



# The Faces Of Trinity

**Trinity Village Annual Report 2019**

Care Centre

The Studios

The Terraces

Adult Day Program





# 2019 Annual Report

## WHO WE ARE

Trinity Village is a not-for-profit charitable organization owned by Lutheran Homes Kitchener – Waterloo, a ministry of the Eastern Synod of the Evangelical Lutheran Church in Canada. Comprised of the Terraces, the Studios, the Care Centre and an Adult Day Program, Trinity Village is designed to offer progressive stages of living and specialized care.

## THE FACES OF TRINITY

Fundamentally Trinity Village is at its core a community of people with shared values who create a caring environment to live and work. The Faces of Trinity Village are brief vignettes designed to offer you a glimpse into the enriching Trinity Village community and the opportunity to meet a few of its members.



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## Land Acknowledgement



We would like to acknowledge that we are on the traditional territory of the Haudenosaunee (ho-din-a-son-ni), Anishnaabeg (u-nish-a-nah-bey), and Neutral Peoples. Trinity Village is situated on the Haldimand Tract, land promised to the Six Nations, which includes six miles on each side of the Grand River.

## CARF Accreditation



Trinity Village enjoys the distinction of being the first senior living organization in Canada awarded a Three-Year Term of Accreditation by CARF in five areas: (1) Adult Day Services; (2) Assisted Living; (3) Independent Senior Living; (4) Person-Centred Long-Term Care Community; and the additional recognition, (5) Dementia Care Specialty Program.

The CARF report stated, "Trinity Village is innovative and highly focused on person-centred care and best practices." This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards.

An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.

This wide-ranging accreditation is a public statement that Trinity Village has made a specific commitment to put the needs of our residents and staff at the center of everything we do and opened its service delivery and business processes to outside scrutiny to ensure they are of the highest possible quality.



## A Message from our COO



Throughout 2019 we focused our efforts on sharing, celebrating, and enjoying the faces of Trinity! This collection of stories is a sample of individual efforts that combine to make the proud Village we are today.

Thanks to our incredible team, we are the first senior living organization in Canada awarded a Three-Year Term of Accreditation by CARF in five areas: (1) Adult Day Services; (2) Assisted Living; (3) Independent Senior Living; (4) Person-Centred Long-Term Care Community; and the additional recognition, (5) Dementia Care Specialty Program.

It is very moving to be a part of a community that supports one another and uses the land to enrich our residents and staff well-being. We grow veggies and herbs with vermin culture, flowers in the greenhouse, fruit, and keep bees on-site that pollenate and provide us with honey. Innovation improves our services and provides information for making better decisions.

DOCit, our co-designed APP that we use, continues to be adopted by other long-term care centres to improve resident care and staff well-being. Trinity Village is becoming a leader in the continuum of care field.

We thank the Board for their support and leadership on keeping us focused on efficient and effective care, delivered with the help of community partners.

We do so much more together. Enjoy the Faces of Trinity!

Debby Riepert  
Chief Operating Officer  
Lutheran Homes Kitchener - Waterloo

## A Message from our Board Chair



Once again, this year has been rich in blessings for Lutheran Homes Kitchener-Waterloo. On behalf of the Board, I would like to thank our dedicated staff, advisory councils, volunteers, donors, and community partners for making Trinity Village such a special and meaningful place.

As I reflect back on my years as Chair, I am truly grateful for all of the people I have been fortunate enough to serve with and call my friends. Any and all of our accomplishments over the years have been a result of the dedication, talent, and vision of these amazing volunteers and staff who served on the various committees and boards in

order to make Trinity Village a leader, not only in our community, but our province, and country as well. I am confident that these achievements will continue in the coming years.

Once again, my deepest thanks for the opportunity to have been one of the many "Faces of Trinity!" Wishing you God's blessings,



Randy Gondosch  
Board Chair  
Lutheran Homes Kitchener – Waterloo



## Meet Merle

A Resident of Trinity Village Terraces

Merle and her husband, Len, chose the Terraces because it supported their active lifestyle and eliminated the work of mowing the lawn or shovelling. Whether travelling, shopping, or entertaining friends and family – the Village gives Merle the freedom to pursue her passions, including volunteering.

"I've been volunteering at Trinity Village since 2012, I feel privileged to have the opportunity." Since 2012, Merle has helped with fundraisers, BBQs, outings, the Adult Day Program, the Opening Minds through Art program, Oktoberfest, bingo, and more. "It's very rewarding, I enjoy the interaction with the residents and seeing a smile on their faces makes it all worthwhile."

How does she do it all? "Being positive is a bonus... every day we get up and we are healthy, we should be thankful. We can only go forward."

## The Trinity Tree

The Trinity Tree Represents the five departments that work together in unity to care for each elder in our care - Nursing, Recreation, Nutrition, Environmental & Administration. Each one has their own colours to recognize the unique contribution that each department brings to our value of person-centred and holistic care.





## Our Values



**We Value People.** We are a family of caring individuals, committed to serving our residents, their families, our staff, our volunteers and our communities. **We Value Excellence.** We embrace change to delight those we serve. **We Value Integrity.** We practice honest and ethical leadership and management. **We Value Partnerships.** Co-operation and collaboration are intrinsic to the way we grow and manage risk.



## Our Philosophy

Trinity Village has adopted the **Eden Alternative** as the guiding philosophy of care. The Eden philosophy is based on 10 principles that, when followed, provide guidance on how we can help elders continue living meaningful lives when they become too frail to live independently. It creates an environment that reduces feelings of loneliness, helplessness, and boredom experienced by many elders living in care homes.



## Meet Anna

### A Volunteer at Trinity Village

Anna is busy with her five grandchildren, reading, cross-stitching, and enjoying Hallmark Channel movies with happy endings! When Anna's husband moved to the Care Centre, she started volunteering right away - to be closer to him. Anna started as a dining room assistant and quickly began helping in other ways too, whether through dancing with the residents or baking goodies for the staff.

Anna has witnessed a lot as a volunteer, "something that surprised me is how dedicated the Personal Support Workers (PSWs) and nurses are to their jobs. It's hard work, and they continue to show up and put their hearts into what they do."

When her husband passed, Anna continued to volunteer three to four times a week. "I formed a special bond with the residents and being here feels like a second home." Anna notes, "Whether it's with a hug or a joke, it doesn't take much to make someone smile. Just taking the time to show that you care about someone can go a long way."

## Ontario Senior Achievement Award

Trinity Village's resident Ron Desrocher received the Ontario Senior Achievement Award, presented at a Queen's Park ceremony. He is a carpenter and contractor who volunteered his skills to make our retirement community a better place to live through carpentry and landscaping projects.



## WLU Music Therapy Partnership

Trinity Village is fortunate to have a music therapy partnership with Wilfred Laurier University. Music therapy programs help older adults deal with age related problems such as stress and depression. For seniors who may be experiencing increased agitation and aggravation, music can be very soothing. Music therapy can also improve speech and cognitive skills.



## MISSION

To be a caring community that values and fosters the worth and lifestyle of all.

## VISION

To be a dynamic community leader fostering an engaging and compassionate lifestyle.

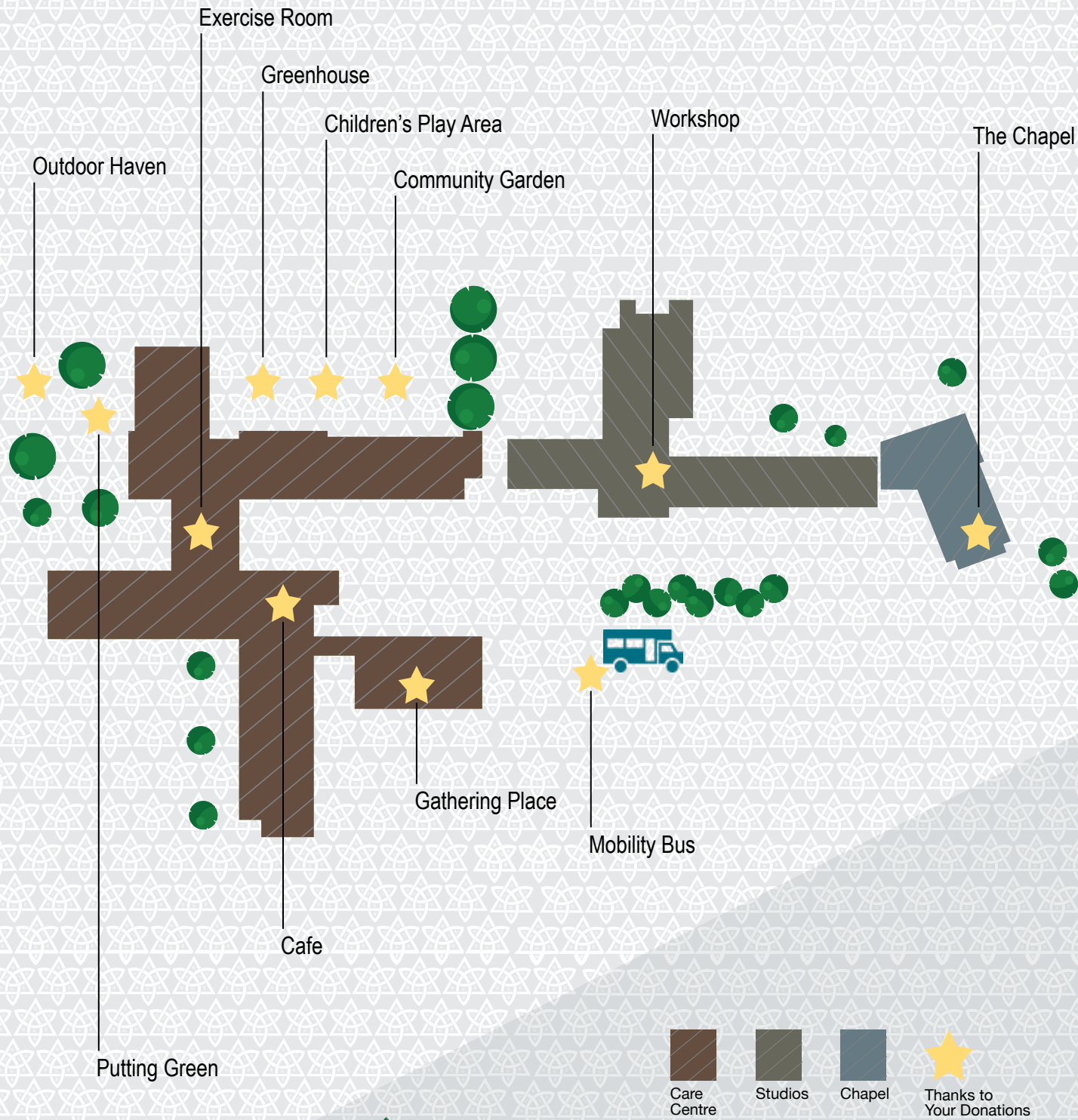
## VALUES

People, integrity, excellence, Partnerships.





# The Numbers



## Trinity Village

We believe in building a community that provides meaningful and innovative services, programs, and experiences to our clients, residents, and staff - making Trinity Village a good place to live, and a good place to work.



**106**  
Volunteers



**56**  
Students



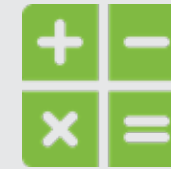
**496,0000**  
DOCit tasks per year



**40**  
Gardeners



**156**  
OMA Artists \*



**85**  
Average Age



**4,298**  
Residents



**6,676**  
Adult  
Volunteer Hours



**387**  
Adult Day  
Program \*



**210**  
Bus Outings



**280**  
Staff



**9,142**  
Student  
Volunteer Hours

### Those Who Serve



### Those We Serve



**Cumulative since inception.**

Operating revenue in excess of  
**\$15 million**

Total assets in excess of  
**\$32 million**

## 2019 TOTAL EXPENSES

Direct Care	50%
Nutrition & Food	15%
Facilities	18%
Programs & Services	7%
Other	10%
Total per Audited Statement	100%

## 2019 REVENUE SOURCES

MOH	55%
Residents and Program Fees	41%
Donations, Fundraising, Grants, Other	4%
One-Time Funding	0%
Total per Audited Statement	100%

## 2019 REVENUES

LTC	82%
Retirement	13%
Adult Day	2%
Other	3%
Total per Audited Statement	100%



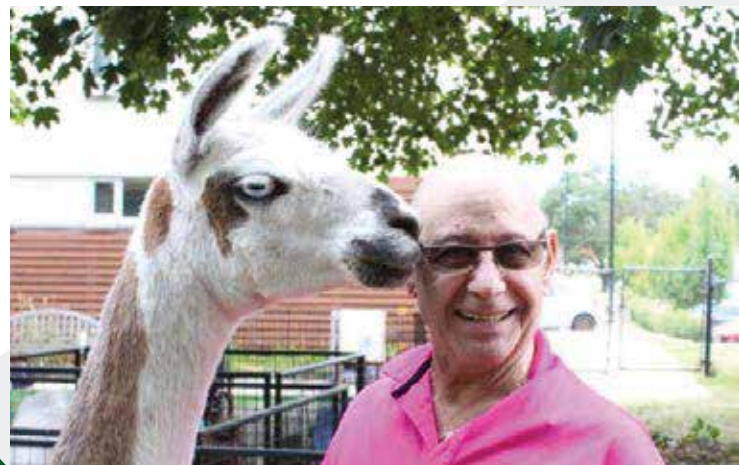


## Grow Tower Project

The Grow Tower Project highlighted the importance of intergenerational relationships and growth! The project goal was to introduce vertical growing and vermiculture to both the older and younger generations. The most visible successes included the grow tower themselves and the joy brought to the residents through their participation in the project. One of our residents had enjoyed a sizeable garden at his home. Today, living at Trinity Village and using a mobility device, he cannot get out to garden in the ground. The grow tower presented a beautiful opportunity for him to continue gardening in a different way. His partnership with high school students afforded great conversation as they collected compost from the townhome providers, fed the worms and returned the empty containers. The Grow Tower Project at Trinity Village was made possible with the help of the Region of Waterloo, Trinity volunteers and residents, and many helping hands from the community!

## Farm Day!

There is no getting around it - farm day is a strange day! One day everything is normal at Trinity Village, and the next there is a lama trying to eat your glasses! It's an adventure enjoyed by all.



## Buskers Entertain

This was the 10th annual busker festival, many residents turned out to see the tricks and juggling of the talented entertainers. You could not help but have a big smile on your face!



## Aging With Grace Through Java Music

A unique mutual support program for residents to discuss a wide range of themes including, gratitude, loss and grieving, friendship, home, and family, "Aging with Grace" launched in March. Participants shared in guided discussions, music, photographs, quotes and readings as they explored 52 themes. The program is a resource for participants to overcome three plagues of aging: loneliness, helplessness, and boredom; and choose instead to live a grace filled life. Trinity Village gratefully received a grant from the Eastern Synod of the Evangelical Lutheran Church in Canada to acquire Java Music Club resources in keeping with our ongoing efforts to enhance our elder care. The multi-sensory experience of Java Music Club offers a more immersive experience related to the variety of ways humans interact and grow.



## Meet Trevor

### A Recreationist at Trinity Village

For over 23 years, Trevor has been working at Trinity and currently looks after the recreational needs of residents, running at least 3-4 programs per day. These programs have a social, physical, intellectual, emotional, or musical theme to them, and can be smaller groups or big programs for all residents.

He says, "I'm where I'm supposed to be." Connecting with residents is extremely important to him, and he has a special relationship with each resident at Trinity Village. "I'm a firm believer that having those connections allows residents to live a longer, fuller life," he shares.

"I think I'm fortunate that I've been able to find a job that doesn't seem like work. The relationships I've had with family members and residents are like an extended family." When not at work, Trevor can be found running his son and daughter around to their competitive sports, hockey, and soccer. He feels a lot of support being part of an organization like Trinity that is on the forefront of change; that is "willing to go the extra mile and try new things." Trevor finds Trinity a great place to work and observes, "I'll probably retire here. It's something I love, and I hope it shows when I come to work every single day that I love what I do."





# Dramatic Stories



We were fortunate to experience two thought-provoking dramas. "I'm Still Here" is a research-based drama exploring living with dementia and prominently features the perspective of a person living with dementia. There were insightful moments and tearful moments. It was informative entertainment that provided the audience a better understanding of how to approach this kind of situation from the early and later stages of the disease process. "No Longer Relevant" is a drama containing emotionally charged scenes that portray the devastating effects of ageism on older adults. It examines the consequences of ageism, from neglect, loneliness and depression, to elder abuse. The play encourages us to reflect on our own attitudes toward aging and the aged, and to replace discrimination with respect.

# Lead by Example



The generous hearts of our volunteers are amazing! Ontario Volunteer Service Awards recognize volunteers for providing committed and dedicated service to an organization. Our volunteers join with us to realize our mission: "A Caring Community Which Values and Fosters the Worth and Lifestyle of All! Congratulations and thank you for your service. You are an inspiration."



# Supportive Gardens



This year saw dementia supportive gardens take root. Gardening can improve health, both mental and physical, by keeping someone active, and helping those living with dementia to relax.

# Minister of Seniors



We were delighted at the request from Minister of Seniors – The Honorable Filomena Tassi to visit the Trinity Village Studios and Terrace Residents. The Minister was accompanied by Marwan Tabbara, MP Kitchener South – Hespeler, and Raj Saini, MP for Kitchener Centre. We hosted a tour followed by a meet and greet with Studio and Terrace residents. Residents kindly opened their homes to provide our guests with an inside view. A highlight of the visit included our guests expressing their gratitude to the seniors for their contributions to society and the opportunity to engage in dialogues with residents, staff, and board members.



# Dogs, Dogs, Dogs!

Residents enjoyed a dog parade that featured Trinity Village pups. The place was filled with love and dog hair that day! There are real benefits to being pet-friendly and welcoming our fur-friends!



# Meet Jocelyn A Personal Support Worker at Trinity Village

Jocelyn's journey with Trinity Village began as a volunteer. After completing her schooling, Jocelyn accepted a Personal Support Worker role that is a big part of the residents' lives. What does Jocelyn enjoy? "I get to be myself with them, and they love it," she says, "they appreciate authenticity."

Jocelyn has been surprised to learn of the diverse types of dementia. "School gave me a foundation, but actually being around dementia has taught me acceptance and how to go with the flow." And she appreciates the real connection of a strong team. "We are organized and hard-working, we are like a family."

Jocelyn is a true believer in "you get what you give". She gives happiness and respect and in return, she has formed true relationships and bonds with the residents she cares for.



# Giving



*Give the Gift of Community*

Help build a community that reduces feelings of loneliness, helplessness, and boredom. Your support expands programs & services and creates new, meaningful and innovative opportunities for clients, residents, families and staff.

*Ways in which you can support Trinity Village:*

- Cash/Cheque
- Gift-in-Kind
- Online through CanadaHelps
- Sponsorships
- Bequest
- Memorial Donations
- Life Insurance
- Appreciated Securities
- Charitable Trust
- Scan our QR Code



Contact us today. Official Tax receipts provided.

# Partnerships



Thank-you to our partners and everyone who has helped make Trinity Village an exciting place to be.

Canadian College of Massage and HydroTherapy

Community Support Connections

Conestoga College

Eastwood Collegiate Institute

Evangelical Lutheran Church in Canada

Forest Heights Collegiate Institute

Health Quality Ontario

Mitchell Animal Hospital

Ontario Long Term Care Association

St. Louis Adult Learning and Continuing Education Centre

St. Mary's Hospital

Trios College

University of Guelph

University of Waterloo

VitalHub

Wilfrid Laurier University

YIMBY Honey

# Memberships



GREATER KITCHENER WATERLOO  
CHAMBER OF COMMERCE  
BUSINESS BUILDING COMMUNITY



# Our Teams



## LHKW Management

Debby Riepert, Chief Operating Officer  
Richard Chabot, Finance Manager  
Beth Jones, Human Resources Manager  
Daniel Bowyer, Chaplain  
Hedi Lee, Horticulture Manager  
Steve Kovacevic, EHS Facility Manager

## Trinity Village Care Centre

Robert Campbell, Director of Resident Care  
Maria Menounos, Program Manager  
Krista McParland, Nutrition Manager

## Trinity Village Studios Management

Susan Box, General Manager, Retirement Living  
Mihaela Carapcea, Director of Care  
Jennifer May, Activities Director  
Kofi Anseh-Dei, Nutrition Manager

## Adult Day Program

Mary-Kay Chomitz, ADP Coordinator

## Trinity Village Studios Council

Marilyn Murphy  
Carole Seifert  
Edgar Reinhart  
Stefanie Janesik

## Trinity Village Terrace Association

Beth Hobson  
Bill Cutler  
David Merrick  
Richard Voisin  
Ron Desrocher  
Gisela Wachter  
Merle Henhoeffter  
John Tinholt  
Gloria Gore

## Trinity Village Care Centre Family Council

Marcia Schmidt  
Larry Rose  
Ritta McCarthy  
Gary Keller  
Jane Schertzer  
Mida Lecocq  
Lise Grimberg  
Neil Roult  
Carolyn Snyder Milke

## Trinity Village Care Centre Resident Council

Neil Roult	Theo Alexandropoulos	Fanny Ferguson	Kay Tokarczyk	Camilla Duggan
Wilma Goetz	Stanley Smith	Darcy McGee	Jean Bulla	Gwendolyn Thrower
Lillian Smith	Lindo Bortolin	John Kerrian	Alma Pufall	Delphine Brown
John Koegler	Jacob Smit	Tino Poirier	Rose Lichty	Dorothy McCleak
Cyril Harper	Lucy Carayannis	Roy Davidson	Louella Wicks	Anny Vinandy
Werner Oswald	Mary Bergamin	Irene Mayo	Ashmat Safraj	Harold Whitelaw
Catherine Herzog	Brian Haskins	Lorraine Renouf	Jeannine Desjardins	John Boehm
Dorothy Dobie	Rosemarie Gillis	Mary Gartner	Alice Kok	
Ronald Feick	Patricia Brooks	Maria Cardoso	Shirley Williamson	
Roger Cann	Sam Bochner	Jim Temple	Catherine Ruetz	

## The LHKW Board of Directors

Randy Gondosch – Chair  
David McKee – Vice-Chair  
Bill Hett – Treasurer  
Glenn Smith – Secretary  
Riitta Hepomaki – Bishop's Rep  
Geoff Bellew  
Peter Winkler  
John Neufeld  
Julie Dopko







This logo presents a trefoil interlaced with a triangle surrounding a garden to symbolize the loving relationship between the Holy Trinity and the Creation. It celebrates the life-affirming relationship between those who give and those who receive the care offered by the Trinity Village community.

Trinity Village is owned and operated by Lutheran Homes Kitchener - Waterloo

2727 Kingsway Drive  
Kitchener, ON, N2C 1A7  
(519) 893-6320  
[www.trinityvillage.com](http://www.trinityvillage.com)