Psychogeriatric Outreach Consultant and our own internal Behaviour Support Committee.

In addition, Nisbet was part of the first cohort approved for the Long Term Care Palliative Care Initiative. The program provides training to improve our overall palliative care services, and includes a quality improvement component. We work closely with our local Clinical Nurse Specialist from the Palliative Integrated Long Term Care (I-LTC) program that operates out of Michael Garron Hospital.



We created our very own Nisbet Lodge Canadian flag (above), to add to the official "Canada 150" flags hanging from each building. On red or white paper maple leaves, more than 220 residents, families, tenants, volunteers, staff and visitors wrote comments like: "So many friends helped me in Canada. I would die for Canada if necessary."

"I am thankful for being able to see the beauty in God's creation in every season and across the land."

"The best sports fans in the world."

"Canada gave my grandparents the opportunity to build a better life."

"Maple syrup and poutine! What more can you say?"

"I love that Canada is well respected all over the world. People love Canadians!"

"I love Canada because Canada gives me and my family a better life."





Maria Oler, Staff Educator, points out a detail of an e-learning module to Marivic Herrera, as part of the new Surge Learning program.

Highlights of the year

Responding to Resident and Family Satisfaction Surveys

Redesigned annual surveys were distributed, with an online option, and separate surveys for family members and for residents.

Based on the findings, some quality improvements already implemented include installing new large-screen televisions in the resident lounges, providing staff with larger-format nametags, and expanding elevator operator hours over the supper time.

Continuous Quality Improvement

Similar to hospitals, long-term care homes are required to submit an annual Quality Improvement Plan to Health Quality Ontario (HQO). Among the 2016/17 goals:

- ❖ we met our target for reducing the number of residents who develop; more serious pressure ulcers (and remain below the provincial average)
- ❖ made progress on reducing avoidable emergency visits, and were below the provincial average in the use of antipsychotic medications, both of which remain priorities;
- ❖ continued to work on reducing falls and improving staff safety.

Other highlights

Nisbet Lodge

- ❖ Our employees achieved 100% compliance with mandatory courses thanks to Surge Learning, an e-learning program.
- ❖ New attractive fire-retardant room curtains were installed in the resident rooms, thanks to our donors and the Nisbet Lodge McClintock Manor Foundation.
- ❖ Full-length long bed rails are now considered a form of restraint and were replaced with short rails. Some homes have moved to a no-bed-rail policy, which Nisbet is considering.
- ❖ A raw-food budget increase from the Ministry allowed enhanced use of fresh produce and more premium cuts of meat.
- ❖ Activation and Food Services launched monthly theme lunches such as Greek Day, Italian Night and French Café.

- ❖ The Smile Theatre company was booked every three months for their quality productions geared toward a senior audience.
- ❖ Our Chaplain has successfully transitioned to his part-time role at Calvary Church, freeing additional time for pastoral visits and funerals for Nisbet residents and families.
- ❖ We continue to partner with St. Barnabas and St. Irene's who provide communion for our Anglican and Greek Orthodox residents.
- ❖ Chaired by Ted Freeman-Attwood, the Resident's Council brought forward various resident concerns. All of which were responded to within the mandatory time frame.

McClintock Manor

- ❖ For the fourth year in a row we have had a summer BBQ for residents, tenants and church staff, helping build our 'good neighbours' community
- ❖ The first of the Manor elevators has been modernized, with one visitor saying she "thought she was at the Royal Bank Tower!"
- ❖ Crossing Pape Avenue will become safer, thanks to lobbying by tenants, neighbours and Councillor Mary Fragedakis, a new traffic light will be installed at Lipton Avenue.
- ❖ Manor tenants took part in a focus group on seniors' housing hosted by a Master of Architecture student. Their input was used for his graduate design project of a continuum of care model.



Peter Maxwell demonstrates the difference between short and full-length bed rails.



Lorna Gard

What is best?

Report from the Chair of the Board

What is best for residents, tenants and staff? That question motivates us and brings clarity in key moments.

One such moment was setting our policy on Medical Assistance on Dying (MAID). We believe that every life has value and is God-given. We decided that while giving the very best care possible, we would not allow medically assisted dying at our site.

Meanwhile, we've enhanced our palliative care program, assisted by specialists from Michael Garron Hospital and we are supportive of all our residents.

Board members work to remain current with the industry, attending conferences, and through educational component in each Board meeting. Everyone's opinion contributes to healthy decisions, and I am thankful for all they bring to our work.

"What is best?" also governs planning for the future of Nisbet Lodge. Despite our diligent study, the answers are not yet clear. We continue to wait for God's leading.

Our people work non-stop for what's best. Staff are dedicated to our residents, and volunteers help make life at Nisbet enjoyable. Donors remain very generous, making our home more attractive and comfortable. Thank you!

Meanwhile, asking "What is best" is a strength of CEO Glen Moorhouse, now assisted by Jay Jesudas through administrative duties he has added, in addition to being Finance Director. They collaborate well, which bodes well for our future.

We thank God, who has kept us for 45 years, and await what He will do next as we trust Him.

Lorna Gard,
Chair of the Board, Nisbet Lodge

Big improvements and a year-long party

Every year brings many memorable moments, but three stand out for me this year.

First, was the all-out celebration of Canada's 150th birthday. The celebration is described elsewhere in this report, and gave us a festive air all year long.

Second, we had major physical improvements in McClintock Manor as the City funded the modernization of both elevators.

Third, we saw significant enrichment of programs and staff capacity. In Nisbet Lodge the Toronto Central LHIN and the Ministry of Health and Long Term Care supported a part-time In-Home Behaviour Support Lead to better manage challenging behaviours.

The Ministry and the LHIN also included Nisbet in the first wave of the Long Term Care Palliative Care Initiative. This will allow us to strengthen our palliative care program.

Other highlights are outlined in this report. But every year I come back to being grateful for people. I thank our Board for their leadership, our staff for their dedication and caring, as well as our residents, tenants, families, volunteers, Calvary Church members and our steadfast donors.

Together we are fulfilling our mission: "As a Christian organization serving East Toronto, we are dedicated to enhancing the lives of those whose home is our seniors housing and long-term residences."

Glen Moorhouse, CEO



Glen Moorhouse

Nisbet Lodge Board Members

Irene A. Andress, RN MN

VP, Patient Experience and Executive Director, Emergency Department/Medicine Program, Michael Garron Hospital

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Manager, Public Relations & Digital Communications, Lakeridge Health

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



UPGRADED ELEVATORS —

The project to replace the cabins of the elevators at McClintock Manor is nearly complete with very positive first impressions.

At left, the technician from the installation company inspects the cables on top of one elevator during the early stages of the work.

Statements of Revenue and Expenses

Combined Statement of Operations March 31, 2018

	2018			2017
	Nisbet Lodge	McClintock Manor	Total	Total
	\$	\$	\$	\$
REVENUES				
Government subsidies	4,539,847	499,800	5,093,647	5,187,313
Residents'/tenants' fees	2,346,080	569,745	2,915,825	2,832,350
Other	144,445	14,996	159,441	109,723
Grant	31,191	12,000	43,191	35,977
	<u>7,115,563</u>	<u>1,096,541</u>	<u>8,212,104</u>	<u>8,165,363</u>
EXPENDITURES				
Nursing	3,945,481	-	3,945,481	3,880,774
Administrative & building costs	1,298,174	583,252	1,881,426	1,797,604
Dietary	591,543	-	591,543	602,562
Program	321,908	-	321,908	341,031
Raw food	314,279	-	314,279	323,872
Housekeeping	279,533	-	279,533	332,425
Laundry	107,968	-	107,968	99,542
	<u>6,858,886</u>	<u>583,252</u>	<u>7,442,138</u>	<u>7,377,810</u>
EXCESS OF REVENUES OVER EXPENDITURES BEFORE OTHER ITEMS	<u>256,677</u>	<u>513,289</u>	<u>769,966</u>	<u>787,553</u>
OTHER ITEMS				
Loan payments	34,750	436,005	470,755	479,765
Amortization	99,918	-	99,918	97,399
Allocation to reserve funds	75,000	55,712	130,712	126,506
	<u>209,668</u>	<u>491,717</u>	<u>701,385</u>	<u>703,670</u>
EXCESS OF REVENUE OVER EXPENDITURES BEFORE REPAYABLE TO FUNDER	<u>47,009</u>	<u>21,572</u>	<u>68,581</u>	<u>83,883</u>
REPAYABLE TO FUNDER	-	18,889	18,889	20,394
EXCESS OF REVENUES OVER EXPENDITURES FOR THE YEAR	<u>47,009</u>	<u>2,683</u>	<u>49,692</u>	<u>63,489</u>

THANK YOU TO OUR SPONSORS AND DONORS!

You enrich our caring, every day.

UPDATES TO OUR DONOR WALL

Friends

In Memory of
 Lucille Parrish
 Marion Shaw Craig
 Richard Frank
 Golden Dental Care
 Services
 Janice Gouse-Sheese
 In memory of
 Lanthe Brown
 Ian & Melissa Mucignat
 Scotia Wealth
 Management
 Spiess McGlade
 Anonymous - 5

Supporter

Anonymous

Patron

Barbara Wright in
 memory of Edgar
 Norman Wright

DONOR AWARDS 2018

Appreciation Awards

Medical Pharmacies
 Group Ltd
 Sharon Brown,
 Past Board Member

Corporate Donor Awards

Brett Nash, Owner,
 Exclusive Alarms
 Construction
 Specialties Inc
 Dr. Kushner,
 Dental Surgeon
 Golden Care Dental
 Services
 Naylor Building
 Partnerships
 Precision Property
 Management

Friend of Nisbet Lodge

Ted Halkusis,
 Pape Drug Mart

Individual Donor Awards

Gloria Lacuesta
 Evelyn Pellegrino

Corporate Supporters

Achieva Health
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 & Lanzberg
 Bass Associates
 Cardinal Health
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 Langlois Konrad Inkster
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 Pape Drug Mart
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 Think Green Solutions

Remington Parkview
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Individual supporters

Alforque, Estela
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 Browne, Ted & Gail
 Brueggemann, Ian
 Bryan, Wilene
 Buffett, Gayle
 Chee, Betty
 Churchill, Lorraine
 Clarke, Ivy
 Cooke, Wendy
 Cooper, Nora
 Craig, Marion
 Crisostomo, Paul &
 Elizabeth
 Cudini, Carlo
 Dawson, Julia
 Dayao, Ma Josere
 deMintich, Flora
 Eleftheriadis, Marion
 English, Sharon
 Fragedakis, Mary
 Frank, Richard
 Fraser, Elvira
 Freeman-Attwood,
 Edward
 Frew, Frank & Margaret
 Gard, Lorna
 Gillingham, Jamie &
 Naomie
 Go, Winnie L.
 Green-James, Winnie,
 Guest, Frances Jean
 Hadjis, Peter
 Hadzi-Miseva, Diana
 Hanson, Margaret
 Heaney, Patricia
 Henry, Jacqueline &
 George
 Hepburn Craig, Valerie
 Hicks, Athalene
 Hitchcock, Elizabeth
 Howes, John & Bonnie
 Hymmen, Phyllis
 Iwasa, Glenn
 Jesudas, Jay
 Jordan, Ronald & Sandra
 Joseph, Rukmani
 Kardista Society
 Kartzalis, Vivi
 Haskens, Anna Maria
 Kennedy, Gale
 Kiriakidis, Elizabeth
 Klingbiel, Annemarie



Barb Smith shows off her painting done during an Activation Department activity.

Kozak, Emily
 Kurshid, Ali
 Kusel, Connie
 Kyritsis, Terry
 Lacuesta, Gloria
 Leguerrier, Ronald
 Loughheed, Craig
 Lumber, Gail
 Marchesano, Tony
 Marshall, Jean
 Marzola, Valerie
 Matthews, Larry
 Maxwell, Muriel
 Maxwell, Peter
 McConnell, Kathleen
 Micunda, Michelle
 Moorhouse, Glen &
 Cynthia
 Morris, Bob
 Mucignat, Ian & Melissa
 Nicholls, Robert & Ruth
 O'Connor, Leo
 Oler, Maria
 Page, John
 Panter, Judy
 Papatthanaskis, Anna
 Parker, Steve
 Parr, Stephen & Marcella
 Pellegrino, Evelyn
 Quick, Paul
 Reilly, Teresa

Reilly, Tom
 Roberts, Helen
 Rodgers, Sam & Maureen
 Rout, William J
 Sankar, Lucille
 Satterthwaite, Lisa
 Sauriol, Claude
 Sibuma, Pearla
 Simms, Carole
 Sithivong, Long
 & Bounkham
 Sjorgen, Keith & Dorothy
 Smith, Richard
 Snell, Barbara
 Spear, Michelle
 Speed, Frank & Barbara
 Szili, Julius
 Tallman, Ronald
 Umoh, Akanimo
 Umoh, Peter & Elizabeth
 Vandelloo, Cecilia
 Wagner, Monika
 Wilson, David & Sheryl
 Wood, Sharon
 Wray, John & Lynda
 Wright, Barbara
 Wright, Audrey
 Yadao, Amelia
 Yearwood, Violet
 Yule, Mary

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-g 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 report by email please call Cheryl Almeda at 416-469-1105.



**McClintock Manor
Nisbet Lodge**

740 Pape Avenue
Toronto, Ontario M4K 3S7
Phone: 416-469-1105
TTY: 416-469-5091
Fax: 416-469-2996
Email: info@nisbetlodge.com
Web: www.nisbetlodge.com



CELEBRATING — One of the Canada 150 events for Nisbet Lodge and McClintock Manor was A Little Light Music evening, which also raised funds for The Caring Continues annual campaign. Shown here enjoying the evening are, from the left, Elvira Fraser, Gloria Lacuesta, Athalene Hicks and Bounkam Sithivong.

Thank you donors! Nisbet Lodge McClintock Manor Foundation

Since 1993 the Nisbet Lodge McClintock Manor Foundation has raised funds to support the ongoing work of providing accommodation and care. Donors add to the quality of life of our residents and tenants.

Fundraising is truly a partnership between our residents, families, volunteers, Church members, suppliers, staff and the broader community.

The Caring Continues campaign this year will result in upgrades to the Lodge dining room including wheelchair-adjustable dining room tables. In the Manor the focus is on safety and the installation of a defibrillator. Both of these projects will be implemented this summer – and we thank each and every donor for constantly enhancing life at Nisbet and McClintock.

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
Privacy Officer
Director of Finance & Information Technology of Nisbet Lodge
Gwen Ramsay
Foundation Fundraising Coordinator



MINISTRY OF HEALTH AND LONG-TERM CARE

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