



BUILDING A  
*Community*  
FOR ALL

REPORT TO THE COMMUNITY

2019





## *Welcome Statement*

**You are welcome here.**

**As a community founded in God's love for all  
and grounded in faith,  
each person is valued and respected.**

**We honour the spiritual dimension  
of the human experience  
and believe that, with love,  
the extraordinary is possible.**

### **FROM THE BOARD CHAIR & CEO**

Dear Friends,

As we marked two milestones – the 75th anniversary of Fairview Mennonite Homes and the 55th anniversary of Parkwood Mennonite Home – 2018 also saw the completion of our first year as Board Chair and CEO. For the two of us, it was a year of reflection and discovery as we developed a new Strategic Plan, guided by our values and the sage advice of our many stakeholders.

In a time when some might question the place of a faith-based retirement organization, we believe it is our values that strengthen us, enhance the lives of our Residents, and help us adapt to the changing needs of the community. Our values of Faith, Kindness, Truth, Excellence and Accountability are the foundation of the overarching goals of our Strategic Plan. They are woven into the fabric of our Kindness initiative and our goal to develop a culture that nurtures mind, body and spirit. As not-for-profit organizations, we have the freedom to reinvest any surplus back into programs and services that benefit everyone in the community. This past year, we exceeded our goals, thanks to the tremendous efforts of the entire team, and can confidently expand

our services, with the new leadership role of Director of Spiritual Life and Culture. We have also launched a new Integrated Assisted Living Program, which provides health care for seniors living independently in congregate housing, both at Fairview and in the community.

We remain committed to ensuring our retirement campuses are accessible to those who are vulnerable or have limited means to retire. We also embrace diversity, welcoming Residents from many different places, with their own unique cultures, religious affiliations and spiritual beliefs.

We are humbled that Residents have chosen to make their home with us and privileged to hold their trust. You will meet a few of them in the pages of this report. In their stories, we hope you get a glimpse of how they embrace each day, help each other, participate in activities, and live with joy and meaning.

We are blessed to have so many people to thank for their support, dedication and encouragement during this past year. Our tireless volunteers are everywhere; from portering to fundraising, they are the heart of our organizations. Generous donors and event





Marion Good  
*Chair, Board of Directors*



Elaine Shantz  
*Chief Executive Officer*



sponsors help us invest in special initiatives that could not be funded any other way. The Finance Committee provides guidance to help us manage our resources wisely. The leadership team and staff have embraced change and expanded the scope of their responsibilities to ensure our sustainability. The wisdom and support of 23 Mennonite and Brethren in Christ churches are invaluable as we continue to build a community for all. We extend our heartfelt thanks to each of you.

We also had the honour of collaborating with the French Health Network of Central Southwestern Ontario, Entité 2, and the Waterloo Wellington Local Health Integration Network to develop “The Optimal Model of Francophone LTC Implementation Manual”. This flexible guide can be easily adapted for Residents with diverse needs, beliefs, abilities, or cultural and linguistic preferences, so we are well-positioned to meet the needs of the evolving community.

Thank you again to our many supporters, Residents and family members, staff, volunteers and community partners, for the spirit in which you give of yourselves. With your ongoing kindness and guidance, we have faith and confidence that our future is one of abundance.

Marion Good  
*Chair, Board of Directors*

Elaine Shantz  
*Chief Executive Officer*

## OUR BOARD

We acknowledge and thank our engaged, committed Board members who share their broad expertise to guide and inspire us.

### **Fairview Mennonite Homes and Parkwood Mennonite Home Inc. 2018-19 Board of Directors**

Marion Good, *Chair*  
Ed Nowak, *Vice-Chair*  
Bob Shantz, *Treasurer*  
Jennifer Krotz, *Secretary*

#### *Directors:*

Ken Frey, Ruth Konrad, Nancy Mann,  
Fred Schiedel, John Shantz

*Thank you.*



It doesn't matter how much – or how little – care you need, you will find it at Fairview Seniors Community. This not-for-profit, charitable, faith-based, accredited (CARF 2018) campus of care offers the spectrum of options.

- 214 Independent Living units, including: Fairview Villas, Fairview Court Apartments, Fairview Apartments, and Preston School Apartments
- Supportive Housing, in partnership with the Waterloo Region, at Fairview Apartments and Preston School Apartments
- 46 Assisted Living suites in Fairview Retirement Residence
- A Long-Term Care Home for 84 Residents

In addition, we have expanded our care options to support aging in place with the addition of the Integrated Assisted Living Program (IALP) to provide for seniors in congregate living centres in Cambridge.



**214**  
independent  
living units

**46**  
assisted  
living units

**84**  
long-term  
care beds





## Seniors Active Living Centre

There really is something for everyone at Fairview. Our popular Seniors Active Living Centre contributes immensely to the quality of life enjoyed by over 600 people from the Cambridge seniors' community as well as Fairview Residents. Our extensive range of services include two adult day programs, a Francophone adult day program, congregate dining, a bus, a fitness centre, the only warm-water therapy pool in Cambridge, a bowling alley, a large auditorium, a huge and busy craft room, and much more.

Our vibrant community and decades-long reputation of exemplary care make Fairview the home of choice, with an exceptional range of wrap-around services and amenities for seniors in our community.

*Welcome home.*



## MEET DANIEL LOOSEMORE

Walking into Daniel's room, you're greeted by family photos, children's drawings, a big screen TV and Daniel, controlling everything with Siri and Google. It's like a teenage hang-out, but cleaner! At age 43, he is not who you might expect to meet in long-term care, but he represents the increasing diversity of the Residents at Fairview. Born with a progressively worsening neurological condition, at 40, Daniel's needs exceeded the care that could be provided by his parents and community care and he moved into a long-term care home.

Daniel knows he's missed out on a lot because of his disease. Marriage, kids and working aren't in his future. But he doesn't let that stop him from experiencing the best life possible. Fairview was his first choice, even though he was placed in a different long-term care home for two and a half years.

"I've spent nearly four years in long-term care, with this past year at Fairview, so I know what makes a good nursing home. I need support doing almost everything, but I also want to be independent. The Seniors Active Living Centre at Fairview has the special equipment I need to maintain as much strength, mobility

and independence as possible. Using my manual wheelchair, it takes me nearly 40 minutes to get to lunch – a distance someone could walk in under a minute – but it lets me use every bit of mobility I have. That feels good."

Daniel reminds us that it's a privilege to be independent, and that being vulnerable is a possibility for everyone. "You learn that survival involves a community. We will all need help. It's important to nurture your relationships and pay it forward. I respect people, like my mom taught me. When people meet me, I want them to say – I'm glad I met that person."

"I want to be the best version of myself," says Daniel. "On a good day, when everything goes as planned, I have coffee at 10 a.m., three good meals and in bed by 9 p.m. The devoted staff in my home area at Fairview make this happen, all day, every day. They support me, encourage my independence, and adapt as my needs change. My parents are impressed and want to live at Fairview, too. I hope that as I age, I, and all of the Residents, continue to experience the same reliable care I have today."

*Fairview gives me independence.*





## MEET ANNIE DIBBLE

Visit the craft room at Fairview and, amidst the wool and paint and floral hoops, you're sure to find Annie Dibble. It's hard to believe that this warm, enthusiastic woman was determined she wouldn't like living at Fairview.

The Dibbles were on a waiting list for years, but after visiting several homes, they knew Fairview was the right choice. During their wait, Annie's husband passed away. "When I lost my husband, I mourned for a long time. My daughter was worried. In 2014, I got word that Fairview had a one-bedroom apartment available. I was determined I wasn't going to participate in anything. I didn't want to be happy. But the staff and the Residents here are phenomenal. They helped me get through it."

Annie grew up in the country, one of 12 children. "I was home-schooled and never got to go to university. Now, I feel like I've joined a sorority! I'm surrounded by my white-haired Sorority Sisters. I've lost all but one sibling, but at Fairview I have found new sisters."

Annie can't say enough about how Fairview's supportive community gave her a new lease on life. "There's just so much to do – crafts, cooking and companionship – it's very therapeutic. You can be as busy as you like, and no one pressures you to get involved. It's easy to make new friends and you learn to appreciate every day. Everyone helps each other here. When I returned from a visit to Emergency, people came to take out my garbage and make me tea." Annie's daughter doesn't worry anymore. In fact, she has put her name in at Fairview, too.

"Being on your own after years of marriage is difficult. Moving to Fairview has really helped. It's a fun place to live. My daughter and I both love to create things to sell at the craft sales. I'm as happy as can be. When I need it, there is always someone here to talk to. No one is more surprised than me at how happy I am here. The food is great, the people are wonderful – you know, if you have to be somewhere, this is the place. Fairview is home."

*Fairview...I'm just so happy here.*



### Robert's Yogurt Recipe

#### *You will need:*

- 1.5 L milk
- ½ cup of yogurt from the last batch or a pack of Yogotherm culture
- Thermometer
- Yogotherm (special 2 qt thermos, available online)

#### *Directions:*

- Heat the milk to 80C
- Cool the milk to 45C in a cold water bath
- Add half a cup of yogurt from the previous batch and allow it to cool to room temperature
- Pour the mixture into the Yogotherm and allow it to sit for 6-8 hours

*Use instead of milk on your cereal; also makes great Muesli, using oatmeal and fresh fruit.*



## MEET LOIS & ROBERT WITMER

If you need to know anything about living at Fairview, there are two people who can likely answer all of your questions: Lois and Robert Witmer.

Robert, a Mennonite pastor, and Lois, a devoted mother, volunteer and gifted painter, were asked to serve in a suburb in Paris, France – a long way from the South American mission they were expecting. Almost 40 years later, having served in France for 30 years and then in Rouyn-Noranda, Quebec, they retired to Cambridge. It was a logical choice, as Robert's parents had lived at Fairview in the '70s in the apartments and then in long-term care; Lois also had family members who stayed at Fairview.

"Fairview was very much in our hearts from the beginning. And, after 24 years, we still believe it was the right choice. Our cottage has plenty of room for the family to visit. That's important when you have five children, nine grandchildren and three great grandchildren."

Robert is a gifted builder. Years ago, he built a pond in the backyard of their cottage. His handiwork didn't go unnoticed.

When Fairview's long-term care home was being built, he was asked to help with the pond in the courtyard.

Both Robert and Lois will celebrate their 91st birthdays this year, as well as their 70th wedding anniversary. "Lois still drives and does the shopping and is quite a good cook," says Robert. "I'm quite particular about food." Robert makes his own yogurt and kindly shared his recipe. "We try to stay active. We go swimming three times a week at the Seniors Active Living Centre and attend choir practice. There's plenty to do." In addition to enjoying garden and home shows, reading, playing games and using their iPad, Lois has written a book just for the family, and Robert has published a book that includes stories of their mission work.

While Fairview is meant for everyone, not just Mennonites, Lois appreciates the faith-based community. "God has been good to us. He delivered Robert from cancer and a stroke, both of which he was not expected to survive. We didn't make plans to be in our 90th year. The Lord has His plans for us. It led us here. It's the longest we've ever lived in one place. Fairview is our home."

*Fairview helps us stay active.*





**18**  
condo-  
style  
garden  
homes

**77**  
independent,  
supportive  
& assisted  
living suites  
& apartments

**96**  
long-term  
care  
beds

## WELCOME TO PARKWOOD



Parkwood Seniors Community offers a bright, welcoming environment, caring staff and activities that contribute to an enjoyable, meaningful life. This not-for-profit, charitable, faith-based, accredited (CARF 2018) campus of care offers a number of options. They include:

- 18 condominium-style Garden Homes for seniors living independently
- Parkwood Suites Retirement Residence with Independent, Supportive and Assisted Living options in 77 suites and apartments
- A 96-bed Long-Term Care Home

There's plenty to do at Parkwood. You can swim in the pool at the Health and Wellness Centre, open to all seniors in Waterloo Region. Take a stroll around the beautiful lake, fill your afternoon in the craft room, or treat yourself to a cut and style in the Hair Salon. Meet friends at the Café, enjoy a church service, or let the melodious songs of a choir carry you away in the Fellowship Hall. Before you call it a day, enjoy a great meal in the dining room.

Senior-living at Parkwood – it's surprising what you'll find here!

*Welcome home!*



## MEET MARILYN REIST & GLADYS SMITH

We believe Gladys Smith has found the secret to longevity: brains, *busy-ness* and determination.

What a busy life. As one of seven children, in a highly competitive family, she excelled at school and piano. No stranger to hard work, Gladys got her Bachelor of Arts and Masters of Education at Brock University. She raised four children, taught business, writing, and penmanship at A.N. Myer Secondary School in Niagara Falls, and at the age of 40, received her Associate of the Royal Conservatory of Toronto (ARCT).

In 2008, Gladys and her late husband, Arthur, moved to an independent apartment at Parkwood. Their daughter, Marilyn Reist, who lives in Waterloo, convinced them to relocate from St. Catharines. “It’s not easy to leave a community you’ve loved for 60 years. Mom and Dad were skeptical at first, but in no time at all, Parkwood became home.” The couple enjoyed the faith-based values of Parkwood, and appreciated the caring attitude of the staff.

In 2012, a serious illness sent Arthur to the hospital. He was able to return home and, with the support of Gladys and CCAC, lived out his final days in comfortable, familiar surroundings.

The community at Parkwood rallied around Gladys when Arthur passed; that camaraderie has sustained her ever since.

In the past few years, both Gladys and Marilyn have faced health challenges. “Mom, who has always been so independent, suddenly needed more care than I could provide. Long-term care was the logical next-step. It’s such a relief that Mom didn’t have to relocate to a new and unfamiliar home. She’s content in her cozy new room in Parkwood Long-Term Care. The bonus is that she can still enjoy her favourite activities and visit with the friends she made in Independent and Assisted Living.”

Since Gladys lost the use of an arm as a result of a stroke, Marilyn, who is also an accomplished pianist and an ARCT, plays for the Hymn Sing and the pageant at Parkwood. “As her primary caregiver, it’s a blessing to know Mom is safe. The nurses are fabulous and always communicate with me. It’s such a beautiful spot. The large windows offer a great view of the lake and they make the interior feel so bright. Since the day my parents moved in, Parkwood has given me peace of mind.”

*Parkwood gives us both peace of mind.*





## MEET RUTH & PAUL KLASSEN

On any given day, this happy couple, Ruth and Paul Klassen, can be found playing dominoes in one of the lounges at Parkwood.

The Klassen's have spent a lifetime together. They grew up in the same German Mennonite community. They met at church and were married in 1954. Paul was a technician machinist at University of Waterloo. Ruth was a medical secretary at St. Mary's General Hospital for 15 years, and then covered the front desk at The House of Friendship, which, in her words, "taught me the humanness of all of us."

As if their lives weren't busy enough, Ruth and Paul raised four children, and now have eight grandchildren and four great grandchildren. "Some people have more than their fair share of blessings. Paul and I certainly do. We have a lovely family who are educated and doing well."

As their own parents aged, they learned first-hand about retirement and long-term care homes, being caregivers of their parents. Paul's father was a Resident in Vineland. Ruth's mother was a Resident at Parkwood, whose positive experience influenced Paul and Ruth's decision. "We knew we had to plan for our future.

We did a lot of investigating and visited a number of homes. That's why we're exceedingly grateful to be here."

In 2008, when Paul began to experience health challenges, they moved into an independent living suite at Parkwood. With the excellent support and care of CCAC, Paul was able to remain there until 2017, when, following a hospital stay, he needed more care. Moving him to Parkwood LTC was the natural choice and, although it means they live apart, they're able to see each other every day.

Ruth enjoys the vibrant, faith-based community. "I'm glad to call Parkwood home. I'm able to stay in touch with my Mennonite roots." Her experience serving on boards for the church, United Mennonite Home, Vineland, and Parkwood, have given Ruth a deep understanding of the challenges faced by not-for-profit agencies. "Everything here is up-to-date and the activities are wonderful. In the dining room, we switch the seating plan every three months, so you get to know everybody." She also believes it's important to get out and about. That's why you'll find this couple enjoying the amenities at Parkwood.

*Parkwood is home.*



## MEET SHARON & RON GRIGSBY

If you look up the word ‘volunteer’ in the dictionary, the definition should include a photograph of Sharon and Ron Grigsby.

It’s hard to imagine how they find time to volunteer. In addition to raising two daughters, Sharon was a long-term care nurse and teaching assistant, and Ron had a career in sales and now serves his church as lay minister and pastor. “We’ve always believed in supporting others, whether helping out at the Red Cross or with community projects.” For Ron, it started when he was 18. “We lived in a small village and my dad and I noticed a man was working alone on his roof. We knew he wasn’t going to finish before the snow came, so we lent a hand. It felt good. Sharon shares this commitment and has been a volunteer for 25 years.”

Ron’s father passed away in 2012, and when his mother, Martha, had a stroke in 2016, Parkwood had a bed available. Ron recalls that it wasn’t their first choice. “It only took three days for us to realize that Parkwood was the best place for my mother. This home provides fellowship and makes everyone feel like family.

There are so many quiet little spots that are just perfect for Mom – fireside rooms, lounges, the Café, the Sun Room – she loves it here.”

Once they were confident that Martha felt settled and safe, Sharon and Ron started to volunteer at Parkwood. “It’s the kind of place we felt we could contribute to and, at the same time, we can visit my mother. When the time comes, we want to live here, too.”

Volunteering at Parkwood has become a Grigsby family tradition and now it’s a three-generation family affair. Their youngest granddaughter has been an elf at Christmas and assists in the Café once a month. Her name tag identifies her as the Café Supervisor. Their 15-year-old granddaughter also helps with BBQs.

“We believe that volunteering is a privilege. With all of the negative things that are going on in the world, it gives you the opportunity to show that people still have the capacity to care for others. People need support and, when you help, you become a better person.”

*Volunteering is a privilege.*





## OUR VOLUNTEERS

### FAIRVIEW 2018-19



### PARKWOOD 2018-19

**171**  
volunteers worked  
**6,324** hours

Fairview Mennonite Home's Auxiliary was initiated in 1957, adding an exercise program, a weekly tuck cart, bi-weekly teas, visitation services and an annual picnic.

**222**  
volunteers worked  
**9,986** hours

Thanks to their tireless efforts, our volunteers enrich the lives of not only our Residents, but those of our staff, family members and the community. We are profoundly grateful.

### Fairview Volunteers

You don't have to look far to spot a volunteer at Fairview, many of whom live right on campus! Say 'hello' to the volunteers who are helping out in the dining room. Pop into the store – completely volunteer led – to buy a piece of homemade banana bread and enjoy a cup of tea. Check out the auditorium and listen to the bell choir. Visit the crafts room and you'll find busy hands making beautiful items to sell. Buy a ticket for the popular Strawberry Social. Games, the choir, bingo, Saturday night at the movies, drum jam, and worship services are all supported by volunteers. Feel like a dip in the pool or working on fitness? Try the exercise programs, or jump in the pool during a friendly float. Prefer the outdoors? Wander by the flower beds, fish pond, bird houses and green house – all maintained by volunteers. Offer a nod to a volunteer who is helping to feed a Resident who requires that extra support. The list goes on and on. Volunteers help to make Fairview a vibrant, welcoming Home, and we can't thank all of you enough.

### Parkwood Volunteers

On a typical afternoon, if you walk through the front door at Parkwood, you will be greeted by the sight of the bustling Café and someone will invite you to join the gang. This is just one example of how volunteers make all the difference.

Our volunteers help us build a welcoming, open community for all. Don't be surprised to find them assisting in Restorative Care and Physiotherapy, or offering comfort and support to families and Residents in Palliative Care. The Hair Salon appreciates that our volunteers are always ready to lend a hand, and the Café thrives because of them. If you've admired our gardens or enjoyed a play or musical event, then you've witnessed the work of our volunteers first hand. When they're not busy organizing activities – from educational sessions to exercise – they are laughing with a Resident while having a chat.

Thank you, all. You are kindness in action and enrich the lives of staff, Residents, family members and the community. Thank you for the gifts of your time and talents.

*Thank you, all.*

# FINANCIALS

As a not-for-profit organization, when we have a surplus, rather than having to pay shareholders, we reinvest it back into the organization to continually enhance and add services and programs that provide tremendous value for the physical, mental and spiritual well-being of our Residents and the surrounding community.

This past year, through strong financial management and the hard work and dedication of staff, we realized a surplus at both Fairview and Parkwood. We will reinvest these funds to fulfill our mission.

## Did you know?

As a charitable, not-for-profit corporation, Fairview and Parkwood Seniors Communities are represented by

23

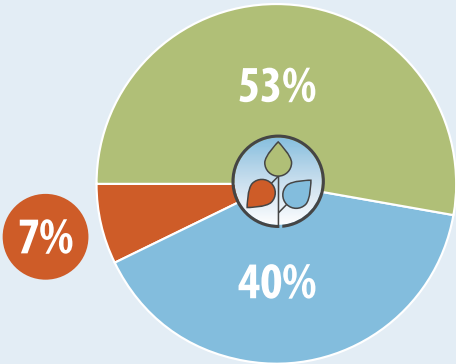
Mennonite and Brethren in Christ Congregations.



## FAIRVIEW 2018-19

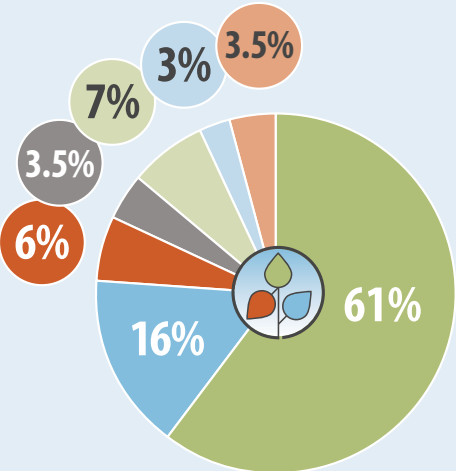
### Revenue: \$11.78M

Revenue received from Residents	53%
Government funding	40%
Other revenue sources	7%



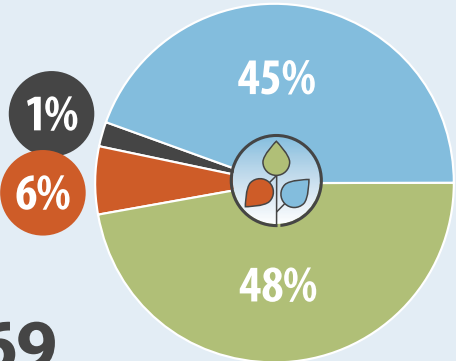
### Expenses: \$11.23M

Salaries and Wages	61%
Maintenance and Supplies	16%
Utilities	6%
Administration	3.5%
Amortization	7%
Mortgage Interest	3%
Property Taxes	3.5%



### Donations: \$125K

Individuals/In Memoriam	6%
Bequests	45%
Gifts designated to special projects:	
Bus & Building	1%
Dementia Initiative	48%



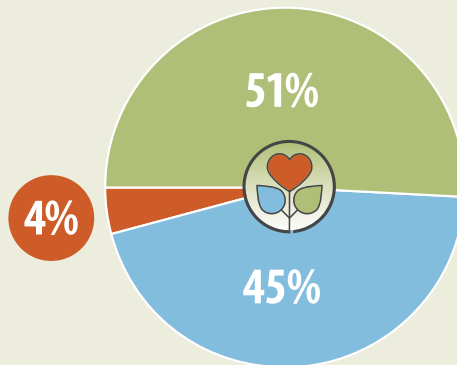
195 gifts totalling \$125,269



## PARKWOOD 2018-19

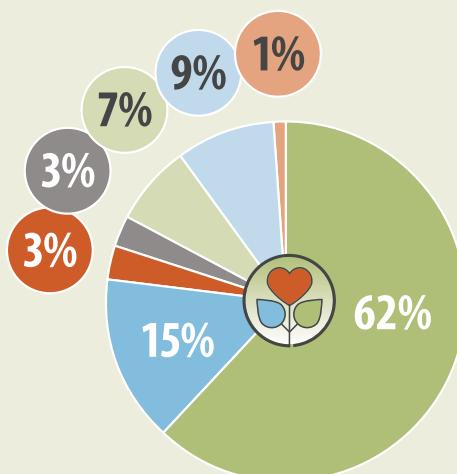
### Revenue: \$11.49M

Revenue received from Residents	51%
Government funding	45%
Other revenue sources	4%



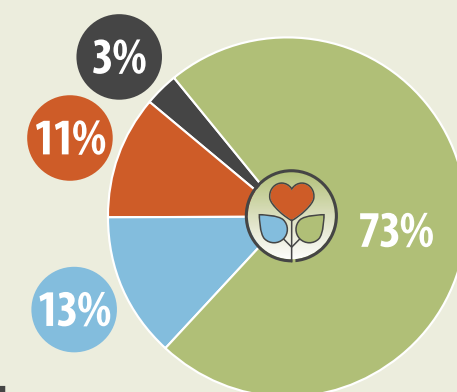
### Expenses: \$10.97M

Salaries and Wages	62%
Maintenance and Supplies	15%
Utilities	3%
Administration	3%
Amortization	7%
Mortgage Interest	9%
Property Taxes	1%



### Donations: \$61K

Individuals/In Memoriam	13%
Bequests	11%
Gifts designated to special projects:	
Bus & Memorial Garden	3%
Dementia Initiative	73%



**185** gifts totalling **\$61,674**

## PHILANTHROPY – THANK YOU

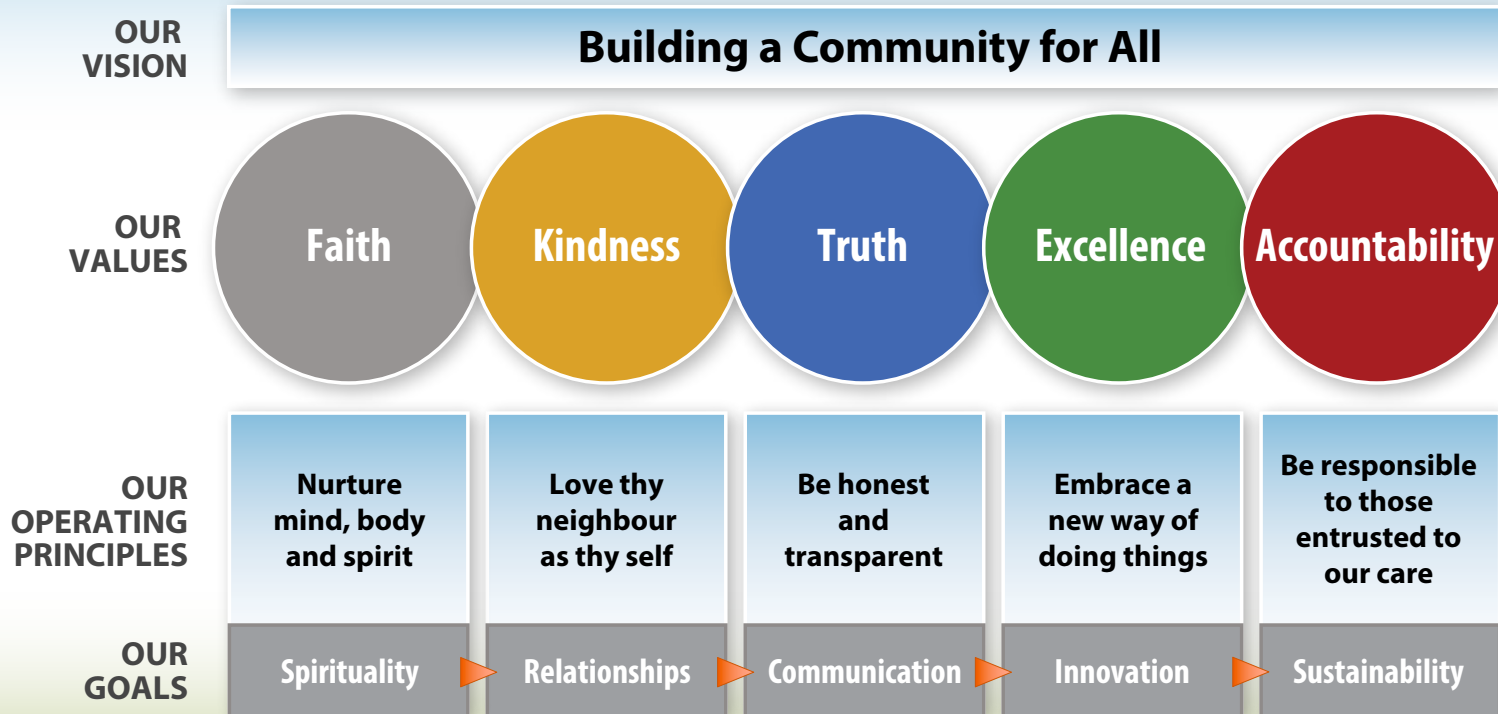
Our homes have always benefited from the community's generosity. Indeed, they would not exist had it not been for the thoughtful foresight and generosity of the Mennonite community. Today, our supporters represent the entire community. We are honoured and humbled by the faith and trust donors have placed in us to use their gifts wisely and with lasting impact to benefit Residents and the community.

Often, philanthropic gifts are designated to fund special projects. Recently, donations raised by both Parkwood and Fairview helped to fund a new bus, to be enjoyed by Residents for special outings. We also raised funds for a special dementia-related initiative, which will impact the lives of Residents, their families, and staff, as we seek to ensure those living with dementia continue to experience joy in every day.

In addition, the volunteers who make and sell crafts add a celebratory feel to each special occasion, raising nearly \$20,000!

*Thank you for your support.*

# STRATEGIC PLAN 2019-2021



515 Langs Drive  
Cambridge, ON N3H 5E4

Phone: (519) 653-5719  
Fax: (519) 650-1242  
Email: [info@fairviewmh.com](mailto:info@fairviewmh.com)

Fairview Mennonite Homes  
Registered Charitable # 10737 2120 RT0001



726 New Hampshire Street  
Waterloo, ON N2K 4M1

Phone: (519) 885-4810  
Fax: (519) 885-6720  
Email: [office@parkwoodmh.com](mailto:office@parkwoodmh.com)

Parkwood Mennonite Home Inc.  
Registered Charitable# 13988 1544 RT0001