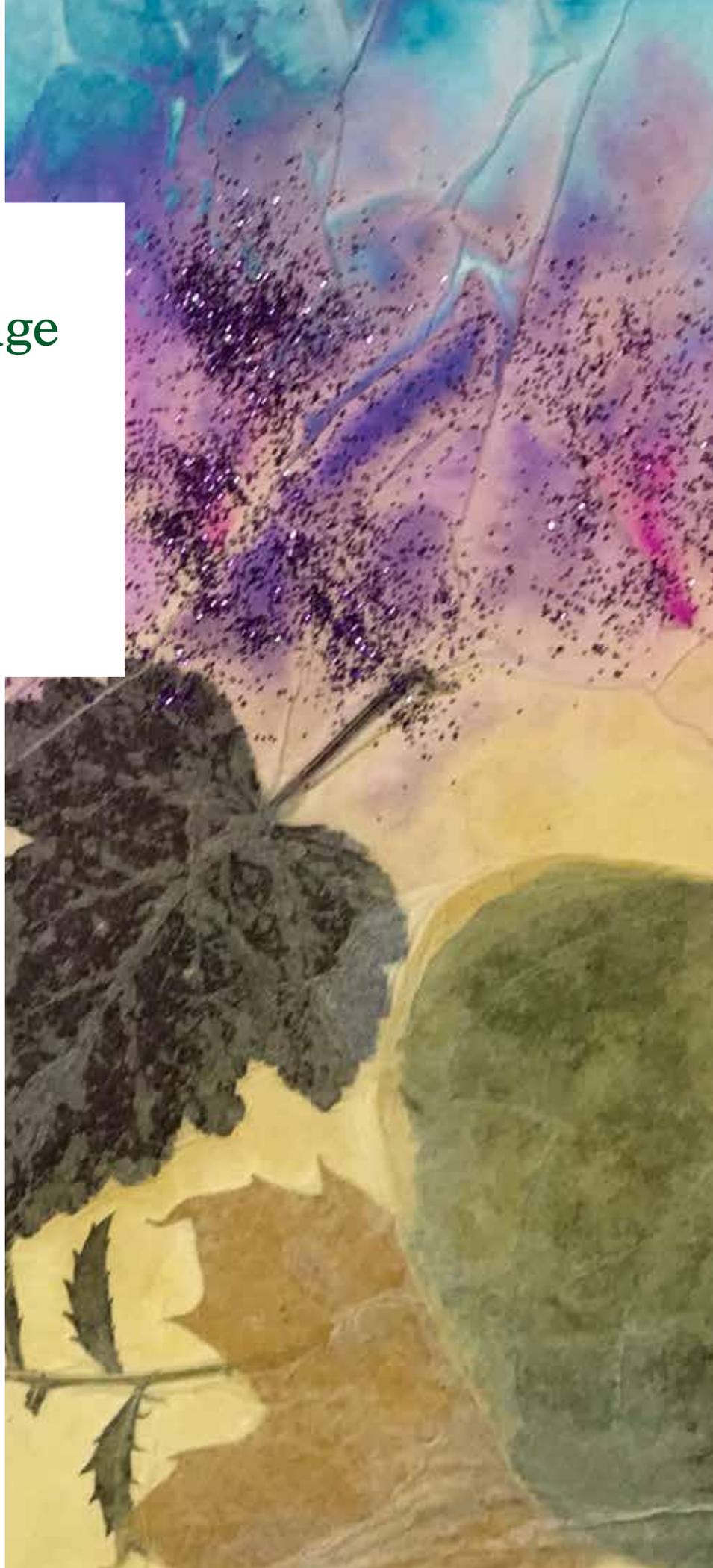


Trinity Village

Recovering and
Stabilizing

Annual Report
2023





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.

MISSION

A Caring Community Which Values and Fosters the Worth and Lifestyle of All.

VISION

Trinity Village, a faith-based organization, will be a community leader in “Continuum of Care” services.

VALUES

People

We are a team of compassionate care partners valuing the well-being of residents, clients, and staff.

Integrity

We practice honest, ethical leadership, through transparency and accountability.

Excellence

We strive for the continuous improvement of services through partnerships, best practices, research, and innovative technology.

Stewardship

We take responsibility for our infrastructure, land, and environmental footprint.

“No words can truly express my appreciation to you and your staff for the loving care everyone provided to my mother. Your staff is truly remarkable in making the residents feel loved and cared for.”

- Care Partner



The artwork used on the front cover was created by Joseph F in our *Open Minds Through Art Program* run in partnership with SIIP TIP and Conestoga College. OMA is an intergenerational art program for persons living with dementia. The program's mission is to build bridges across ages and cognitive barriers through art. It is aimed at promoting a person's social engagements, autonomy, dignity and well-being through the experience of creative self-expression.

Trinity Village Holds CARF Accreditation in Six Areas

Accredited Programs

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



A Message from our COO

The year 2023 marks the third anniversary of the pandemic's start, and it was also the first year we began feeling stability—an increase of over 5,000 visits from 19,000 the previous year. The return of essential services, live music entertainment, dancing, spiritual programming, and the Grand Parade was back on site.

With the proceeds from the Golf Tournament and the Grand Parade, we improved accessibility, by widening six doorways, and expanding the general store. We enhanced the outdoor spaces with an environmentally friendly "Permeable Pathway" project, giving more space to travel and enjoy the site. We introduced the "Wednesdays in Bloom" delivery program and developed the "Bee Learning Kiosk," which tells the beautiful story of the apiary world.

We promoted stewardship by facilitating digital communication through messaging, file sharing, and collaboration tools, reducing the need for paper-based communication and document printing.

And we would be remiss without mentioning the 2023 technology initiatives:

Communication – Visitor / Staff / Resident and Care Partner e-Handbooks, Website – Resident and Care Partner myPortal and a feedback button, Weekly Staff e-Memo, and Bi-weekly Eastern Synod e-newsletter.

Electrical – Strengthened the infrastructure; 8-room Artificial Intelligent Sensor Project, shifted our database to MS365 APPS streamlining operating system - making our day-to-day workflow more efficient and effective, Software Meal Suite e-meal order system, DOCit (resident & staff task calendar),

Mechanical - cordless call bell, tablets, Electronic Location Patient Assistance System (ELPAS), all disciplines now on e-charting.

The Adult Day Program was grateful to be back in the gathering place, which was very positive as we had convenient access to washrooms, a proper program kitchen, a cozier space overall, and closer access to other departments.



In closing, yes, we are stabilizing.... This year, we are thankful for the overwhelming compliments everyone took the time to submit on our website, express verbally, and include in praise reports. We are grateful for all the donations that enhance programs to reduce helplessness, loneliness, and boredom. Together we can do far more than on our own.

Respectfully yours

Debby Riepert, COO

To learn more about our events and activities please follow us on Facebook, Instagram or visit our website at www.trinityvillage.com

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.

A Message from our Board Chair

Compassionate. Innovative. Dedicated. Caring. Forward Thinking. Award Winning.

These are just a few of the adjectives used to describe the talented staff, management and volunteers at Lutheran Homes Kitchener-Waterloo Trinity Village. This devoted team always places the residents and their families first. What a wonderful community.

Trinity Village continually ensures its community is at the centre of everything they do, striving to create a place that, as Dr. Bill Thomas (founder of the Eden Alternative® philosophy) states, to alleviate the three plagues: Loneliness, Helplessness, Boredom. When you couple this with Trinity Village's values and principles, rooted in the Christian faith, the community has a solid foundation where our senior loved ones have the ability to enjoy their lives.

This past year, Trinity Village continues to be a leader in the community, in the region, in the province, and in the country! From achieving full CARF® Accreditation to being awarded as a Finalist in the Charity Village Best Nonprofit Employer – Technical Innovation category. From introducing cutting edge AI tools to being proactive in the care and safety of the residents to the many programs and events for residents, care partners, and the community.

As Board Chair, I am truly grateful and blessed to be surrounded by a hard working, caring, and supportive Board of Directors. Their genuine passion is displayed at every Board & Committee meeting, at the many events & fundraisers, and through the tireless work they do to help support the staff, residents, and care partners keep Trinity Village moving forward.



Lastly, thank you again and again and again to the donors, management team, Board, advisory councils, our community partners, but most of all, to the many volunteers, the compassionate staff, and to the residents and their care partners! God bless you all.

Mike Gallant, Board Chair
Lutheran Homes Kitchener Waterloo Trinity Village

The LHKW Board of Directors:



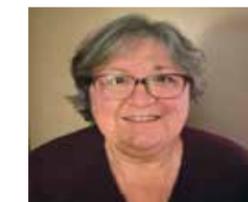
Mike Gallant
Chair



Scott Murphy
Vice-Chair



Jason Wong
Treasurer



Jan Atkinson
Secretary



Rev. Douglas Reble
Bishop's Rep.



Michelle Scott



Lawrence Kuntz



Heather Norris



Michelle Lennox



Paquita Freire



Celebrating 20+ Years at Trinity Village

Donald, “Don,” Farrow, a 94-year-old resident, lives in the Terraces. Don has lived in the Terraces with his wife Margaret, “Marg,” for the last 20+ years. They are proud to share that they were one of the first people living in the Terraces when they were built. They really enjoyed how spacious the terrace was and being able to make it feel like home.

They have been married for 75+ years! Marg is now living at Trinity Village Care Centre and Don comes over to visit her daily. They are very appreciative of the functionality of living within the Trinity Village community, making visiting an ease. Don jokes “it is the easiest commute I’ve ever had.” Previously Don’s sister had lived in the Trinity Village Care Centre, and another sister and brother-in-law in the Terraces, who also attended the day program as well.

Plus, Don and Marg’s great-granddaughter works at Trinity Village Care Centre in the BSO and recreation department, and Don is proud to tell everyone he meets or ask if they know her. Don jokes “it really feels like a family affair now.”

Don shares that he and Marg were excited to move to Trinity Village from their home in Kitchener-Waterloo as it was a long-term plan for accessibility and aging in place. They wanted to make sure they could age in their home safely and stay together as long as possible. Also keeping in mind that visiting would be easier if one of them had to relocate to another part of the Trinity Village community, like Marg eventually did. Don and Marg also share strong Lutheran values and attended St. Peter’s Lutheran Church; since Trinity Village is run by Lutheran homes, they said it was an easy decision.

Together they participate in some larger events Trinity Village Care Centre puts on. Their favourite happens to be the Sweetheart Valentine’s Day event each year.

Keeping Hands Warm



Helen came to Trinity Village Studios to live close to her sister who was living at Trinity Village Care Centre. Helen has been knitting most of her life. She doesn’t remember when she started, she just picked it up. Today, she knits mittens for the children of Little Grand Rapids, Manitoba through LAMP - Lutheran Association of Missionaries and Pilots Inc. LAMP (Canada). When we asked her how many pairs of mittens she’d made, she smiled and said, “I can’t even count!”

LAMP has been providing spiritual witness and nurturing faith in communities in remote areas of northern Canada since 1970 through the ministry of pastors/missionaries/pilots and short and long-term volunteers-in-mission. Each year over 5,000 children, youth and adults are impacted by the ministry of LAMP.

Every summer a group of volunteers from Lutheran Churches across Waterloo Region travel to Little Grand Rapids to bring donated items of clothing, yarn for knitting, crafts for children, various books, warm scarfs, hats, and mittens to keep their hands warm. Helen was overjoyed to receive a lovely “Thank You” from Madison.



Pharmacy Tech to Construction Lady to Cook!

Brenda Burke has worked at Trinity Village for 22 years!

Brenda began her career at Trinity Village twenty-two years ago as a Dietary Aide and moved with the Care Centre to its current location. With encouragement from colleagues, Brenda successfully acquired her cooking papers and became the first Nutrition Manager of the Trinity Village Studios in 2005. Her first month in the position included the tough job of scouring, scrubbing, and organizing the new kitchen. Having no computer knowledge, managing was a huge learning experience and one that Brenda cheerfully embraced. She learned to portion a big roast for the first few residents and how to be creative with leftovers. She adjusted as the number of residents grew.

But Brenda’s real passion was cooking. After 10 years of steering the kitchen, she became a full-time Cook. She’s thrived and still loves trying new recipes and experimenting with old ones. Her greatest joy is gazing out into the dining room at lunchtime and watching the residents enjoy the food she prepared.



Since the pandemic she has been training a lot of new staff due to staff turnover. During the last three years there has been a lot of staff turnover. She shares her accumulated knowledge, tips and tricks, dietary restrictions and food preferences for 50-60 people with each new member of the team. Brenda understands the pressures of change. Originally from Nova Scotia she has moved from pharmacy tech to construction lady to cook, she has plenty of life experiences. Sharing it is just part of who she is.

2023 Statistics



19 Gardeners

85
Average Age

4614 Residents
Cumulative since inception



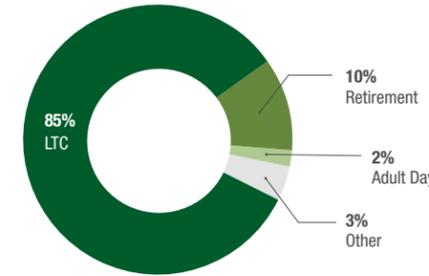
1 Beekeeper
4 Assistants
9 Beeden Teams

316 Staff

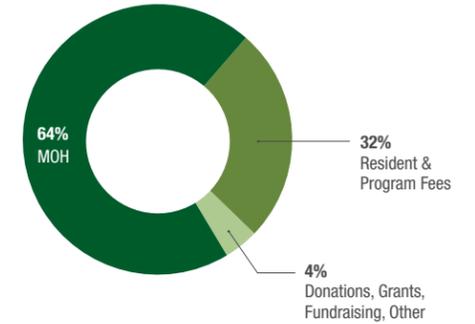
482
Adult Day Program Clients
Cumulative since inception



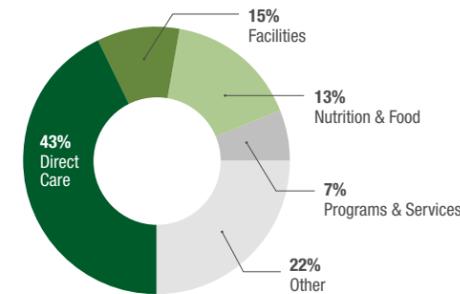
REVENUES 2023



REVENUE SOURCES 2023



TOTAL EXPENSES 2023



Operating revenue in excess of:
\$18 million
Total assets in excess of:
\$35 million



Committed to continually improving our services, our team strives to balance the needs of residents, clients and staff with good stewardship and accountability. To foster a learning and results-based environment, we welcome innovative solutions and ideas to help us serve our community better.

A Year in Review

Grand Parade

On September 16, 2023, we celebrated Trinity Village's 51st anniversary with the Grand Parade. The day was bright, warm and sunny. Our annual fundraising event raised \$30,356. The funds were used to expand the Studios General Store and install wider doors in the recreation rooms and Outdoor Haven in the Care Centre. Thank you for the generosity of our community!



"Beautiful day, it was so nice to be outdoors, excellent event, so beautiful to see all the smiles, the weather was great for this event"

- Resident



Our Adult Day Program clients were thrilled to learn the history of crepes — but they enjoyed eating them even more. These thin pancakes have been enjoyed since the 13th century as a breakfast treat or a sweet dessert.



"Thank you for providing such stimulating events for my grandparents."

- Resident



The Car Show was another successful event, stirred a lot of great memories!

Regular events build community at Trinity Village. Residents value the special guests and the fun they bring. We've all heard that "Laughter is the best medicine." At Trinity Village we try to provide a number of different activities that bring joy, inclusion and diversity to the lives of our residents.

We all look forward to Seasonal Events with music, food and guests.



"We appreciated the Spiritual Care Coordinator's support, EOL comfort kit, and care provided by CO staff as our father was nearing end-of-life."

- Resident



Our gardens, beekeeping operation and other daily activities engage residents. Here they are chopping rhubarb, just one of the many "chores" residents join in to do. They enjoy the productivity and relationships they build as they work together. And they all look forward to the goodies that come from their hard work!



On Earth Day we celebrate the beautiful gardens at Trinity Village. Using best practices, research and innovation, we steward our property. Decisions that impact our ecosystem are evidence-based and made carefully to maintain the natural beauty for the well being of our residents, staff and care partners.



There are so many options for residents at Trinity Village. Here you can see them enjoy our Octoberfest celebrations. They love getting together and making new friends. Our recreation program is a vibrant mix of special dinners, dances, live music, game nights, exercise programs and much more.

Horticulture 2023

January 5th was the first sowing (radishes and lettuce) of 2023 in the vegetable department; the beginning of a very productive season that yielded just under 750 pounds (337 kg) of fruit and vegetables. During the busy season, Trinity Village Horticulture was involved in building new pathways, developing a bee education kiosk, managing a busy apiary and harvesting delicious honey.

Early in August the Community Garden received a new permeable garden pathway. In partnership with the Region of Waterloo Environment Fund, this project explored Low Impact Development. The free-draining light-coloured granite pavement proved to mitigate water pooling and created a safe slip-free natural stone walkway while reducing the heat sink effect of our urban landscape. Our community now enjoys the circular aspect of this pathway and the ability to experience the Community Garden area from all sides.



"I appreciate all the gardens and work that goes into them."

- Resident

BEEDEN Honey

Unique to Trinity Village, BEEDEN Honey fosters a sense of purpose within the community and builds relationships between residents, volunteers and staff members. We all experience the joy and fulfilment of caring for our land and nurturing our honeybees. From tending the bees, extracting the honey and packaging the end product, BEEDEN Honey is a thriving enterprise.



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, care partners, and staff.

Ways in which you can support Trinity Village:

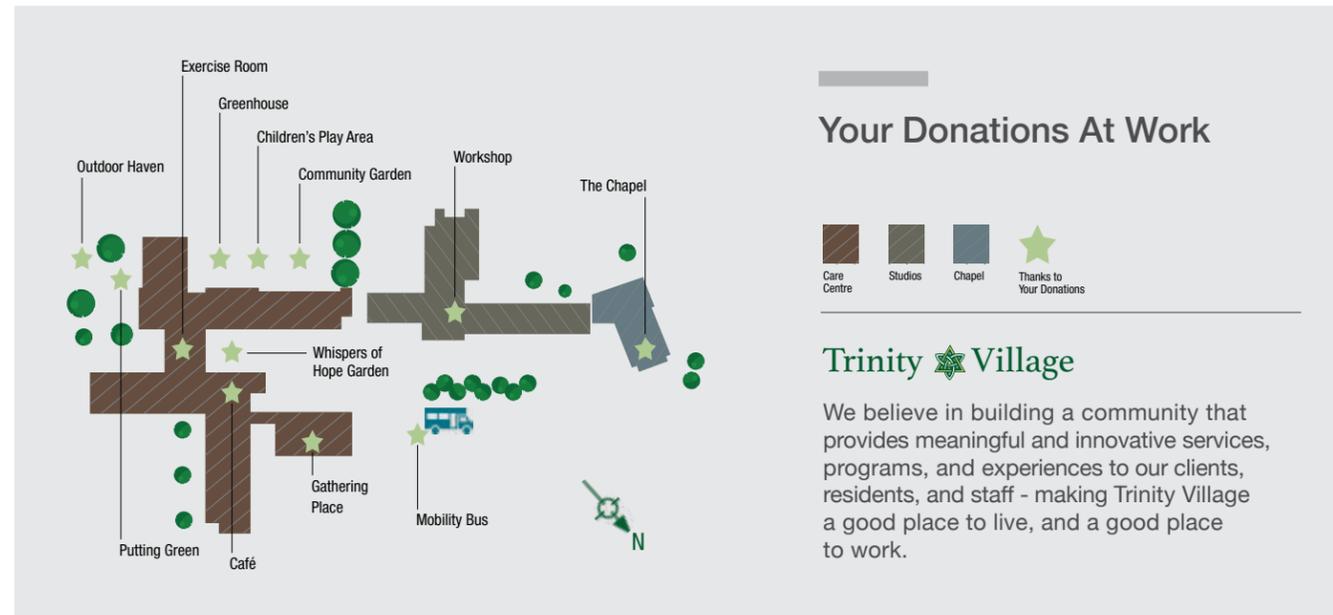
- Cash/Cheque
- Gift-in-Kind
- Online through CanadaHelps
- Sponsorships
- Bequest
- Memorial Donations
- Life Insurance
- Appreciated Securities
- Charitable Trust

Scan our QR Code →



"Thank you to "all" of our "angels" at Trinity for all of your help and support over the years."

- Resident



"When I sit at the piano and play music during worship services, I see all the eyes looking at me, focusing on me; residents are smiling, moving to the music, singing and tapping their feet. It is very rewarding to make someone's day pleasant. It surely makes my day. I am happy I can bring my gift of music and share it with all. I love this place. I hope I can come here when I need long term care."

- Henriette

Trinity Village Pet Visiting Program

Nancy and Peko joined the Trinity Village community in early 2023. Peko is a Therapy Dog certified by St. John Ambulance.

They both enjoy visiting the different home areas at Trinity Village Care Centre. Seeing residents positively interact with Peko is heartwarming.

"We are there to bring happiness to those living at Trinity Village, but they also bring joy to Peko and me. We look forward to the individual visits but also to the many activities that take place throughout the year".

Peko especially likes when residents are gathered in the lounge or about to play a game and she can move from person to person greeting them and offering them her paw.

Nancy and Peko chose Trinity Village after the pandemic as they were familiar with visiting similar settings before the pandemic. Nancy comments that the good post pandemic precautions that were in place at Trinity Village made her feel comfortable resuming such visits at Trinity Village.



Trinity Village Teams

LHKW Leadership

- Debby Riepert, Chief Operating Officer
- Tracy Spencer, Finance Manager
- Andrea Hart, Staffing Manager
- Hedi Lee, Horticulture Manager

Care Centre Leadership

- Maria Menounos, Program Manager
- Krista McParland, Nutrition Manager
- Heather Jordan, Environmental Services Manager
- Jasmina Sabani, Director of Resident Care
- Helen-Ann Garcia, Assistant Director of Resident Care
- Laura Schmidt, Quality Care Manager
- Melissa Seyler, Manager of Cognitive Care
- Jenna Beltrame, IPAC Manager
- Michele Maly, Assistant IPAC Manager
- Dr. Jebanesan, Co-Medical Director
- Dr. Kolev, Co-Medical Director
- Dr. Stoesser, Physician
- Lauren Nickel, Nurse Practitioner

Studios/Terraces Leadership

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

Adult Day Program

- Julie Maglicic-Jarnevic, ADP Coordinator

Care Centre Family Council

- Carolyn Snyder Milke
- Lisa Grimberg
- Marcia Schmidt

Employee Council

- Andrea Hart
- Maria Menounos
- Julie Maglicic-Jarnevic
- Bonnie Dugan
- Cheyenne LePage
- Emily Coulter
- Holly Hunter
- Kathy Allen
- Lora Ryan
- Shar Nikaeen
- Trevor Fortune

Care Centre Resident Council

- Barbara Johnson
- Boyd Manwell
- Carl Hiltz
- Catherine Tokarczyk
- Ed Deeb
- Eileen Brown
- Elaine Dadds
- Elisabeth Kampfseck
- Enorama Kingston
- Guy Maltby
- Gwendolyn Thrower
- John Rathwell
- Jose Placido
- June Lock
- Karen Carr
- Lisa Keeler
- Lisa Prince
- Lorraine Moffat
- Mabel Rattatz
- Mary Petro
- Marilyn Murphy
- Mary Ann Clohissey
- Myrtle Oestreicher
- Nancy McGilvray
- Neil Roult
- Norma Smith
- Pat Galbraith
- Patricia Millo
- Roger Cann
- Ronald Plaskett
- Rosina Lichty
- Stanley Meyer
- Tadeusz "Ted" Puculek
- Theresa Slack
- Veronica Calvin
- William Fischer

Partnerships

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

- Activity Directors on the Move (ADOM)
- Adult Day Program, ADS Network
- Anishnabeg Outreach
- Beekeepers Association of Ontario
- Behavioural Support Ontario Waterloo Wellington Network
- Camino Wellbeing + Mental Health
- Canada Summer Jobs
- Cardinal Health
- CareRx Pharmacy
- College of Nurses of Ontario
- Community Support Services Network
- Complete Purchasing
- Conestoga College - Nursing, PSW, PAC & Rec & Leisure Recreation Program, SIIP TIP: Supportyng Inclusion Through Intergenerational Partnerships and Taking Interest in People
- Dietitians of Canada
- Eastwood Collegiate Institute & Forest Heights Collegiate Institute –Opening Minds Through Art
- Eden Alternative Network
- ElephasCare/Gold Sentinel Inc
- Essity
- Health Quality Ontario
- Home & Community Care Support Services Waterloo Wellington
- IPAC West Environmental Services
- KR Communication
- 5D Computers
- Little Electric
- Logical Landscape Inc
- LTC & RH IPAC Community Practice
- Maintenance Care
- MealSuite
- Mitchell Animal Hospital
- Nurse Led Outreach Team
- Ontario Bee Association
- Ontario Health
- Ontario Health Care Housekeepers Association
- Opening Minds Art (OMA) Network
- Ontario Retirement Community Association
- Point Click Care
- ProResp
- Public Services Health and Safety Association
- Recreation Professionals Ontario
- Registered Nurses Association Ontario
- Retirement Homes Regulatory Authority
- Robert Hopkins Professional Association
- Seniors Support Waterloo Region
- St Louis Adult Learning and Continuing Education Centre
- St. Mary's Hospital—Geriatrician, Outbreak Partner Agreement
- Staff Schedule Care
- Teepa Snow Network
- Therapeutic Recreationists Ontario
- Trinity Village Diversity & Inclusion Committee
- University of Guelph—Nutrition Manager and Dietitian Program
- University of Waterloo – Recreation & Leisure Program
- Vamco
- VitalHub
- Volgistics
- Waterloo Region Community Gardens Network
- Waterloo Region Infection Prevention and Control (IPAC Hub)
- Welbi
- Westervelt Collage
- Wilfred Laurier University Music Therapy & Social Work Programs

Memberships





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