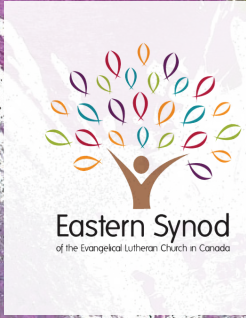




Trinity  Village

A Community
in Motion

2025
Annual Report



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 Terrace, 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.

The Mission, Vision, and Values lettering features older adult art from our Opening Minds through Art (OMA) program.



“The best program I have ever been a part of. It is a win-win for seniors and youth.”
- Staff



We celebrated our 10th anniversary of Opening Minds through Art (OMA) by hosting a gallery of art produced by our residents participating in this program. We thank our artists for artwork used in this annual report. The mission of this intergenerational art program for persons living with dementia is to build bridges across ages and cognitive barriers through art. It is aimed at promoting a person’s social engagement, autonomy, dignity, and well-being through the experience of creative self-expression.



2025 Awarded the Highest Accreditation 3-Year for 6 Services:

- Adult Day Services
- Assisted Living
- Independent Senior Living
- Person-Centred Long-Term Care Community
- Dementia Care Specialty Program
- Governance Standards

Land Acknowledgment

We are a group of passionate care partners who want a better life for older adults in the Region of Waterloo. Together we are committed to fostering a community where everyone has the opportunity to enjoy a life of well-being and purpose. 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.

2025 A Year of Achievement, Connection, and Growth

2025 was a year of continued progress, grounded in our commitment to care, respect, and community. The achievements highlighted here reflect the collective efforts of our residents, clients and their care partners, who contribute every day to making Trinity Village a supportive and inclusive place to live and work.

We are proud to have received several significant honours, including a three-year CARF accreditation where our accreditors noted, "Trinity Village demonstrated substantial conformance to the standards. The organization has built a strong relationship with persons served, care partners, and personnel, and feedback from all stakeholder groups was positive." We were also honoured with the Diamond Award for Best Nursing Home/Long-Term Care Centre in Waterloo Region through the Record Readers' Choice Awards and, for the second consecutive year, the Canadian Business Excellence Award, recognizing our commitment to customer experience, employee engagement, and a culture of innovation.

Throughout the year, our programming introduced new initiatives and celebrated important milestones that enriched the lives of residents, clients and care partners. We marked the 10th anniversary of the OMA program and hosted the National Youth Gathering, fostering meaningful connections between young people and older adults, reaffirming our commitment to intergenerational relationships "Building Bridges Across Age and Cognitive Barriers through Art". Green initiatives grew with new indoor plantscapes, a plant library mobile program, a flower cart, and the arrival of Buckfast Bees to our onsite hives. Residents enjoyed farm-to-table cooking activities using their own produce, adding purpose and joy to everyday life. Cherished signature events, including the Dog Show, Oktoberfest Pub Nites, Busker's Fair, and the Grand Parade, continued to celebrate our older adults in a spirited and meaningful way.

We also continued to invest in our people and processes, strengthening both the care we provide and the workplace we share. With staff representing over 22 cultures, Trinity Village prioritized accessible training and resident-inclusive orientations to foster an inclusive and supportive environment. New technology was integrated to provide objective clinical data, reducing reliance on subjective interpretation, and improving resident outcomes. Our Board's Strategic Development Committee and Task Force advanced plans for a new retirement home, achieving all core objectives and ensuring that every resident at the Trinity Village Studios was able to move into their new home before Christmas. Guided by our Mission, Vision, and Values, we continue to support quality improvement efforts to enhance services and enrich life in our community. We remain dedicated to the philosophy that a community is only a good place to live if it is also a good place to work.



We invite you to visit our website to learn more, discover upcoming events, and find ways to get involved in supporting our community.

Respectfully yours,
Debby Riepert, CEO

A Message from our Board Chair

As I reflect on this past year, I'm reminded that the strength of Trinity Village lies in our own special trinity: our dedicated Staff, devoted Volunteers, and cherished Residents and their families. Together, this trinity forms the heart of everything we accomplish.

I'm incredibly proud that Trinity Village continues to be recognized with prestigious awards for their innovative approaches to care and community living. These accolades aren't simply honours on a wall - they reflect their unwavering commitment to excellence and their willingness to embrace new ideas that enhance the lives of those we serve. They demonstrate that Trinity Village remains at the forefront of providing exceptional care and meaningful experiences.

Over the past year, your Board has remained focused on ensuring that Trinity Village continues to grow and adapt in ways that best serve our residents, clients, and the families who entrust us with their care.

One important step forward this year was strengthening our Board by welcoming new members. This growth has brought fresh perspectives, new skills, renewed energy to our governance, a genuine desire to give back to this community, and helping position Trinity Village for a strong and sustainable future. Together with management, we've advanced a clear strategic plan that supports long-term stability, enhances services, and ensures Trinity Village remains a trusted cornerstone of our community for generations to come.

As I prepare to step down as Board Chair in 2026, I want to express my deepest gratitude. To my fellow Board members: thank you for your expertise, unwavering support, mentorship, diverse perspectives, and friendship. To our volunteers: your countless hours and dedication make miracles happen daily. To our staff: your compassion, devotion, and exceptional leadership inspire us all.



Trinity Village's future shines brightly because of this remarkable trinity working in harmony. It has been my profound honour to serve alongside you. Good luck in 2026 and I will always be one of your biggest cheerleaders!

Sincerely,
Mike Gallant, Board Chair

The LHKW Board of Directors:



Mike Gallant
Chair



Scott Murphy
Vice-Chair



Michelle Lennox
Treasurer



Heather Norris
Secretary



Tim Wilke
Bishop's Rep.



Amanda Kalbfleisch



Laurie Kuntz



Mohamed (Mo) Embaby



Olatunji (Tunji) Sonoiki



Paquita Freire



Rachel Hofstetter



Tamara White

Give the Gift of Community

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

Ways to support Trinity Village include:

- Cash/cheque
- Gift-in-kind
- Online through Canada Helps
- Sponsorships
- Bequest
- Memorial Donations
- Life Insurance
- Appreciated Securities
- Charitable Trust
- e-Transfer



Scan the QR code to give today



Trinity Village continues to work towards excellence as our team strives to balance the needs of residents, clients and care partners. We are good stewards. Our culture fosters an environment of learning and results-based decision-making. We welcome innovative solutions to serve our community better.

Preparing for the Future Together

In 2025, our leadership team worked closely with residents, and care partners as we prepared for the proposed development of a new not-for-profit retirement residence, made possible through the planned closure of Trinity Village Studios. Throughout this transition, we prioritized transparency, communication, and support. Three Town Halls were held, a Home Fair was organized with local housing providers, and ongoing conversations ensured residents and families had access to the information and resources they needed.

Our dedicated Transition Team worked one-on-one with each resident and family to support their individual plans. We are pleased to share that by December 2025, all residents had secured new home placements and transitioned safely from the Studios, well ahead of our projected early 2026 timeline. This outcome reflects the collaboration and commitment of residents, clients, and care partners. We are sincerely grateful for the collective effort that ensured every resident found a home suited to their needs.

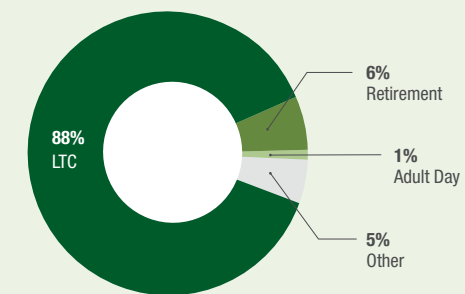
The transition also marked a period of change for our team, with 14 staff members moving into new roles within Trinity Village. Their professionalism and dedication helped ensure the process remained respectful, organized, and resident-centred.

While this transition marks the closing of Trinity Village's chapter in retirement home living, it also moves us forward through the "Trinity Village Housing & Services Capital Expansion Project", the redevelopment of the Studios to create more housing, expand programs, and introduce innovation and technology that enhance the lives of older adults in our region. Our goal is to care for older adults today while building a brighter, more connected community for tomorrow. *As we can do far more together than on our own.*

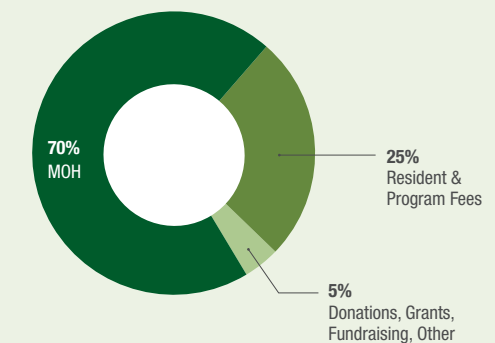
We extend our heartfelt thanks to everyone who supported our residents and community throughout this important year.

2025 Financials

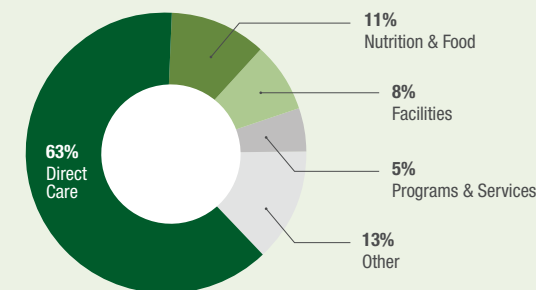
REVENUES 2025



REVENUE SOURCES 2025



TOTAL EXPENSES 2025



Operating revenue in excess of: **\$23 million**
 Total assets in excess of: **\$40 million**

Innovation and Technology

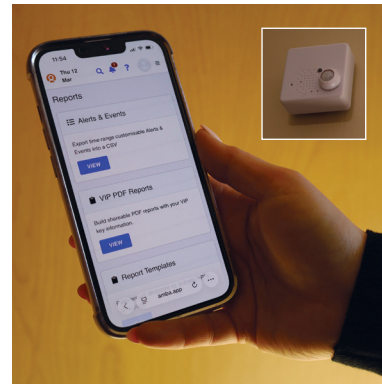


Enhancing Spaces for Resident Well-Being

In March 2025, we installed custom sensory murals at the ends of the hallways on Walnut Grove and behind the door on Cherry Orchard. These murals are designed to promote resident well-being by creating meaningful, therapeutic spaces that encourage connection and engagement. The immersive environments provide a calming atmosphere, evoke positive memories, and support residents—particularly those living with dementia—in feeling safe and at ease.

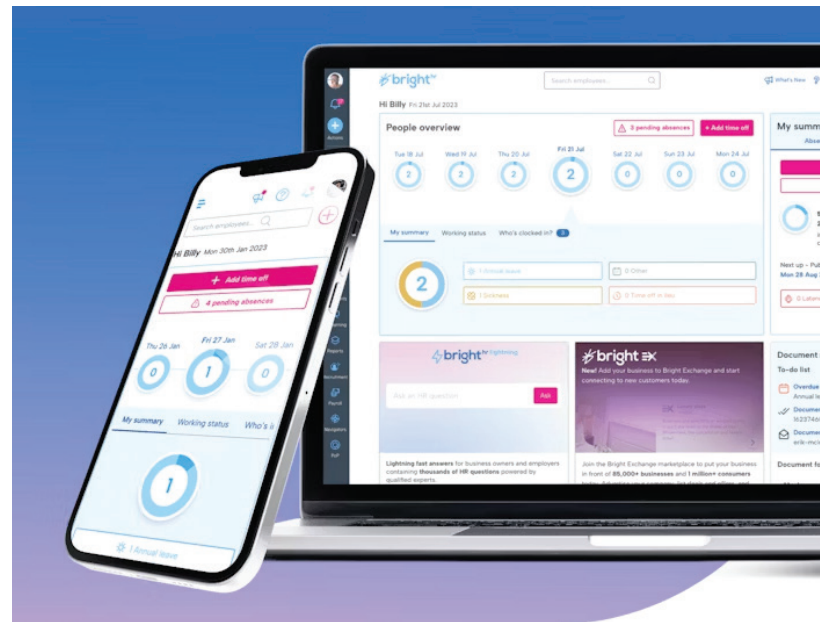
Amba Care Technology: Supporting Resident Care

To provide enhanced, personalized support for residents, we implemented sensor-based monitoring technology from Amba Health and Care. This system helps the care team monitor changes in movement and sleep patterns and provides alerts when a resident may need assistance, allowing staff to respond quickly while respecting privacy.



Innovating in Human Resources Support

In 2025, we strengthened our Human Resources capabilities by implementing BrightHR. This easy-to-use, secure, and always accessible platform provides guidance on all aspects of HR to managers, supervisors, and coordinators on supporting staff. By making the system available to everyone, we ensure that our teams are informed, supported, and treated fairly across the organization.



Health Technology Assessment Analysts CO-OP Students Experience

In 2025, Trinity Village Care Centre welcomed a group of CO-OP students in Health Technology Assessment Analysts (HTAA). The students from the University of Waterloo supported our organization in exploring, reviewing, and assessing both existing and emerging non-drug technologies used in care operations, including devices and care-related systems. Their work considered factors such as reliability, accessibility, clinical effectiveness, safety, cost-effectiveness, and overall impact on resident care. A key focus was helping the organization better understand when technology enhances care outcomes and when human interaction provides the most appropriate and meaningful support for residents.

Working alongside the Nursing Department and broader interdisciplinary teams, the students contributed to health informatics and healthcare analysis initiatives. This included reviewing policies, workflows, and documentation related to the use of technology in daily care operations, as well as supporting performance review processes and data-informed decision-making. Their contributions supported informed decision-making related to care delivery and the use of technology within the organization.

The students described the environment at Trinity Village Care Centre as busy yet caring, well-organized, welcoming, and supportive. They highlighted the professionalism of staff, the strong sense of teamwork, and the respect shown toward residents from diverse backgrounds and cultures.

Through collaboration within the group and with staff, the students were able to share ideas, explore different perspectives, and strengthen their analysis. Support from team members was consistent throughout the experience, with staff taking the time to respond to questions clearly and thoughtfully during interviews, email exchanges, and informal discussions.

Observing care delivery in daily routines, along with opportunities to interact with residents, helped students better understand the human context behind data, systems, and assessments. These experiences reinforced the importance of balancing technology use with person-centred care.

Overall, the experience was described as meaningful and eye-opening. It allowed students to develop practical skills in data management, evaluation, and collaboration, while also gaining a deeper understanding of how technology supports care and enhances quality of life.



As part of our ongoing commitment to innovation and technology we welcomed students to evaluate our digital tools and innovative systems. Through observation, collaboration, and direct engagement with staff and residents, students gained firsthand insight into the scale, complexity, and purpose of technology in a care-centred environment.

Embracing Innovation to Support Better Care

Innovation in Administration

- ✦ AI CCTV Camera System
- ✦ Incident & Risk Management Reporting
- ✦ Greeter Robot - GlobalDWS
- ✦ Get Ready Emergency Codes App
- ✦ Maintenance Care
 - ↳ HR Requests
 - ↳ IT Requests
- ✦ Material Safety Data Sheet (MSDS) QR Code
- ✦ Microsoft 365
- ✦ Website
 - ↳ MyPortal
 - ↳ Question/Compliment/Complaint
- ✦ Surge Learning and Quality Risk Management
- ✦ Peninsula Canada/BrightHR - 24/7 HR advice

Innovation in Nursing

- ✦ DOCit App
- ✦ Call Bell System App Wired & Wireless
 - ↳ Average response timeline: 2 mins
- ✦ CENTRAK Elpas Series
- ✦ Artificial intelligence (AI)
 - ↳ Trueloo
 - ↳ Amba Motion Sensors

Innovation in Nutrition

- ✦ MealSuite
 - ↳ Menu Planning
 - ↳ Nutritional Analysis
 - ↳ Recipe Management
 - ↳ Procurement
 - ↳ Inventory Control
 - ↳ Service Tools
 - ↳ Production Management
 - ↳ MealSuite Touch
 - ↳ Show Plate Catalogue
 - ↳ Real-Time Reports

Innovation in Programming

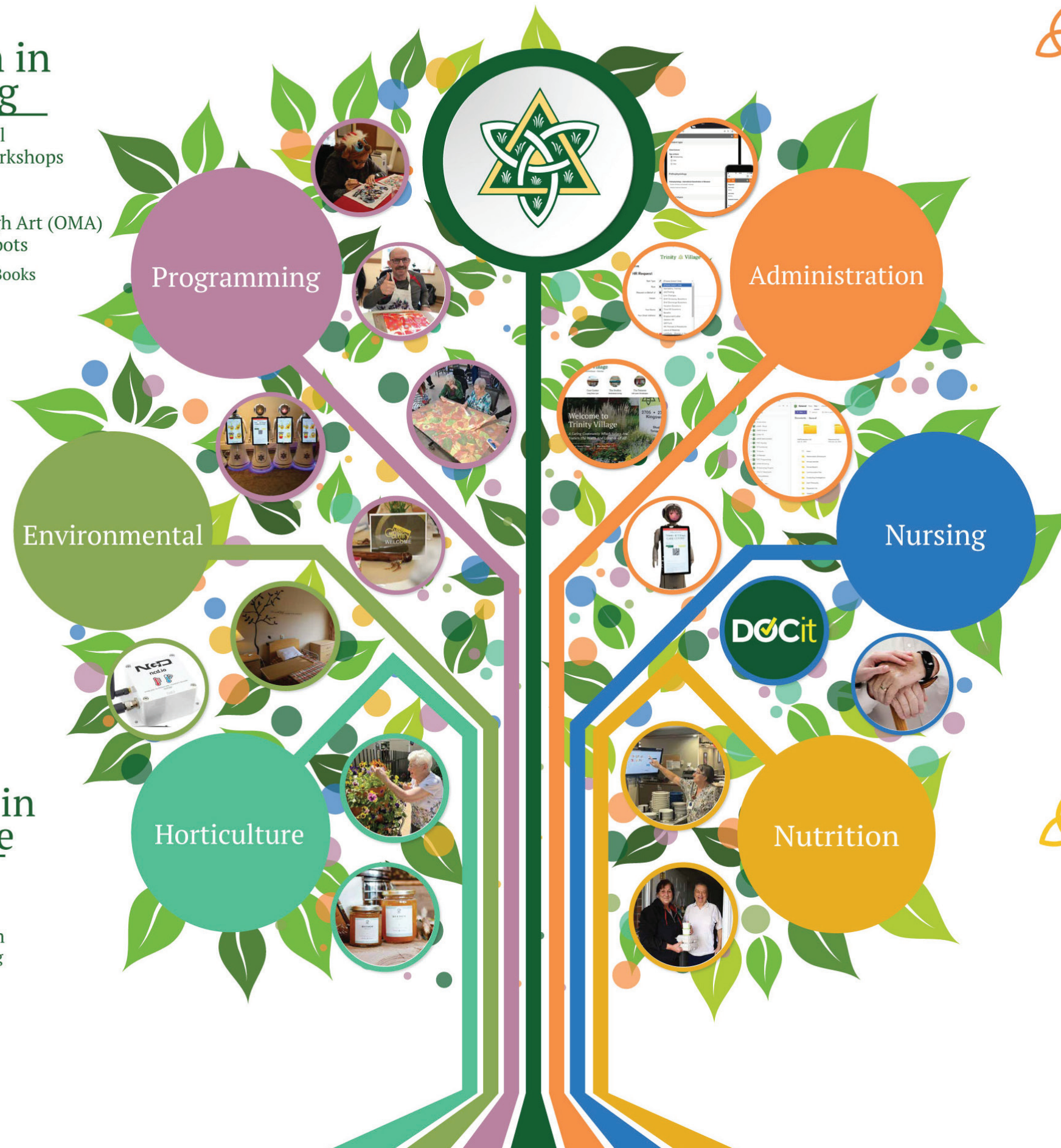
- ✦ Community TV channel
- ✦ Feet to Fire Writers Workshops
- ✦ Java Music Programs
- ✦ Mobii Sensory
- ✦ Opening Minds Through Art (OMA)
- ✦ Social Engagement Robots
 - ↳ Sing, Jokes, Trivia, Books

Innovation in Environmental

- ✦ Maintenance Care
 - ↳ Care Clean Housekeeping Tasks
 - ↳ Infrastructure & Equipment
- ✦ Temperature Monitoring
 - ↳ Ambient Temperature & Humidity
 - ↳ Fridges | Freezers

Innovation in Horticulture

- ✦ Beeden Honey
- ✦ Community Gardens
- ✦ Plant Watering App
- ✦ Wednesdays in Bloom
 - ↳ Bouquet Assembling
 - ↳ Bouquet Ordering
- ✦ Plant Library
- ✦ Flower Cart





Independence and Connection

Colin, a retired caregiver born in Northern Ireland, came to Canada in 2003 at the age of 44, following love. He has spent years composing poetry, which he now shares on his blog.

Since moving to Trinity Village Studios in 2024, Colin has enjoyed a life of independence. He still drives his car, usually to attend worship at Generations Church in Wellesley. He also enjoys spending time with friends he has made at the Studios and at the Care Centre, sharing moments together before and after worship services.

He describes life at Trinity Village as perfect retirement living—no worries about cooking, laundry, or shopping—and plenty of independence and friendship. Quiet yet social, he enjoys reading the news, writing poetry, and sharing it online, finding joy in both his creativity and the friendships that make Trinity Village feel like home.

Life at Trinity Village

Trinity Village Terrace

The TVTRA (Trinity Village Terrace Residents Association) plays a vital role in supporting residents of the Terrace and social events, fostering a sense of community, connection, and belonging. This helps create a supportive environment where every resident feels valued and cared for, making a positive impact on their daily lives. Refer to page 26 for the TVTRA 2025 members.



Gentle Persuasive Approaches in Dementia Care

Health and safety are essential to maintaining a safe, supportive, and professional environment for staff and participants. Proper training promotes consistent standards, reduces risk, and builds confidence in responding to daily situations and emergencies.

In 2025, 9 Trinity Village employees were trained as GPA coaches. Having an in-house team allows us to provide reliable supervision, ongoing support, and a strong commitment to everyone's wellbeing.



Adult Day Program

Trinity Village's Adult Day Program offers engaging, creative activities (like making their own pizza!) that help participants maintain their independence and self-esteem, while also providing respite and support for care partners.

Trinity Village Care Centre Residents' Council

The Residents' Council is recognized under Ontario's Long-Term Care Homes Act as an important voice in the operation of long-term care homes. The Residents' Council is an independent, self-determining group made up of only residents of the home. It is intended and designed to form the collective voice of all residents who reside in the home, whether they attend meetings or not.



Relax in our Gardens

We've added 4 new water features and a little library outside the Studios. Pick up a book, relax, and read!

Trinity Village's Horticultural Program

The Love of Gardening

Every year the Trinity Village gardens are divided between the summer horticulture staff to encourage engaged ownership of these spaces. In 2025, we added a bit of spice and education to the summer by introducing a mini garden competition among ourselves.

Using the Ontario Judging and Exhibiting Standards for Horticulture and Floral Design (OJES), each gardener chose two areas to be held against the standards by their peers. The exercise caused us to be garden specialists, attending more carefully to detail in our gardens. There were no winners or losers just a lot of thoughtful discussion as we considered why we awarded points the way we did and how we could have improved our gardens for the public eye.



At Trinity Village, residents like Wayne make our community brighter every day. Wayne lovingly tends to the planters on the 2nd and 3rd floor balconies at the Care Centre, keeping them vibrant and full of life. His care brings beauty and calm to our environment, enhancing the daily experiences of everyone who passes by.

We're so grateful to Wayne who keeps our window boxes thriving.

Tending the Raspberry Patch

Neil has called Trinity Village home since 2001. In recent years, he found a special joy in caring for the raspberry bushes in the community garden. Since 2021, he has spent part of each summer tending the plants, making sure they stay healthy and free of weeds. From July to August, you can often find him in the garden, gently clearing the bindweed and looking after the berries with patience and care.

For Neil, gardening is both peaceful and rewarding. He enjoys watching the raspberries grow and harvest them to make his own jelly, pies, and jams. The smaller berries, he says with a smile, are best left for the birds, who visit the garden as often as he does.

These quiet moments among the plants have become part of Neil's daily routine and a way to stay connected to the land and to the community around him. Through simple acts of care, he helps the garden thrive, sharing both its beauty and its harvest with others at Trinity Village.



The Buzz is Back at Trinity Village

Honey production has its ups and downs. The hot weather in summer 2025 reduced output, and rather than harvesting, the honey produced was used to sustain the hives through the winter, helping ensure their strength for 2026.

Throughout the year, the Horticulture team focused on rebuilding, introducing two Buckfast hives, including one at Doon Village, along with a new queen. While there were no honey sales in fall 2025, early signs suggested the colonies were well-positioned for a healthy season ahead.

Following the loss of all hives in 2024, a new colony was welcomed into a refreshed and carefully prepared space. This setback became an opportunity to learn, reset, and rebuild with stronger foundations.

It marked a fresh beginning, and we were grateful to have the bees back in our community.

Volunteer Appreciation Event

We celebrated our amazing volunteers with a Volunteer Appreciation event!

Last year's theme was **Volunteers Make Waves**, and it was a fantastic afternoon of fun, laughter, and appreciation. A huge thank you to all our volunteers for everything you do – your hard work and dedication make such a difference in our community. We're so grateful for each of you year-round!



Meet Simone

Simone, one of our cherished volunteers at Trinity Village, is deeply committed to giving back to the community. She was motivated to volunteer in a way that felt meaningful and purposeful.

Simone helps porter residents from their rooms or the dining room to the Gathering Place for Mass. Supporting residents as they begin their day with lifted spirits is something she finds especially rewarding. Every smile, conversation, and moment of connection reinforces the value of her work as a volunteer in our community.

Volunteering has brought Simone a strong sense of accomplishment and joy, particularly when seeing residents come together for the Mass service. Working alongside other volunteers to include as many residents as possible has been a very positive experience. Through this role, she has also grown socially, gaining confidence and feeling more comfortable in social settings.

Outside of volunteering, Simone enjoys reading, listening to pop music, and going to the gym. Encouraged by her mother, who works as a PSW, Simone found that volunteering had a positive impact on her mental well-being and overall well-being. She describes Trinity Village as a peaceful and caring place, where the staff, volunteers, and residents create a welcoming and supportive environment

Volunteering in our community is something Simone genuinely looks forward to each week.



Mandatory Training: April – May 2025

A full week of training designed to support ongoing learning and quality care was a great success!

Staff at Trinity Village

Rebecca's Story: Supporting Change and Connection at Trinity Village



Rebecca's journey at Trinity Village is a testament to her dedication, adaptability, and a genuine connection to the community she serves. Her involvement with the Adult Day Program has spanned numerous transformations, including navigating the unprecedented challenges of the pandemic. During the program's closure, the ADP team remained steadfast in their commitment to clients, maintaining vital connections through home visits, porch visits, activity packages, and regular phone calls to ensure clients stayed engaged.

When the program eventually reopened, it faced a significant hurdle as attendance initially dwindled from approximately 30 participants to just eight. However, through persistent effort, the number of clients has been steadily climbing.

Early in 2023, Rebecca embraced a new challenge, stepping into the role of Lifestyle Program Manager at the Trinity Village Studios to support residents while covering a colleague's leave. Following this, she returned to the Care Centre, where she played a crucial role in helping to install the InTouch Link technology, a significant enhancement aimed at improving residents' access to television and communication tools. By January 2024, Rebecca seamlessly transitioned back to her role coordinating the Adult Day Program.

Rebecca deeply appreciates Trinity Village's unwavering commitment to innovation. "The technology here – from robots to smart toilets – is something you don't usually see in other care centres," she remarks, highlighting the forward-thinking approach. "It's exciting to watch these tools being introduced." Yet, for Rebecca, it's the people and the culture that truly set Trinity Village apart. "The community here is special," she emphasizes. "The staff and residents create an environment I truly enjoy being part of." Some of Rebecca's most cherished memories stem from her time working with residents at the Studios. "Despite many living with progressive dementia, they often recognize me and greet me with smiles during joint events," she shares. "Knowing I'm making a positive difference is what keeps me motivated every day."



Staff Appreciation Week

Staff Appreciation Week brought big smiles and full hearts! From tasty BBQs and frozen treats to a special evening honouring employee years of service – it was a week to celebrate the amazing people who make Trinity Village feel like home.

Thank you for all you do!

2025 Years of Service



30 Years of Service, Care, and Growth

Tania, Staffing Manager at TVCC, has been part of Trinity Village for 30 years. She began her journey as a PSW and spent about 20 of those years caring directly for residents. After spending a few years helping housekeeping, she became interested in the administrative side of care and started taking online courses to learn more. That curiosity opened new doors. She moved into a full-time reception role at the Care Centre, where she gained experience with office work while still enjoying daily interactions with residents and families. Later, as a Nursing Administrative Assistant, she helped with scheduling and coordinating appointments such as dental and eye care visits. Each step gave her new skills, and a better understanding of how the community works together.

When Tania first moved into scheduling, she remembers feeling nervous about the responsibility. With time and dedication, she created her own system and found her confidence. Today, as Staffing Manager, she brings together everything she has learned over the years, supporting staff with empathy, patience, and care. She wants people to feel comfortable coming to her, knowing they will be heard and understood.

Tania has watched Trinity Village change over the decades, from paper files and more manual equipment to new technology that makes daily work easier for residents and staff. Through every change, the strong sense of community has remained. She says Trinity Village feels like family, a place where people support one another and where many staff stay for years because they truly care about the community.

After three decades, Tania is grateful for the chance to grow, to help others, and to be part of a place she loves.



20 Years Serving with Care

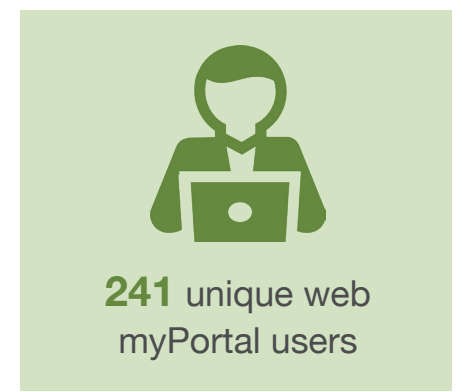
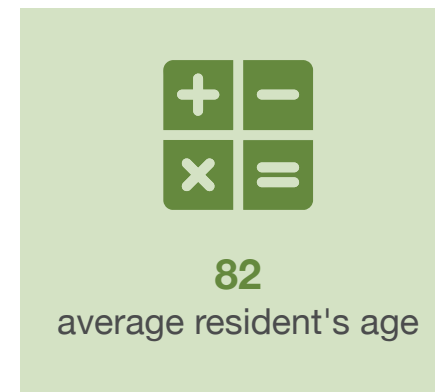
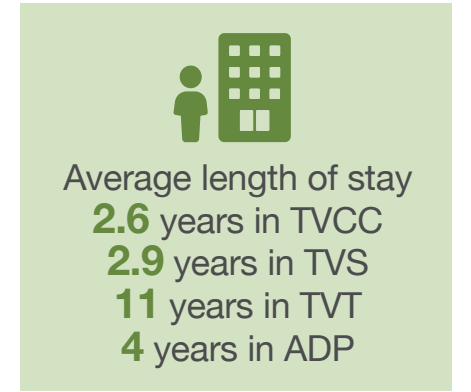
For Karen, being a Food Service Worker has always been about more than just serving meals. She joined The Studios in 2005, shortly after it opened, and immediately felt welcomed into a kind and supportive community. From the very start, staff and residents made her feel at home.

Over the years, Karen took the time to learn what each resident enjoyed and the little things that made them comfortable. Mealtimes often became a chance to share stories, especially memories of food and traditions from different cultures. Karen loved sharing her own stories too, connecting over food, laughter, and conversation. Morning coffee with fruit became one of her favourite moments, a simple time to connect and enjoy each other's company.

She has also treasured the friendships she built with her coworkers. Many began over shared meals and coffee breaks, creating bonds that have lasted through the years. From handwritten communication books to technological updates, she has watched The Studios change over the years, but the supportive and cooperative culture has never changed, she says.

Working with older adults is her passion. She feels proud to serve the community and says that seeing a resident smile makes her day brighter. After 20 years, Karen continues her work with the same care and dedication that welcomed her from the very beginning.

2025 Statistics



Fundraising

Annual Golf Tournament

What an amazing day we had at our Annual Golf Tournament! Filled with fun, friendly competition, and a strong community spirit, we raised \$22,000. Thank you to everyone who participated — and a big thank you to our sponsors, golfers, and volunteers for giving your time and energy. We couldn't do this without you! We're truly grateful for your support in helping us make Trinity Village "A Caring Community Which Values and Fosters the Worth and Lifestyle of All." We look forward to seeing you again at our next annual golf tournament. Thank you to all of our sponsors.



The Grand Parade

Family, friends, staff, volunteers and their pets joined the Trinity Village Fundraising Team and raised \$21,250 to expand the services for residents and older adults in the community. With a scenic walk around Trinity Village, a barbecue, live music and ice cream, life is grand!



Community Engagement Day

Along with our Annual Grand Parade, we were thrilled to participate in OLTC's Community Engagement Day 2025. We shared this special day with our amazing residents, families, staff and volunteers — and were honoured to welcome some very special guests, including MPP, Jess Dixon, City Councillor Ward 3 Jason Deneault, and Bishop Carla Blakely.

One of the day's highlights honouring a group of residents and families with the OLTC's LTC Community Engagement Certificate, awarded to those who help make a positive contribution within the home.

We are grateful to everyone who participated in the Grand Parade and Community Engagement Day 2025. Every amazing person makes our community stronger.



Two Decades at Trinity Village Terrace

Over twenty years ago, Veronica and her husband made the decision to sell their family home where they had lived since 1964. She remembers it was a wonderful house filled with memories and stories, yet the stairs had become a challenge for her, and her husband was ready to leave behind the constant outdoor maintenance. They wanted less work, more freedom, and time to travel.

Having helped their own parents through the challenges of selling and downsizing, they knew their next move needed to be to a home that could adapt to their needs as they grew older. When they discovered the Terrace at Trinity Village, it felt right — spacious, comfortable, and designed for the years ahead.

More than two decades later, she still enjoys her independence and peace of mind. She takes part in events, social gatherings, and outings, and loves spending time with neighbours and friends she has made along the way.



The Terrace at Trinity Village - A Welcoming Community

When Helen and Allan moved to Trinity Village Terrace, their family hoped to find a place that reflected the life they loved—active, accessible, and full of meaning. What surprised the family most was the welcoming community. Within days, neighbours and staff were introducing themselves, and there were plenty of opportunities to join activities and meet new people.

Helen enjoyed gentle yoga-style exercises that replaced the social side of the gym she had loved. Allan devoted time to his passion for bees, and together they shared a love for gardening and beekeeping, joining the Beeden Honey team.

Moving to Trinity Village was like finding a new family home. It gave Helen and Allan the chance to continue the life they loved while making new connections, trying new activities, and contributing to the community.

For their family, it brought peace of mind knowing they were happy, active, and supported in a place that felt safe and welcoming.



Youth Visit Trinity Village

We had a great morning when young people attending the Canadian National Youth Conference visited us. They connected with the residents through singing and playing games. It was a great opportunity for youth and older adults to share, interact, and enjoy each other's company.

Awards

2025 Waterloo Region Readers' Choice Award



We are honoured to be awarded Diamond Winner for Best Nursing Home / Long-Term Care Centre in the 2025 Waterloo Region Readers' Choice Awards!

Thank you to our residents, care partners, and community for your votes and nomination. Your ongoing support helps make Trinity Village a supportive and caring community, as we can do far more together than on our own.



2025 Canadian Business Excellence Award

This award is a significant recognition of our team's hard work and dedication.

Trinity Village is a caring community that values and fosters the worth and lifestyle of all. We offer long-term care, an adult day program, supportive housing, and life lease townhomes and have served over 5,203 older adults since 1972.

We pride ourselves on being in a good place to live and work while working smarter, not harder

Since receiving our first CBEA award in 2024, we have taken AI results to the next level by building resident care plans based on actual data. This approach supports more informed clinical decision-making and enhances the quality of resident care. This is one clear example of how technology strengthens our expertise, research, and decision-making in unprecedented ways.



We firmly believe that together, we can achieve far more than we can on our own.

It is a privilege to care for seniors and create a good work environment, and this award acknowledges our commitment and dedication.

Awarded Canadian Business Excellence Awards by Excellence Canada for Private Businesses for the second year. It recognizes businesses across industries that demonstrate a strategic approach to improving performance and achieving goals. We are grateful to have a small team and board member, Scott, join us in Toronto to receive this recognition and celebrate.

Events



On a beautiful summer day, residents engaged with farm animals.



Thanks to special friends who make Oktoberfest so much fun!



Strutting their stuff! The Best Dog Show ever.



So much fun at the Busker Festival!



Even our therapy dogs joined the Halloween fun.

An Ongoing Commitment to Learning



Feet to the Fire

In our Feet to the Fire Writers Workshop, residents gather in small groups to share, revisit cherished memories and write. Each session sparks conversation, laughter, and connection as participants tell their stories, reflect on their experiences, and listen to one another.

Through initiatives like this, Trinity Village Care Centre continues to support learning, reflection, and thoughtful exploration — where everyone's story is valued, and every voice is heard.

Here is one of those stories.

The house at 75 Roslin Ave

We became proud owners of this 1 ½ story house at Roslin Ave, an aluminum sided house with a fireplace, a feature that impressed me. It was with my wife Margaret's help we found it in the newspaper, the question was "could we afford it". With the help of a friend at church we secured a loan through mutual life, the down payment was \$6000, the amount was \$19,800 which was a lot for a person with a salary of \$6000, working at the bookstore at Wilfred Laurier University.

With some trepidation, we moved from 122 Albert Street to 75 Roslin Steet on Dec 28, 1968. We borrowed the money for the down payment from my in-laws, which we paid off in 5 or 6 years. To help finances I continued to do some supply preaching in parishes in the area and beyond for several years, as far as Sudbury, Aylmer, Unionville and Walkerton. We were now established in our first and only home of which we created much of our life together.

- Paul

Trinity Village Teams

LHKW Leadership

- Debby Riepert, Chief Executive Officer
- Tracy Spencer, Chief Financial Officer
- Tania Hunter, 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
- Felicia Jackson, Medication Compliance Manager
- Laura Schmidt, Quality Care Manager
- Heather Jackson-Interm, Manager of Cognitive Care
- Jenna Beltrame, IPAC Manager
- Kirsten Riepert, Assistant IPAC Manager
- Dr. Jebanesan, Co-Medical Director
- Dr. Kolev, Co-Medical Director
- Dr. Stoesser, Physician

Studios/Terrace Leadership

- Kofi Ansah-Dei, Nutrition Manager
- Rebecca Lithgow, Lifestyle & Program Manager
- Krutika Upadhyay, Health and Wellness Manager
- Dr. Shaw, Physician

Adult Day Program

- Julie Maglicic-Jarnevic, ADP Coordinator

Employee Council

- Maria Menounos
- Rebecca Lithgow
- Tania Hunter
- Bonnie Dugan
- Cheyenne LePage
- Emily Coulter
- Holly Hunter
- Kathy Allen
- Lora Ryan
- Shar Nikaein
- Trevor Fortune
- Julie Maglicic-Jarnevic
- Melanie Love
- Tracy Showers
- Maggie Clemens

Trinity Village Terrace Residents Association

- Harald Drewitz
- Marlene Cutler
- Veronica Kerr
- Simeon Banda
- JR Bestvater

Trinity Village Care Centre Resident Council

- Neil Roulit
- Guy Maltby
- Audrey Atkinson
- Rosina Lichty
- Marilyn Hanlon
- Patrick Kelly
- Margaret Fischer
- Peter Heaney
- Paul Kneeshaw
- Donna Wagner
- Joan Slack
- Patricia Millo
- Marcela Pustea
- Betty Ann Martin
- Betty Riddell
- Juliet Baptiste
- Amy Zehr
- Karen Hil
- Janet Perchaluk
- Wayne Wolstenholme
- Linda Cleary
- Keith Martin
- Kevin Jeannotte
- Terry Hogan
- Harold Grube
- Patricia Schumacher
- Lisa Keeler
- Olga Dark
- Melvin Riepert
- Janet McAllister
- Myrtle Oestreicher
- Paul Fischer
- Jeff Richards
- Helen MacGillivray
- Neil Friesen
- Kay Tokatczyk
- Marilyn Hiller
- Pat Bishop
- Vera Ray
- Sigrid Maushagen
- Karin Armstrong

Partnerships

- Adult Day Program, ADS Network
- Amba
- Amplify
- Anishnabeg Outreach
- Apple
- Behavioural Support Ontario Waterloo Wellington Network
- BASS Associates
- Bessant Pelech Associates
- Bright HR / Peninsula
- Camino Wellbeing + Mental Health
- Canada Summer Jobs
- Capacity Canada
- Cardinal Health
- CARF International-Commission on Accreditation of Rehabilitation Facilities
- CareRx Pharmacy
- Charitus
- Cepheid
- College of Dietitians of Ontario
- College of Nurses of Ontario
- College of Physicians and Surgeons of Ontario
- Community Support Services Network
- Complete Purchasing
- Conestoga College – Nursing, PSW, PAC & Rec & Leisure Recreation Program
- DementiAbility Enterprises Inc
- Dietitians of Canada
- D'Youville University
- ECO Canada
- Eden Alternative Network
- EllisDon
- Essity
- Feet to the Fire
- Forest Heights Collegiate Institute – Opening Minds Through Art
- GetReady Global
- Health Quality Ontario
- HIROC
- IPAC West Environmental Services
- JM Dietetic Consulting Services
- Kasian
- KR Communications
- 5D Computers
- Leslie Consulting Group
- LifeLabs
- Logical Landscaping Inc.
- LTC Innovation Committee
- LTC & RH IPAC Community Practice
- Maintenance Care
- MealSuite
- Mitchell Animal Hospital
- Nurse Led Outreach Team
- Ontario Association of Social Workers
- Ontario Beekeepers' Association
- Ontario CLRI-Centres for Learning, Research & Innovation in Long-Term Care
- Ontario College of Social Workers and Social Service Workers
- Ontario Health atHome
- Ontario Health Care Housekeepers Association
- Opening Minds through Art (OMA)
- Optician on Wheels
- Patient Safety
- Point Click Care
- ProResp
- Public Services Health and Safety Association
- Recreation Professionals Ontario
- Registered Nurses Association Ontario
- Robert Hopkins Professional Association
- Seniors Support Waterloo Region
- Sensory-scapes
- STL Imaging
- St Louis Adult Learning and Continuing Education Centre
- St. Mary's Hospital – Geriatrician
- Staff Schedule Care
- Surge Learning
- TAS Consulting & Project Management
- Teepa Snow Network
- Therapeutic Recreation Ontario
- ToiLabs (TrueLoo)
- University of Waterloo Co-operative Program
- VitalHub
- Volgistics / Better Impact Canada
- Volunteer Waterloo Region
- Waterloo Region Community Gardens Network
- Waterloo Region Infection Prevention and Control (IPAC Hub)
- Welbi
- Wellington County Beekeepers' Association
- 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
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