



Trinity  Village

---

50 YEARS



ANNUAL REPORT  
**2022**



Trinity Village is a not-for-profit charitable organization owned and operated 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 the Adult Day Program, Trinity Village is designed to offer progressive stages of living and specialized care.

## Our Mission

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

## Our Vision

Trinity Village will be a dynamic community leader, fostering a compassionate and engaging holistic lifestyle in an eco-friendly environment, through best practices, partnerships, research, and innovation.

## 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:

### **The Eden Alternative**

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 support persons in living meaningful lives when they become too frail to live independently. It creates an environment that reduces feelings of loneliness, helplessness, and boredom.

**1971** .....

• Formerly built in 1952, St. Jerome's College Dormitory

**1972** .....

• Opened the doors as St. Raphael's part of a small For-Profit chain

## Trinity Village Holds CARF Accreditation in Six Areas

### Accredited Programs

- Long-Term Care
- Dementia Specialty
- Assisted Living
- Independent Living
- Adult Day Program
- Governance



### Results

Trinity Village demonstrated substantial conformance to the standards. Leadership at Trinity Village and the interdisciplinary teams are dedicated to delivering the highest standard of person-centered care; they demonstrated a commitment to responding to residents' and family needs in innovative ways, especially technology. Families communicated a high level of satisfaction with the care of their family members. They consistently stated that all levels of staff were sensitive to their issues and quickly responded to their concerns and questions. Residents expressed positive feelings toward all the staff members and felt deep bonds, especially with the direct care staff members.

### Trinity Village earned a Three-Year Accreditation.

The leadership team and staff are complimented and congratulated for this achievement. Achieving a 99.7% CARF Benchmarking conformance measure.

Trinity Village is a proud person-centered site, demonstrating the value needed to make it a good place to live and work. We thank you, Board, for participating for the first time with CARF.



*"I think everyone is very nice. The helpers and the other people living here." - Resident*



## 1973

- Our first of many partnerships with Conestoga College

## 1974

- Start of many large group programs – Oktoberfest, New Years Frolic, Summer Fairs, Chicken BBQs

## A Message from our COO

**50**

years in Long  
Term Care

**25**

years in Life Lease  
Town Homes

**17**

years in Supportive  
Studios

**14**

years in Adult Day  
Program

What a privilege to serve many community members over these years. So many stories have to be told. We celebrated: Good Times, Challenging Times, Site Expansions, the Introduction of Technology, and Diversity and Inclusion!

Throughout these years, we are grateful for the governance of our Board and the guidance of our Mission, Vision, Values, and Philosophy of Care, "The Eden Alternative," which you will have read in this report.

We have developed many partnerships over the past 50 years that have augmented those we serve and those who do. Today Generation Y (25 – 40 yrs) and a more diverse mix comprise 45% of our staff. Over the years, our Operational Annual Review has guided us in our Continuous Quality Improvements to keep up strong and focused on working efficiently and effectively, helping us to achieve many awards. Many of our milestones were executed by being innovative and progressive – sometimes, we wonder how we managed before technology.

The following 50 years will continue to bring changes, and we will embrace the past to manage today and plan for tomorrow.



Respectfully yours,

**Debby Riepert**  
Chief Operating Officer  
Lutheran Homes Kitchener - Waterloo

### Land Acknowledgment

We would like to acknowledge that we are on the traditional territory of the Haudenosaunee (ho-din-a-son-ni), Anishanaabe (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.

**1978**

- St. Raphael's puts a float in the K-W Oktoberfest Parade

**1989**

- Received our 1st Accessible bus, an old TTC vehicle
- The same year we committed to the benefit of having our 1st Resident Cat "Quinty"

## A Message from our Board Chair

Trinity Village is founded on values and principles rooted in the Christian faith. It puts people at the center of everything it does. Trinity Village is focused on helping people live meaningful lives. Trinity Village strives to create an environment that avoids the feelings of loneliness, helplessness, and boredom that impact so many people in their senior years.

Trinity Village values research and innovation. That may mean small changes in day-to-day routines or big changes to bring in the latest technology. At Trinity Village innovation is focused on improving the lives of our residents and families and making it easier for our dedicated staff to provide the best possible care for our residents.

Over these past 50 years, our dedicated management and staff have been critical to serving our residents and their families so well. They live Trinity's values and philosophies every day. They do difficult jobs with skill, commitment, and compassion. We are thankful for them.



The past three years have been very difficult for our residents and everyone else associated with Trinity Village. We don't know what the future will bring. But with God's help, Trinity Village will continue to live out the values and philosophies that have guided the organization through the last 50 years. Here's to the next 50 years.

**David J McKee** – Board Chair  
Lutheran Homes Kitchener – Waterloo

## The LHKW Board of Directors:



**Scott Murphy**  
Vice-Chair



**Chris Pillitteri**  
Treasurer



**Mike Gallant**  
Secretary



**Rev. Douglas Reble**  
Bishop's Rep.



**Michelle Scott**



**Jason Wong**



**Jan Atkinson**

**1991**

- Lutheran Homes Kitchener - Waterloo Letters Patent published

**1992**

- St. Raphael's owners declared bankruptcy, and Arbor was appointed to manage the facility until new owners
- Information Technician – Tim Davidson, 2022 5D Computers

# 50 Years: Trinity Village Through The Years

In 2022, Trinity Village celebrated 50 years of serving seniors in Kitchener – Waterloo.

Our story began in 1972 following the renovation of the former St Jerome's College dormitory and chapel. Then, in 1993, Lutheran Homes Kitchener-Waterloo, a ministry of the Eastern Synod of the Lutheran Church, purchased St. Raphael's nursing home.

Today, our 11.5 – acre property has become a campus of care for seniors. From fully independent living in the Terraces to assisted living and long term care, Trinity Village is a progressive, compassionate, and innovative facility providing quality care for each resident, giving their family and loved one's peace of mind. Our campus includes the:

- **Care Centre** – a 150 long-term care bed home,
- **Studios** – 62 unit retirement residents,
- **Terraces** – 60 life-lease townhomes,
- **Adult Day Program** – serving up to 90 seniors in the external community.



## 1993

- Evolution of the Health Care System - 1st lift is purchased - Hospitals closed Chronic Care beds
- Lutheran Home K-W purchased St. Raphael's, and the name changed to Trinity Village Care Centre and became not-for-profit

*"I love it here, I recently moved in and have been having a wonderful time. The exercises and activities are great, there's no time to sit and get bored!" - Resident*



Our staff is committed to excellence in providing a wide variety of therapeutic services in addition to recreation programming to stimulate personal growth in the residential community. The many long-term services awards held by the dedicated staff demonstrate their commitment to the residents.

The Terraces are a unique addition to our campus. Our goal was to create an affordable home built below the average cost of one in the Waterloo Region. Each quality-built bungalow townhome have a full basement, which provides additional storage and recreational space. Standard features include air conditioning, decks, and barrier-free features such as wider doorways, corridors, and spacious bathrooms.

But, as Bishop Michael Pryse reminded us in our celebration service, "Trinity Village is not simply the bricks and mortar that make up the physical buildings; we are about connection, we build unity and community, with God as our overseer of all things."

In addition to Bishop Pryse, David McKee our Board Chair, and Councillor Dave Schinder, on behalf of the City of Kitchener and the Mayor, brought congratulatory greetings. Residents and staff shared readings, hymns, and we unveiled our Trinity Village 50th Anniversary Community Quilt Project. We also planted tulips around Trinity Village's property and had our flag at City Hall to celebrate.



## 1994

- 1st Chaplain – Rev. Judy Williams
- We become the first long-term care home in Waterloo Region to use computerized care plans, "Compu care."
- TVCC Golf Tournament begins
- Our first Accreditation process with CCHSA Canadian Healthcare Services Accreditation and has occurred every three years since

*"This is my home away from home for the time being. I feel the staff are my friends. They are all so kind and helpful." - Resident*

## Trinity Village Studios

The Trinity Village Studios' building originally housed the long-term care facility but in 2005 was converted from a 150-bed nursing home to a 62-unit retirement residence. The building's name highlights its many one-room studios, but it also has spacious two-room suites. The Studios are ideal for seniors who are living alone in the family home and now wish to live in a welcoming community. The dedicated staff is available to provide extra care, as needed.



## Trinity Village Staff

Trinity Village is known provincially and nationally as a leader in innovation, resident safety, and resident satisfaction. Our staff team of 314 is a family of caring professionals committed to serving residents, families, and communities. Annually serving 412 seniors, our team also helped launch the DOCit application for increased operational efficiency and improved resident care.



## 1995

- Mission Statement Re-Created: "A Caring Community Which Values and Fosters the Worth and Lifestyle of All"
- Logo Created – This Logo presents Trefoil interlaced with a Triangle surrounding a Garden to symbolize the loving relationship between the Holy Trinity and the Creation and to celebrate the life-affirming relationship between those who will receive and those who will give, the care offered by the Trinity Village Care Centre. Designed by Nancy-Lou Patterson
- TVCC Development Task Force created
- Evolution of the Health Care System Home Care Physio Therapist begins working on-site with Long Term Care Facilities to train PSWs to assist with therapies.
- Evolution of the Health Care System Influenza Shot
- TV becomes a smoke-free site

## 50 Years with Staff

"I started my time here at Trinity as a Nurses Aid, what would be compared to a PSW now, on September 24th, 1972, when it was still St. Raphael's. While I worked here I continued my studies in Business Commerce and eventually moved my way into a position in the accounting team around 1979. At that point we didn't quite have 150 residents, we were a small team and I knew everyone! That has been one of the biggest changes I've noticed during my 50 years of working here, we have grown in numbers, residents, and staff! When I started I knew everyone, staff, and residents and now I know many of the Administration employees and some of the residents, it's great to see the growth we've seen!

"I feel connected with people on my team; we work well together to complete the task and have a positive work environment/culture."

- Staff Member

Another large change I've got to experience is our readiness to change! In life, you must be willing to change, and here it can be a daily opportunity! Particularly in and around tech. I remember I had to write out each statement, at that time they were called ledgers, for each resident, staff member, and for Public Health. Now each of those is computerized and it's phenomenal, making things easier with the increase of information we have to report.

My memories while working directly with the residents are memories I will cherish forever. Getting to build relationships and caring for each of them brought me great joy. As I have moved positions and away from direct care, something I look forward to every year is our Golf Tournaments, though I'm not a great golfer, it's a wonderful day to get out and have fun with my coworkers and other Trinity community members to build our community!



I can't believe I've been here for 50 years, it's a testament to the Trinity Village as a whole. I believe we have great care, this was the place my mother came to live and it was the only place I would have wanted her to stay. I love what I do and Trinity Village, we're a great big team, a team with many different parts and we work great together!"

- Jane

### 1998

- 1st home to employ a Social Worker
- 1st Website launched

### 1999

- Evolution of the Health Care System PIECES (Mental Health Education) training offered for LTC workers
- On-site dentistry services offered
- Palliative Care Training: Conestoga College provided training for 24 staff members. Funded through a Ministry of Health Initiative. TVCC host first course for the region.



**1899** Infection Control Audits



**22** Gardeners



**83**  
Average Age



**4550** Residents  
Cumulative since inception



**1** Beekeeper &  
**3** Assistants



**314** Staff



**438**  
Adult Day Program Clients  
Cumulative since inception



**2495** Total Internal Visits  
100% decrease due to the  
Public Health Vaccine Mandate

**100%**  
Decrease in  
Communications  
with staff, residents, and  
loved ones due to a more  
stable environment

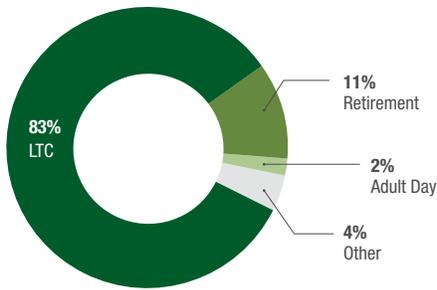
## 2000

- Palliative Care Team formed
- 1st High School Student 40-hour Volunteer Program begins
- 1st of 8 Resident Cruises
- Canada Day "Strawberry Shortcake"
- TV Community Garden began through the Safe & Sound Community Safety and Crime Program
- Residents grow and donate produce to the St. John's Soup Kitchen, helped prepare and have lunch with those in need at St. John's

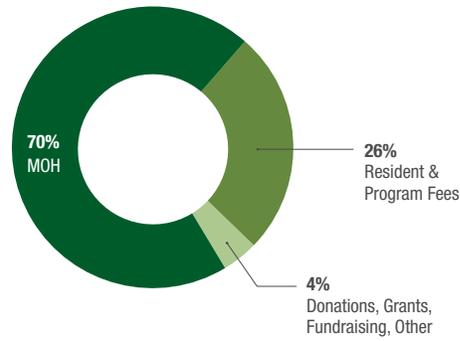
## 2001

- Development Task Group Committee attends a Sherburne, New York Workshop with Dr. William Thomas on "The Eden Alternative" – chosen "Philosophy of Care."
- 1st elected TVT Resident's Association
- The College of Massage and Hydrotherapy partnership program, provided weekly massages to residents for 19 years up until 2020, closed during the pandemic.

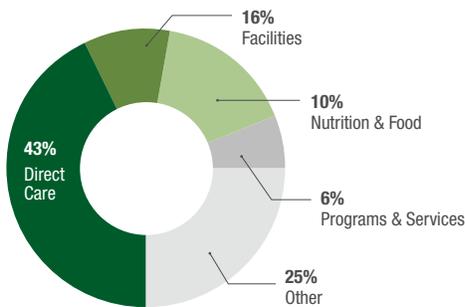
## REVENUES 2022



## REVENUE SOURCES 2022



## TOTAL EXPENSES 2022



Operating revenue in excess of:  
**\$17.5 million**

Total assets in excess of:  
**\$34 million**

### Your Donations At Work

- Care Centre
- Studios
- Chapel
- Thanks to Your Donations

### 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.

## 2002

- New TVCC Opens (105,000 square feet) – move-in date July 31 – and Montgomery & Sisam won an award from Architect Canada for the design of a new development on the existing site

## 2004

- Evolution of the Health Care System Physiotherapy services increased and are today offered to all residents

# Year in Review



## Grand Parade

On September 17th, 2022 our community came together to raise funds to reduce loneliness and ensure that Trinity Village Care Centre & Studio residents could have access to SMART Technology for a better connection with family and person-centered programming. It was a beautiful day, filled with laughter, great food, crafts, ice cream and so much more!

Our goal was to raise \$25,000. We were overjoyed that we exceeded our goal and raised a total of \$30,356! Thank you to our community for all your donations of time and, or money and to all our Sponsors! This would not have been possible without YOU!



## 2005

- Trinity Village Studios (50,000 square feet) opens on April 1

## 2006

- Evolution of the Health Care System Local Health Integrated Network
- Sysco-Synergy Electronic On-line Ordering Agreement

We are excited to see our Café re-opened after being closed during the Covid-19 Pandemic. A place for our residents, staff, and family can enjoy time together and delicious treats and refreshments throughout the day.



*"I am grateful for my team; they are very supportive and make my day-to-day a happy one."*

- Staff Member



Our Adult Program planted the beautiful flower boxes and grow towers around Trinity Village. We enjoy the bounties throughout the season.

## 2007

- Established a Continuous Quality Improvement Program
- Began St. Matthew's Out of the Cold Program, donating food and clothing

## 2008

- The Employee Assistance program began
- Evolution of the Health Care System RAI-MDS program started with no funding
- Cherry Orchard Dementia Research Project initiated – resulting in our shift of focus to Spontaneous Programming
- Adult Day Program begins

# Year in Review



Our Care Centre residents spent a morning at Trussler Farms picking apples and spending quality time outside with friends.



Our Studios danced, sang, and ate wonderful food to celebrate the Christmas holiday this year!



## 2009

- The electronic Medication Administration System began
- LEAF Grant local Environmental Action Fund City of Kitchener – Green Roof (The Gather Place)
- Green Team formed
- Health Quality Council “Residents First” program – Halton Mississauga Local Health Integration Network adopts TVCC so we can participate – today is known as Health Quality Ontario

## 2010

- Opened 34 Interim Beds at Grand River Hospital – Freeport Site PT3
- Trinity Village Studios Domiciliary Bed Partnership begins

"I love how everyone helps one another to get the best care for the residents." - Staff Member

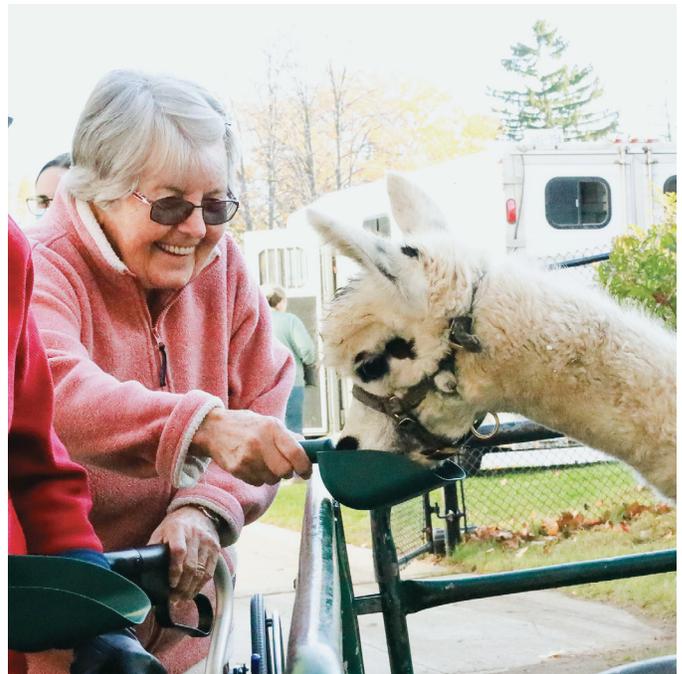
Residents from the Studios spent much of the warm season participating in outdoor recreation programs, soaking in as much sun and fresh air as they could.



Our first 53 Smart TVs were installed in the Care Centre and Studios this year. This technology will enhance customized programming and make virtual visits more accessible.



Residents, Staff & Family of Trinity Village all enjoyed visiting with goats, alpacas, bunnies and so many more sweet animals on a sunny October morning.



## 2011

- 1st Horticulture Manager
- Public Health Workplace Program began and lasted seven years, receiving Gold and Platinum Awards
- Opened 34 Interim Beds at Cambridge Memorial Hospital, both closing in 2013/14, saving the Health Care System over 10 million dollars
- VOIP – Voice over IP – New Phone System

## 2012

- New Horizons Grant \$23,000 Accessible Garden Improvement "Barrier-Free Community Gardening in Waterloo Region."
- Behavioral Support Services (BSO) Introduced

# Horticulture



## Beeden

This year we split the hives in early spring to make more room for the growing colonies and now have 4 hives, the bees spent most of their energy during the summer building honeycomb in their new hives. As you may know, our industrious bees get the first choice of honey to store for their winter food. That means that we only harvest their excess honey. During 2022 we had hot, dry weather causing a depletion of nectar and pollen resources, which meant our bees packed away much less honey from the previous year. Despite the difficult season for the bees, they still gifted us with 167 pounds of excess honey!

## Trinity Village Gardens Through The Years

Horticulture has always been a strong focus of Trinity Village. The Trinity Village Community Gardens were established in 2000, with 15 plots and 2 raised. In 2015, Grand River Garden Village Aquascape Inc gifted a waterfall garden to the Studios. In 2016, a full-time Horticulture Manager was hired and a year later in 2017, a basalt fountain was added to the rejuvenated Whispers of Hope Garden, the front berm has been recreated with native and conifer species, and the property has had all its trees and shrubs cataloged. Since 2019, the Outdoor Haven has had its artificial turf and pathways resurfaced with eco-friendly, permeable products.

Two beehives were added to the property to emphasize our sustainable and Eden-centered outlook in 2018 and in 2019, a Floral Art Cart was added for people to cut flowers from the gardens to enjoy indoors. In 2020 at the height of COVID, Beeden Honey began with honey sales to our community. In 2022, the two hives were split and there are now a couple of hives in Erin, Ontario, for a total of four hives. The spring plant sale has continued, and in 2022 a garden flower bouquet subscription service began. Summer horticulture staff were added in 2017 through a Canada Summer Jobs grant and today 4 summer staff and the Horticulture Manager bring the gardens to life and garden life to the community.

### 2013

- The accreditation process moved to – CARF, an international organization
- 1st HR Manager – Brenda Vanderham

### 2014

- 3rd Mobility Bus



*"I get personal satisfaction from my job and feel proud of my work here."*

- Staff Member

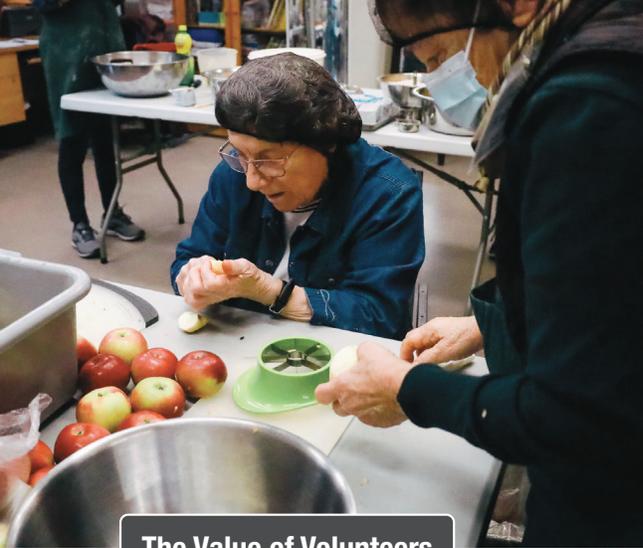


## 2015

- Opening Minds Through Art introduced Building Bridges with Eastwood and Forest Heights
- OLTC Workplace of the Year Award – Quality and Innovation
- WLS Pastoral Counselling Education (PCE) – Accredited by CASC (1st PCE in Canada held in LTC)

## 2016

- The Museum "Aging Dialogues" Opening Minds through Art (OMA) / Centre for International Governance Innovation (CIGI) Artwork Display
- LHKW – Chief Strategy Officer, Chuck Burt
- Risk Management Program



### The Value of Volunteers

Volunteers play a vital role at Trinity Village whether that is in the home, out in the community, or at large events like our Grand Parade. We at Trinity Village would not be able to do what we do without volunteers.

In 2022 Trinity Village participated in National Volunteer Week with the theme “Volunteering is Empathy in Action” emphasizing the strong connection between volunteering and empathy. Along with other organizations from the Waterloo Region a collective advertisement was displayed in The Record, The Woolwich Observer, The Cambridge Times, Waterloo Chronicle, Kitchener Citizen East and West, and Elmira Independent.

We welcome volunteers to become a part of our community helping to make a difference in the lives of our residents through the wide range of opportunities we offer to you and our residents. Discover the joy and fulfillment of volunteering at Trinity Village.

## 50 Years with Resident & Family



*"My wife and I moved into the Terraces Townhomes in 2001. I had heard of Trinity Village from my Lutheran church. I was able to live with Eunice in the townhouse until February 14, 2005, when Eunice moved into the Care Centre where she lived until 2011.*

*Since moving here, I have volunteered with church services, hymn singing, and pastoral visits when needed. I continue to do this, and it brings me joy and meaning. Trinity Village is my second home, it is somewhere I can build community, by volunteering and visiting the café daily for my meals; breakfast, and lunch.*

*My fondest memories are of Eunice and I participating with other residents in the concerts and entertainment in the Outdoor Haven. Bringing my harmonica and playing it in the café and people joining in to listen. I have enjoyed participating in many Trinity Village Golf Tournaments and Grand Parade walks! And of course, the worship services offered here.*

*I've seen many changes over my years here, the increase in staff being one; maybe that's necessary. With many more roles and people, the care is still exceptional. The Horticultural team, the bee program, and bee culture were brought into the village and have made a big difference. The people who work here are what make the biggest difference, the quality of the staff has always made a difference. Even with COVID and challenges staff were still friendly and kind. It's a caring environment. I sit in the café and everyone passing by says hi."*

*- JR*

## 2017

- 2017 Waterloo Region Top Employer
- MaRS (Medical and Related Sciences) Co-Design Challenge Top Design: DOCit

# COVID | YEAR 3

## COVID response

The pandemic restrictions continued and will until the impact is that of the flu. Public Health restrictions this year both were heightened and reduced. There remains daily rapid testing for all who enter. Outbreak definitions change with a lower number of cases resulting in more and shorter duration precautions.

We are thankful for the vaccinations provided and as time progressed, we found that the virus continued to be less harmful, and with strict IPAC measures and daily testing, the spread was better confined. This year we experienced various COVID-19 variants, and restrictions were constantly changing in response; adaptability was vital.

Overall despite the conditions, residents satisfaction improved. We assisted and encouraged residents and staff to experience the outdoors when weather permitted.

We are thankful for the Trinity Village community pulling together to care for and support one another.

## Impact on Operations and Residents

- Fundraising Event "The Grand Parade" resumed on site
- Communications – emails, ZOOM meetings, Town Halls and care conferences, regular website updates, Fireside Chats, and staff memos lessened with reduced outbreaks
- Changes to the Retirement Regulatory Act and Fixing Long-Term Care Act
- Staff – cohorting discontinued unless a home area is in the suspected outbreak; mask at all times
- Rapid Test – everyone entering the buildings continued
- Large group programming and Opening Minds through Art resumed
- 42 NEW Honey Sales customers
- Started Wednesdays in Bloom Flower Subscriptions
- Resumed Catholic and Interdenominational Services
- Resumed the Annual Christmas Market



## 2018

- Presentation: The Conference Board of Canada, "Co-Designing as an Outcomes-Based Procurement Approach"
- 1st The Grand Parade event "The Celebration of a Lifetime" raised \$16,295
- Chapel restoration (kitchen, windows)
- 2 Bee Hives – Partnership with YIMBY "Bee



“Thank you for all you have done over the past year and 1/2. Families appreciate everything that you and your staff have done to keep us connected to our loved ones.” - Family Member



## 50 Years With Previous Board Member

*“I first connected with Trinity Village through St. Stephen’s Lutheran church and served on the Board of Directors for 2 consecutive terms. I now continue this connection as a family member as my wife lives at the Care Centre and soon, I will be moving in as a resident here as well. For my wife and I, it was an answer to a prayer to both be able to live together at Trinity Village.*”



*I was lucky enough to be a part of preparing for the construction of the Gathering Place and watching it come to be and attending the opening ceremony. Today was the first time I have been in the Gathering Place to join in a church service; it was wonderful to see this space being used for what it was meant to become. Another memory I remember fondly was the first Board of Directors Christmas dinner which my wife Ann was invited to attend as well; It was my wife’s first introduction to other board members, and she was very impressed by everyone and the work they did collectively.*

*Trinity Village has gone on a journey of growth over its many years of service; growth in spirit, growth in caring, and growth in sharing. I have seen a growth in smoother operation between management and staff; Trinity Village has brought in new programs to serve the residents better. I’ve been so impressed with how Trinity Village continues looking daily at ways to make living at Trinity Village the very best it can be - Residents First.*

*My wife and I look forward to spending the next chapter of our journey here; Some may call it Trinity Village but I call it home. Home is where the heart is. That says it all.”*

**- Robert**

## 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:

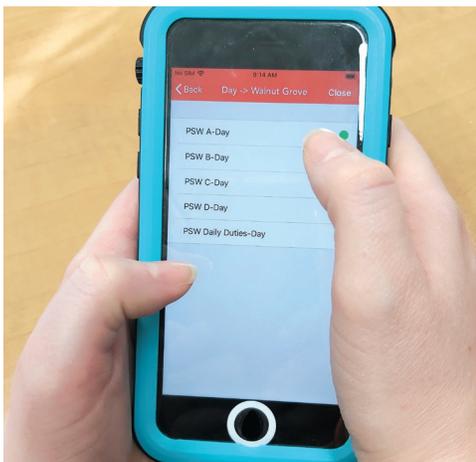
- Cash/Cheque
- Gift-in-Kind
- Online through CanadaHelps
- Sponsorships
- Bequest
- Memorial Donations
- Life Insurance
- Appreciated Securities
- Charitable Trust

Scan our QR Code →



*"Thank you isn't enough to show my gratitude."*

- Family Member



## DocIT Helps

The "DocIT" App is an innovative efficiency tool that improves resident care and staff well-being. We continue to expand the features and there are over 26 long-term care homes in Ontario using DocIT to streamline tasks, assessments, and processes at the bedside, freeing staff to focus more time on resident care.

# Trinity Village Teams

## LHKW Management

- Debby Riepert, Chief Operating Officer
- Tracy Spencer, Finance Manager
- Beth Jones, Human Resources Manager
- Cheryl Schade, Spiritual Care Provider
- Hedi Lee, Horticulture Manager
- Steve Kovacevic, EHS Facility Manager
- Douglas Grant, Communications Manager
- Cheryl Schade; Spiritual Care Coordinator
- Dr. Danasha Jebanesan, Physician

## Care Centre Management

- Jasmina Sabani, Acting Director of Resident Care
- Maria Menounos, Program Manager
- Krista McParland, Nutrition Manager
- Jenna Beltrame, IPAC Manager
- Melissa Seyler, Manager of Cognitive Care
- Dr. Danasha Jebanesan
- Dr. Casey, Medical Director
- Dr. Kolev, Physician

## Studios/Terraces Management

- Jessica Bates, Retirement Manager
- Elise Bradley, Health and Wellness Manager
- Kofi Ansah-Dei, Nutrition Manager
- Dr. Shaw, Physician
- Heather Doerbecker, Lifestyle & Program Manager

## Adult Day Program

- Rebecca Lithgow, ADP Coordinator

## Care Centre Family Council

- Marcia Schmidt
- Riitta McCarthy
- Lise Grimberg
- Carolyn Snyder Milke
- Dan Hutter

## Employee Council

- Beth Jones
- Maria Menounos
- Trevor Fortune
- Bonnie Dugan
- Lora Ryan
- Shar Nikaein
- Emily Coulter
- Heather Harbaruk
- Helen Willard
- Cheyanne LePage

## Care Centre Resident Council

- Irene Balderson
- Marie Banderob
- Kata Basic
- Barbara Calder
- Arthur Cann
- Karen Carr
- Nora Deckert
- Ed Deeb
- Jeannine Desjardins
- William Fischer
- Maria Gartner
- Doreen Geil
- Rosemarie Gillis
- Mary Gingerich
- Verna Gingerich
- Albert Goebel
- Elvera Goerz
- Brian Haskins
- Carl Hiltz
- Barry Howe
- Anita Hutter
- Barbara Johnson
- Elisabeth Kampfseck
- Mike Kapshey
- Lisa Keeler
- David Kraft
- Rosina Lichty
- June Lock
- Guy Maltby
- Boyd Manwell
- Adelaide Marrocco
- Catherine Martin
- Williamina McArthur
- Margaret McCloud
- Nancy McGilvray
- Patricia Millo
- Lorraine Moffat
- William Mortlock
- Marilyn Murphy
- June Nolan
- Mary Novak
- Myrtle Oestreicher
- John Paraschos
- Wanda Pekrul
- Ronald Plaskett
- Dorothy Provost
- Alma Pufall
- John Rathwell
- Lorraine Renouf
- Herman Roth
- Neil Roult
- Theresa Slack
- James Temple
- Gwendolyn Thrower
- Catherine Tokarczyk
- Daniela Vasek
- Anny Vinandy
- Donnalee Watson
- Jean White
- Ninoska Wong
- Robert Wynne
- Bente Zettel

## 2020

- COVID-19 Declared Worldwide Pandemic – Doug Ford Declared State of Emergency March 17, 2020 - Directive #3
- COVID-19 TVCC/TVS Isolation – Screener – No Visitors, Volunteers, Students, Essential Services Only – March 17, 2020
- Staff tested weekly – The Gathering Place “Swab Clinic.”

# Partnerships

Thank you to our partners and everyone who has helped make Trinity Village a positive place to be.

- Anishnabeg Outreach
- Robert Hopkins Professional Corporation WSIB Consulting
- Human Resource Professional Association
- Public Services Health and Safety Association
- Community Support Services Network
- IPAC West Environmental Services
- Public Services Health and Safety Association
- Ontario Health Care Housekeepers Association
- Teepa Snow Network
- Opening Minds Art (OMA) Network
- Eden Alternative Network
- Waterloo Region Infection Prevention and Control (IPAC) Waterloo Region
- Activity Directors on the Move (ADOM)
- Therapeutic Recreationists Ontario
- TV Employee Council
- LTC & RH IPAC Community of Practice
- Wilfred Laurier Music Therapy, Social Work Programs
- Dietitians of Canada
- Recreation Professionals Ontario
- Behavioural Support Ontario Waterloo Wellington Network
- Garden Club of Kitchener Waterloo
- Beekeepers Association of Ontario
- Gold Sentinel Inc
- Vitalhub
- Conestoga College – Nursing and Recreation Program
- Eastwood Collegiate Institute & Forest Heights Collegiate Institute – Opening Minds through Art Program
- Health Quality Ontario
- Mitchell Animal Hospital
- St. Louis Adult Learning and Continuing Education Centre
- St. Mary's Hospital – Geriatrician, Outbreak Partnership Agreement
- University of Guelph – Nutrition Manager, and Dietitian Program
- KW4 LTC
- ADP Network
- CSS Network
- SIIP TIP: Supporting Inclusion Through Intergenerational Partnerships and Taking Interest in People
- CareRx Pharmacy
- Essity
- Complete Purchasing
- Point Clinic Care
- Maintenance Care
- Registered Nurses Association
- Health Connex
- Logical Landscape
- Westervelt College
- Trinity Village Diversity & Inclusion Committee
- Carizon
- Complete Purchasing
- ProResp
- Home & Community Support Services Waterloo Wellington

## Memberships



### 2021

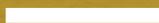
- IPAC Manager New Role Specific
- All who enter are tested and required to have a negative result

### 2022

- Grand Parade \$25K
- Master Site Master Plan Developing the Next Strategic Plan for 20 – 30 years



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)