

Palliative care program providing welcome options

In 2018 the provincial government introduced a new program to strengthen palliative and end-of-life care in long-term care homes. Nisbet Lodge was chosen to be among the first 12 of 36 in the Toronto Central Local Health Integration Network (LHIN).

The program includes education for staff and volunteers, and educational materials and support for families and volunteers, as well as home physicians.

The program has already provided a few families of residents with the option of choosing to have Nisbet Lodge provide palliative care rather than having a resident transferred to hospital.

In the program, Nisbet directly manages a dying resident's pain, with active involvement of specialist staff from Michael Garron Hospital (MGH) and doctors. The program also includes several practical helps for families such as a cot for overnight stays, and a care basket with water, a book, tissues, CDs etc.

Families benefit because they can spend more time with their loved ones at this end-of-life stage, while the resident is spared a move out of their familiar home surroundings into a hospital. Keeping the resident pain-free and comfortable and supporting the family, while ensuring maximum opportunity for time together are the priorities.



Shown here is the Nisbet Lodge palliative care team, from the left: Maricel Banayo, Resident and Tenant Services Manager; Julie Huynh, MGH Interim Palliative Clinical Nurse Specialist; Nicole Apparicio, MGH, Nurse Led Outreach Team; Marie Paras, Assistant Director of Care; and Maria Oler- RAI MDS Manager.

On your mark! Get set! Raise funds!

The annual Mother's Day Weekend Walkathon in support of Nisbet Lodge and McClintock Manor is always fun and important for the financial and moral support of our work. The 16 registered walkers (cheered on by almost as many well-wishers) raised approximately \$12,000. McClintock tenant Vivian Henderson retained her spot as top fundraiser, followed by board members Gloria Lacuesta and Michelle Spear, and church member Estela Alforque. Shown here is the ceremonial ribbon cutting to get the walk underway. In the centre are CEO Glen Moorhouse, Board Chair Lorna Gard, Local MPP Peter Tabuns, MP Julie Dabrusin and new City Councillor, Paula Fletcher.



*Consider how the wild flowers grow.
They do not labor or spin.
Yet I tell you, not even Solomon
in all his splendor was
dressed like one of these.*

Luke 12:27



TELLING OUR STORY — Large-screen digital signs added outside and in the lobbies of the Lodge and Manor are helping communicate upcoming events, weekly menus, and the activity schedule, and are also helping recruit staff and volunteers, and build awareness in the community.

Highlights of 2018-2019

Community is created by many people working together. Our dedicated staff and volunteers helped to make these quality improvements possible.

Quality of life and quality of care a constant priority

Nisbet earned improved results in its Resident and Family Satisfaction Surveys.

We reintroduced a staff survey, which revealed that 80 per cent would recommend Nisbet as a good place to work, a strong showing in any long-term care setting.

The Quality Improvement Plan for the current year is focused on reductions – fewer avoidable hospital emergency room visits, fewer uses of psychotropic medications, and reducing the use of trays – that is, to have fewer people missing the social component of the dining room experience because they are taking their meals in their rooms.

Funding from the MOHLTC for our falls protection program allowed us to purchase hip protectors, reclining shower chairs, non-skid socks, and chair and bed alarms.

Nisbet continues to promote the flu shot, proven the best way to reduce the chance of infection. This year we had a 71% rate for staff and 83% for residents, with one outbreak, which is relatively high compliance.

The Nisbet kitchen received Green Passes from Public Health and with all recommendations implemented.

A collaboration between Activation and Food services introduced several country-based theme meals with Greek, Italian, Chinese and other cuisines

We're glad to be 'below average'

Nisbet Lodge is *below* the provincial average for several key clinical indicators. This means that compared to the average for all long-term care homes across Ontario, *FEWER* Nisbet residents: have fallen, had an infection, had a serious pressure ulcer, needed restraints or demonstrated worsened behavioural symptoms or symptoms of depression.

Brighter, safer, more comfortable

The past year has produced a major impact on the atmosphere in both buildings through:

- ❖ Painting all common areas in lighter, brighter colour
- ❖ Addition of new photographs in the lounges and hallways as well as original works of art
- ❖ New elevator call stations are more accessible
- ❖ Elevator cabs upgraded
- ❖ New carpet installed in the solarium
- ❖ Solarium furniture replaced
- ❖ Additional security cameras added

Staff training

We achieved 100% compliance for all ministry-required staff education across all departments. As well, four of our PSWs took training in Excellence in Resident Centred Care and, in turn, trained 40 other staff. Additional training was presented on pain management and assessment, communications, use of oxygen, use of anti-coagulants and maintaining effective documentation.

Meanwhile, our Director of Programs and Volunteer Services is completing a Volunteer Management Certificate and fine tuning our program as a result. Also, as part of professional development the Director of Food Services attended the GFS Food Show, Canada Equipment Show and a workshop on more effective purchasing.

Connecting with community

A new partnership with Save our Scruff, a local dog rescue agency now provides pet visitation.

Our Chaplain hosted a networking luncheon with 20 local Chaplains attending.

Nisbet's Food Services provided placements for five students from George Brown College and North American College.

Nisbet managers are active on several sector associations including Region 5 of Advantage Ontario, Solutions; east Toronto's Health Collaborative and the Alliance Group of Homes.

Enriching the McClintock experience

In the McClintock Manor Tenant Satisfaction Survey, 76% of tenants rated the service 'Great,' and 16% 'Good,' while 8% chose 'Needs Improvement.' Based on the survey, the improvement focus for this year is enhancing After Hours Emergency Response.

As well, in the past year we:

- ❖ Installed a defibrillator in the main lobby and provided training
- ❖ Started a foot-care clinic (every six weeks)
- ❖ Added professional photographs throughout the building, taken from around the world, thanks to Ted Halkusis, owner of Pape Drug Mart.

Grateful for faithful people Report from the Chair of the Board

"The more things change, the more they stay the same."

The changes keep coming for us, but what stays the same is that many people are faithful in commitment and support year after year.



Lorna Gard

Our residents greatly appreciate the care from staff, and the security of having the same people looking after them day after day.

Without volunteers we would be impoverished: many activities would be curtailed or stopped.

Our donors generously respond to the "The Caring Continues" campaign and make many improvements possible..

New staff, volunteers, and donors have joined us and each one's contribution is greatly appreciated. Our Board too is comprised of volunteers, many of whom are also long-serving.

In a major decision the Board approved a succession plan, which allows Glen Moorhouse CEO reduce his hours and focus on redevelopment planning and fundraising, and sees Jay Jesudas become Administrator, with day to day responsibility for the Lodge and Manor. I am thankful to both of these men and for the leadership they provide.

As always, it is God who builds the house and to Him we give praise.

Lorna Gard,
Chair of the Board, Nisbet Lodge

A place where God's light shines

This past year marked the 45th anniversary of Nisbet Lodge and the 25th for McClintock Manor, for a combined 70 years of providing housing and care — quite an accomplishment for a stand-alone faith-based not-for-profit.

Our celebrations ranged from an open house in July to distribution of Nisbet-branded t-shirts to staff and sweaters for residents at Christmas. But the highlight was the *Little Light Music* event arranged by the Nisbet Lodge-McClintock Manor Foundation. With Caribbean-themed food and music, people were dancing in the aisles as we celebrated both our anniversary and our multicultural community.

Our Chaplain Shawn Van De Visch connected us with a philanthropist who passionately promotes the arts within the Christian community. She recognizes the therapeutic value of art in health care facilities and made it possible for Nisbet to receive several paintings by professional artists for some of the large spaces in both our buildings.

As well, through her generosity we received a beautiful 'dignity quilt' used in the palliative care program, she provided enhanced support for music therapy and is also making it possible for us to add lovely moisture-proof photographs to make our shower and tub rooms more home-like. It is amazing the difference one person can make!

We are very grateful to the Foundation and our donors for our renovated dining room – new tables and chairs, curtains, blinds and artwork that just add to the wonderful view of the lake.

I also want to thank our entire community for supporting the Lodge and Manor. Together – residents, tenants, staff, families, members of boards, church members, volunteers, donors and funders – we make 740 and 730 Pape a place where God's light shines in the City.

Glen Moorhouse, CEO



Glen Moorhouse

COMFORT FROM A MECHANICAL

KITTY — Rose, shown here, and other residents of Nisbet Lodge are enjoying interacting with a life-like battery-powered cat and dog introduced by the Behavioural Support Team. Intended especially for residents dealing with dementia, the electronical animals offer a convincing feel, plus sounds and movement, such as the dog wagging its tail, and the cat rolling over to offer its belly to be rubbed.



Nisbet Lodge Board Members

Irene A. Andress, RN MN
VP Patient Experience,
Health Professions &
Chief Nursing Executive
Michael Garron Hospital

Elsie Dickson
Lawyer

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Prevention Services

Audrey Wright
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Statements of Revenue and Expenses

Combined Statement of Operations March 31, 2019

	2019			2018
	Nisbet Lodge	McClintock Manor	Total	Total
	\$	\$	\$	\$
REVENUES				
Government subsidies	4,971,016	457,800	5,428,816	5,093,647
Residents'/tenants' fees	2,423,858	578,902	3,002,760	2,915,825
Other	111,744	11,648	123,392	159,441
Grant	34,636	-	34,636	43,191
	<u>7,541,254</u>	<u>1,048,350</u>	<u>8,589,604</u>	<u>8,212,104</u>
EXPENDITURES				
Nursing	4,336,440	-	4,336,440	3,945,481
Administrative & building costs	1,116,417	534,574	1,650,991	1,881,426
Dietary	645,597	-	645,597	591,543
Program	364,689	-	364,689	321,908
Raw food	337,697	-	337,697	314,279
Housekeeping	368,695	-	368,695	279,533
Laundry	95,745	-	95,745	107,968
	<u>7,265,280</u>	<u>534,574</u>	<u>7,799,854</u>	<u>7,442,138</u>
EXCESS OF REVENUES OVER EXPENDITURES BEFORE OTHER ITEMS	<u>275,974</u>	<u>513,776</u>	<u>789,750</u>	<u>769,966</u>
OTHER ITEMS				
Mortgage payments	35,851	436,005	471,856	470,755
Amortization	100,724	-	100,724	99,918
Replacement reserve funds	75,000	46,432	121,432	130,712
	<u>211,575</u>	<u>482,437</u>	<u>694,012</u>	<u>701,385</u>
EXCESS OF REVENUE OVER EXPENDITURES BEFORE REPAYABLE TO FUNDER	<u>64,399</u>	<u>31,339</u>	<u>95,738</u>	<u>68,581</u>
REPAYABLE TO FUNDER	-	21,378	21,378	18,889
EXCESS OF REVENUES OVER EXPENDITURES FOR THE YEAR	<u>64,399</u>	<u>9,961</u>	<u>74,360</u>	<u>49,692</u>

THANK YOU TO OUR SPONSORS AND DONORS!

You are our Heroes of Care, every day.

UPDATES TO OUR DONOR APPRECIATION WALL

Friends added

Eco Power Electrical Company Ltd.
George & Lori Miller
Julius Szili
Kyocera Document Solutions Canada
Robert & Ruth Nicholls
The James Taylor Family
4 Anonymous donors

Guardians of the Future

The Estate of Irene Craig

From Supporter to Patron

Trull Funeral Home

From Patron to Benefactor

Michelle Spear

DONOR APPRECIATION AWARDS 2019

Alice Blackwell
Vivian Henderson
Michelle Spear

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Other Business Supporters

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Karantonis Medicine

Individuals

(Donations \$100 and over)
Alforque, Estela
Alleyne, Pauline
Anderson, Marianne
Babon, Bibi
Baker, Pauline & David
Bath, David
Blackwell, Alice K.
Bowring, Nancy Ruth
Brooks, Gary
Chittick, John Robert & Nancy
Clarke, Ivy
Cooke, Wendy
Dawson, Julia
Dayao, Ma Josere
Decker, Timothy
Dick, Aryn



Shown here, decked out for celebrating at the Anniversary Open House, are (from the left) staff members Leandra Briones, Marivic Herrera, Anastacia Silot, and Maria Oler, and Centennial College RPN nursing student Matthew Cutrara.

Dickson, Elsie & Kofi
Economou, Georgina
Eleftheriadis, Marion
Frank, Richard
Fraser, Elvira
Free, Mary
Freeman-Attwood, Edward
Galley, Wayne
Gard, Lorna
Gillingham, Jamie & Naomie
Go, Winnie L.
Gouse-Sheese, Janice
Hadzi-Miseva, Diana
Hanson, Margaret
Harrison, Alfreda
Hayes, Jason & Kerri-Anne
Hepburn Craig, Valerie
Hicks, Athalene
Hogben-Bruce, Heather
Howes, John & Bonnie
Hymmen, Phyllis
Iwasa, Glenn
Jesudas, Jay
Jones, Lynne
Jordan, Ronald
Haskens, Anna Maria
Kiriakidis, Elizabeth
Klingbiel, Annemarie
Koufakis, Niki

Kozak, Emily
Kyritsis, Terry
Lacuesta, Gloria
Lafortune, Luce
Leithwood, Tom
Lougheed, Craig
Lumber, Gail
Martin, Elsey
Martin, Lorna & Peter
Marzola, Valerie
Mason, Murray & Ellen
Matthews, Larry
Mavroutsikos, Steve & Bess
Maxwell, Betty
Maxwell, Peter
McPherson, Dan
Moffatt, Betty
Moorhouse, Glen & Cynthia
Morris, Bob
Newton, Kathy
Nicholls, Robert & Ruth
O'Connor, Leo
Page, John
Panter, Judy
Parr, Marcella
Pellegrino, Evelyn
Ramsay, Gwendolyn
Reilly, Teresa
Reilly, Timothy
Renzoni, Carl

Reirre, Joyce
Rodgers, Marilyn
Ross, Hugh
Rout, William J
Sankar, Lucille
Sauriol, Claude
Sibuma, Pearla
Sinclair, Doris
Sithivong, Long & Bounkham
Skillen, Eileen
Sjorgen, Keith & Dorothy
Smith, Richard
Spear, Michelle
Szili, Julius
Taylor, Audrey
The Estate of Eileen Craig
Umoh, Peter & Elizabeth
Vakani, Abdul & Aziza
Van DeVisch, Shawn & Naomie
Virgin, Doug & Val
Walker, Ed
Weber, Brenda
Wilson, David & Sheryl
Winter, Daniel
Wright, Diana
Yadao, Amelia
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-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 email request to assisant@nisbetlodge.com.



**McClintock Manor
Nisbet Lodge**

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Ready for the party at the Caribbean-themed anniversary event are McClintock tenant Enfys Ottman and her granddaughter.

Thank you donors! You make a tremendous impact. Nisbet Lodge McClintock Manor Foundation

This year, your generous gifts during the final year of *The Caring Continues* drive resulted in a beautiful upgrade to the Lodge Dining Room and a Defibrillator in the Manor. Thank you!

Not only do you give, you show up! This year's *Little Light Music Program* had an anniversary theme and raised over \$10,000. Then, just a few weeks ago a stalwart band of supporters raised \$12,000 during the Mothers Day Weekend Walkathon!



HEROES OF CARE

To our faithful donors and supporters, you are our "Heroes of Care." The focus of our appeal for 2019 is support for additional recreation programs in both the Lodge and Manor. Every gift is greatly appreciated and improves the daily experience of our residents and tenants.

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

<i>Chairperson</i>	<i>Board members</i>	<i>Staff</i>
Jamie Gillingham	Richard Frank	Glen Moorhouse, <i>Chief Executive Officer</i>
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MINISTRY OF HEALTH AND LONG-TERM CARE

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