

A Legacy of Kindness

Fairview Parkwood Communities
Report to the Community 2022-23



Message

FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER



Elaine Shantz

Dear Friends,

As I reflect on this past year, the quote below highlights the essential role of our faith-based values in building on the accomplishments of those who came before us, beginning with the celebration of Fairview Mennonite Homes' 80th anniversary and Parkwood Mennonite Home Inc.'s 60th anniversary, which were built on the faith and effort of a small group of people who launched our history with the opening of one modest Home in Preston in 1943. Their commitment to relieving poverty created a 'Legacy of Kindness', which is the theme for this year's community report.

Coincidentally, it is also my five-year anniversary. A lot has happened since I joined. Together with the Board, Resource Team, leadership and staff, we have focused on building capacity and launching our Kindness Initiative. These efforts are now bearing fruit, with the new Delphine and Lloyd Martin Apartments well underway at Parkwood and set to welcome new residents in early 2024. It is another example of how we continue to commit ourselves to offering a dignified, safe housing option and retirement experience for those seniors who might otherwise be missed.

We are also working toward breaking ground on the expansion of Fairview's Long-Term Care Home. We are fortunate to have a strong and

growing partnership with the St. Louis School, which is an important part of our health human resources plan. Together, we train the students and provide them with an opportunity to become Personal Support Workers (PSWs) while they complete their high school diploma at the same time.

Despite transitioning to the management phase of COVID-19, it was a most challenging time for us. While life returned to normal for many, the easing of the measures which protected us from the worst of the pandemic led to greater challenges on our campuses, particularly with the fast-spreading Omicron variant. However, our resilience and community support sustained us as we soldiered through what became the toughest months since the pandemic was declared. ***I want to acknowledge and thank our entire team for their diligence, dedication and hard work as we continued to adapt to changes in COVID-19 protocols to protect residents and each other.*** Although the World Health Organization ended the global emergency for COVID-19 (May 5, 2023), we will continue our vigilance to prevent and control COVID-19, seasonal influenza and other illnesses.

This past year, our campuses shifted back to in-person activities and programs, which were welcomed by residents and staff alike.

The photos in this report share the joy of community and the vibrancy of life at Fairview and Parkwood.

The work we do is rewarding and is now recognized on a national level. We were honoured to be named one of *Canada's Most Admired Corporate Cultures* by Waterstone Human Capital Management. This national program recognizes best-in-class Canadian organizations for having cultures that help them enhance performance and sustain a competitive advantage.

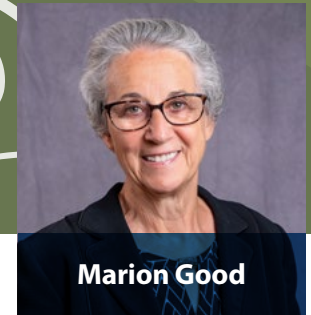
In closing, I would like to express my deepest gratitude to Marion Good, who is completing her last term with the Board, the past five of which were as Chair. Marion, you have been my sage, my muse and my friend through the best of times and the most difficult. I cannot thank you and the entire Board enough for your courage and vision as we take the next big strides into our bright and hopeful future.

"Our faith has the capacity to bind us to our past, ground us in our present and foster hope for tomorrow."

Dr. Robyne Hanley-Dafoe,
'Calm Within the Storm'

Reflections

FROM THE BOARD CHAIR



Marion Good

Dear Friends,

When I look back on my nine-year term as a member of the Board of Directors for Fairview Parkwood Communities (FPC), I am amazed at how quickly time has flown by and the significant changes the organization has undergone.

When I first accepted the position, I was motivated by a strong desire to make a difference in the lives of seniors, having recently supported my beloved aunt and mother through their stay in long-term care homes.

During my initial four years on the Board, Tim Kennel served as the organization's leader. During his impressive 34-year tenure, Tim built a respected legacy. When he retired, we sought a leader who would take FPC to a new level of growth and sustainability.

We were fortunate enough to attract Elaine Shantz, a seasoned veteran with almost two decades of experience in senior care. After taking the time to get to know the Board and organization, as well as our supporting church leaders and community partners, we collaborated on a new business strategy, bolstered by a refreshed mission, goals and values that have set the tone for the future of the organization. We also developed a meaningful "Welcome Statement" that guided us in undertaking many new, inspiring initiatives.

I remember attending my first Strategic Planning session a few months after joining the Board, where we brainstormed ways to increase our income and impact. One suggestion stood out – delivering care to the community to help seniors age in place. Fast forward five years with a new strategic plan to build capacity: we launched the Home and Community Care Support Services which has grown exponentially.

The Kindness initiative introduced by Elaine and embraced by the Board has also made its mark on our organization. It emphasizes kindness to one's self, to each other, and especially to our residents. The positive impact on our culture has been acknowledged with Fairview Parkwood Communities being recognized as one of "Canada's Most Admired Corporate Cultures".

When the pandemic arrived, the Board, leadership, staff, volunteers, residents, and their loved ones rose together to meet an unprecedented challenge. The Board approved the purchase of necessary supplies ahead of time while also supporting staffing initiatives, which helped the organization cope with three exhausting and stressful years. I commend the staff for their profound endurance, loyalty and diligence, keeping

everyone as safe as possible during these trying times.

During my time on the Board, we considered various uses of the extra land on both campuses. We now have a new building project underway at Parkwood, with another one set to begin shortly at Fairview. This growth will help ensure sustainability for years to come.

Fiscally, the Board focused on a solid bottom line. It is gratifying to witness the growth in efficiency and accountability, with surpluses that are now making expansion possible. Well done!

I want to give thanks and credit to the Board of Directors for their support, collaboration and appetite for growth and change, helping FPC become what it is today, and what it will be in the future. Additionally, I am grateful for the personal growth that I have experienced from working with the Board.

In closing, I wish joy and blessings for FPC, the Board of Directors, the leadership team, staff and volunteers, our current and future residents and their families. May God bless you all.

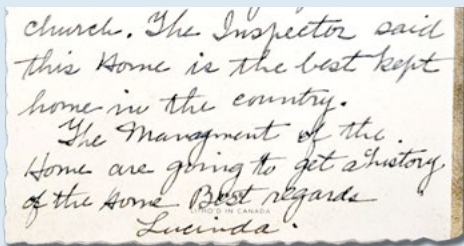


Anniversary Celebrations

Envisioned in the early 1940s, Fairview Parkwood Communities was originally conceived as an ‘Old People’s Home’ for Mennonite Pastors who had served the church, while also fulfilling the church’s responsibility to care for the poor.



Eugene G. Langs donated the Fairview Mennonite Homes site.



A past Fairview resident shared, “The Inspector said this Home is the best kept Home in the country.”



Parkwood residents who helped plan their second annual spring tea in 1965, l-r: John Hayne, Mr. and Mrs. E. H. Turner, Catherine Morlock, and Wilson and Ida Glaves.

By providing a Christian institution to care for elderly Mennonites as well as other community members, the vision was to be a “testimony to those whom they appealed to for recognition of conscientious principles.”

Since opening our first Home in 1943, we have grown to two vibrant charitable not-for-profit campuses: Fairview Seniors Community in Cambridge and Parkwood Seniors Community in Waterloo. Our faith-based values are embedded in everything we do. They are expressed through our culture of kindness, our operating principles, human resources policies,

internal and community relationships, our ongoing commitment to relieve poverty and our vision to ‘Build a Community for All’.

To celebrate this special year, we have a lineup of events:

- Retirees’ luncheon on March 30
- Extended ‘Walk the Kindness Way’ event from June 1-4
- Combined Annual General Meeting and luncheon with beam signing at Parkwood on June 14
- Gala Celebration on September 16

The following testimonies highlight how the original vision continues to thrive and guide Fairview Parkwood Communities.



David Groh witnessed the official opening of Braeside on June 1, 1943. He recalls being impressed with the big house on a great lot with lots of green grass and trees, surrounded by a crowd of joyful people.

Now, at 92 years of age, he lives in Fairview Suites. “Both my parents were here. A brother, a couple sisters of my father and brothers and sister of my mother – I thought I should keep the family tradition going,” says David. “I find the staff very nice and accommodating. This is a good place to be.”



Tim Kennel started at Fairview in 1983 and served as Executive Director from 1988 to 2018. “Fairview was a wonderful organization,” says Tim. “We were kind, our Board was generous and our bottom line was people. We rebuilt the LTC Home, added the Fairview Suites, and Parkwood (then Parkwood Manor) came on stream in 1994, purchased for one dollar, provided by Elmer Shantz. I’m excited to see how the vision continues to grow.”



Nancy Kinsie worked at Fairview for 22 years. “What makes Fairview special is the focus on the total individual, the safe and warm housing, the affordability of the housing, the social and physical programs that help people stay as well as they can be, the nourishing meals, the spiritual care... I think those things help people stay well and independent as long as possible.”



Linda Kruger’s ties with Fairview and Parkwood go back decades with several aunts and uncles calling Fairview home. Her mother, Agnes Eby, was the first resident in Parkwood’s Garden Homes in 2005. “Mom loved Parkwood where she reconnected with old friends and made new ones. She appreciated its opportunities to serve and many programs that promote socialization, holistic health and lifelong learning. Parkwood was Mom’s beloved community. I appreciate Parkwood’s intentional culture of kindness which residents, families, staff and volunteers can embrace together. Our family is grateful that Mom was so content and at home in her final years at Parkwood.”



Doug Shantz is a past Board member and Board Chair, serving from 2010 to 2018. “Being on the Board provided me with a deep appreciation of how unique Fairview and Parkwood are,” says Doug. “There is an opportunity to vastly improve residents’ quality of life in a way they may not have thought possible in their senior years. My parents are on the waitlist.”

“The new building at Parkwood fulfills a commitment to relieve poverty, provide an affordable option for the ‘missing middle’ senior and offer a full continuum of care. FPC continues to honour its faith-based values and demonstrate the strength of a not-for-profit that operates on a business model.”



Mahlon Martin moved to Parkwood Suites in 2020. “Parkwood was the only place I toured and I decided it was where I wanted to stay,” says Mahlon. “It looks good, the food is good, the staff are good and there’s lots to do. I enjoy shooting pool with my friends here, I volunteer by delivering the mail and I like to get out. I participate in the Kindness Walk and do about two kilometres every day when it is not raining. You meet a lot more people here than you do living in an apartment. I feel I fit in here.”



Lois and Robert Witmer moved into the first Villa built at Fairview in May 1995, seeing it for the first time the day their truck arrived with all their belongings. “I’ve been very happy here,” says Lois. “Our home is large enough to welcome our five children and their families when they visit. The church is close and we enjoyed the different activities. My husband and I did a lot of work outside. Robert built the fishpond in Fairview’s courtyard. My advice is to keep busy. Do a lot of reading and have friends.”

RETURNING TO LIFE AT *Fairview*

In-person activities are back in full swing and warmly welcomed as we enjoy celebrating every special occasion with food, costumes, cultural appreciation and camaraderie.



Residents enjoyed a touching afternoon with exotic animals, thanks to a visit from Hands on Exotics.



Fairview's 'Out to Lunch Bunch' is on the road again.



Residents from Fairview Apartments, Villas and LTC celebrated Valentine's Day with a French-themed dinner, with a violinist to accompany the meal to celebrate love.

Bottom right: On Random Acts of Kindness Day, residents from Fairview LTC packed 22 relief kits to be sent overseas in support of Mennonite Central Committee's relief and development work.



Fairview residents bundled up for a scavenger hunt at a local grocery store and a treat to bring home.



RETURNING TO LIFE AT *Parkwood*

Our monthly calendars are full of activities again with something for everyone: communal dining, fitness, strength training, chair yoga, bingo, drum fit, knitting, quilting, painting, cards, aquaft, spiritual care and services, hymn sing, games, gardening, outings, balloon badminton... there is no end to the creativity of our program teams.



Welcoming warm June weather with an afternoon of gardening.



Our residents, staff and families were excited to receive a special visit from Lord Stanley!



Parkwood residents appreciated an outing to the Butterfly Conservatory, chasing away the winter for a few hours.



An educational presentation on the history of aviation.

Bottom left: The Café at Parkwood was welcomed back with enthusiasm on July 26, 2022, as volunteers reopened this favourite gathering spot after nearly two and a half years of the pandemic.

RETURNING TO *Great Events!*

Our Facebook pages portray the full spectrum of activities that contribute to the vibrancy of our campuses. We thank our staff, volunteers and residents for their willingness to engage in virtual and in-person activities as we return to a full calendar of events.

Your resilience and perseverance have been an inspiration to us all and we are thankful for the community that we have built together.



facebook.com/fairviewmh
facebook.com/parkwoodmh



A joyful annual celebration for all with a delicious turkey dinner with all the trimmings, Holiday tunes and elves delivering gifts.



Residents enjoyed petting and feeding the animals brought to the campus by Little Tracks Petting Zoo!



Parkwood's Christmas Bazaar was welcomed back with beautiful, handmade gifts and special finds.



For Mother's Day, residents were busy making corsages, enjoying high tea and arranging fresh flowers. Some even had a mini makeover for a photo shoot!



Parkwood's walkers, from LTC and the Suites, celebrated their contribution to the 2022 Kindness Walk with a closing ceremony. The Residents walked a total of 1978.89 km over two months. Congratulations!

Walk the Kindness Way

This initiative initially aimed to bring Fairview and Parkwood communities together by trekking along the Walter Bean – Grand River Trail. It has since grown to include a months-long resident program, fostering strong connections with our partners and serving as a major fundraising effort to support our future residents, families, and team members.

In July 2022, residents from Fairview and Parkwood embarked on their trek, diligently tracking their steps with the goal of completing the 42 km distance by the third annual event in September. Remarkably, they surpassed expectations by walking the trail an astounding 220 times!

As of March 31, 2023, participants have raised \$142,000 toward the establishment of Healing Gardens at Fairview and Parkwood. These serene gardens will serve as peaceful sanctuaries, allowing staff, residents and the community to reflect, rejuvenate and immerse themselves in nature.

Looking ahead, residents commenced tracking their steps for the June 3-4, 2023, event. This celebration commemorates Fairview's 80th anniversary and Parkwood's 60th anniversary. We extend our heartfelt gratitude to all participants and sponsors for their valuable time, talents and generous financial support.



Thank you to the residents, families, staff, sponsors, volunteers and donors for supporting our third annual Walk the Kindness Way as we work toward our \$250,000 goal!



Bingemans | September 16, 2023

Join us for an unforgettable evening featuring an elegant reception, delicious food, a Silent Auction, and music by KW Big Band Theory.

Tickets are \$200 each and will include a \$50 charitable receipt. Proceeds will benefit Parkwood's Delphine & Lloyd Martin Apartments with affordable housing for seniors and the upcoming expansion of Fairview's Long-Term Care Home.

We hope you will join us in celebrating these milestones as we continue to relieve poverty for seniors and provide a dignified, safe home for all.

Sponsorship opportunities are available.

RSVP requested by September 1, 2023.

Reply to Alex Normandeau at:

anormandeau@fairviewmh.com

Celebrating OUR PEOPLE

We are honoured to share that Fairview Parkwood Communities has been named one of *Canada's Most Admired Corporate Cultures* in the Broader Public Sector by Waterstone Human Capital Management.

National Most Admired Corporate Culture Award

We are honoured to share that Fairview Parkwood Communities has been named one of Canada's Most Admired Corporate Cultures in the Broader Public Sector by Waterstone Human Capital Management. We received this prestigious national award at a celebration on Wednesday, March 1, 2023.

This recognition is a testament to our unwavering commitment to building a community where everyone is valued, respected, welcomed, and treated with kindness. We are truly humbled to have been nominated for this award, which recognizes organizations that have exceptional cultures that enhance performance and provide a competitive advantage.



Accepting the award, from l-r: Chris Brisette, Director, Land and Building; Christine Normandeau, Executive Director, Parkwood; Alex Normandeau, Executive Assistant; Breann Hall, Director, Retirement & Community Care; Michelle Rak, Director, Clinical Services; Heather Congdon, Executive Director, Fairview; Brent Martin, CFO; Elaine Shantz, President and CEO; Steve Pawelko, Director, Operations, and Erna Koning, Director, Policy Legislation Strategy.

We extend our heartfelt congratulations to our incredible staff, who embody our values and have fully embraced our culture of kindness and accountability. Their hard work and dedication have helped us earn this recognition and we are incredibly proud of them. To commemorate this occasion, each team member received a set of scrubs displaying the Fairview Parkwood Communities logo and the Most Admired Culture logo.

We would like to thank all who have supported us on this journey, and we look forward to continuing to make a positive impact in the lives of our residents and community. This award serves as a reminder of the importance of our mission and the difference we can make when we work together.



Each team member received a special set of scrubs displaying the Fairview Parkwood Communities logo and the Most Admired Culture logo.

Celebrating OUR PEOPLE

In 2021, we launched our annual Legacy Awards, named after five outstanding leaders who embodied the values of Fairview Parkwood Communities: *Faith, Excellence, Truth, Kindness, and Accountability.*

2022 Legacy Awards

We are thrilled to announce the winners of the 2022 Legacy Awards, nominated by colleagues and reviewed by a third-party committee consisting of a community representative, a family member of a Legacy Leader and a Board Member. Congratulations to the nominees and award winners!

The Accountability Legacy Award is named after Tim Kennel, former Executive Director of Fairview Parkwood Communities, who created two campuses that provide quality and compassionate care.

Chris Brissette, Director, Land and Building, Resource Team

Mary Elen Padua, Suites Attendant, Fairview Suites, Fairview Seniors Community

Joseph Diebold, Maintenance, Parkwood Seniors Community



Congratulations to the 2022 Legacy Award nominees and winners, from l-r: Elaine Shantz, President and CEO; Brent Horst, Board member; Heather Congdon; Chris Brissette; Dalila Amaral; Marion Good, Board Chair; Liz Gamble; Joanne Gentile; Dr. Elaine Parker; Ross Brockenshire; Jennifer Yandernoll, and Sarah Gashu. *Missing:* Niamh Brown, Joseph Diebold, Justin Dumoulin, Karen Jolley, and Mary Ellen Padua.

The Excellence Legacy Award is named for Elmer Shantz, who embodied the values of hard work, trust, and dedication.

Dr. Elaine Parker, Medical Director, Fairview Seniors Community

Justin Dumoulin, Cook, Dietary Team, Parkwood Seniors Community

Karen Jolley, Senior Accountant, Finance Team

The Faith Legacy Award is named for Rufus Jutzi, who dedicated his life to nurturing the mind, body, and spirit.

Niamh Brown, Director, Spiritual Care and Culture, Fairview Seniors Community

Ross Brockenshire, Personal Support Worker, Long-Term Care, Parkwood Seniors Community

Heather Congdon, Executive Director, Fairview Seniors Community

The Kindness Legacy Award is named for David Rudy, the first Director of Fairview Mennonite Homes, who believed in caring for others with compassion.

Dalila Amaral, Personal Support Worker, Long-Term Care, Fairview Seniors Community

Jennifer Yandernoll, Environmental Services, Long-Term Care, Parkwood Seniors Community

Joanne Gentile, Reception, Parkwood Seniors Community

The Truth Legacy Award is named for Lydia Ann Bauman, who embraced the fabric of our communities: the values of caring, respect, humility, commitment, dedication, humor, honesty, empathy, transparency and love for family and community.

Liz Gamble, Reception, Fairview Seniors Community
Sarah Gashu, Personal Support Worker, Long-Term Care, Parkwood Seniors Community

Celebrating OUR PEOPLE

Succession: Promoting from Within

At Fairview Parkwood Communities, we prioritize the development of our team members through every step of their journey with us. We are committed to promoting from within, aiming to fill 70% of our positions with internal candidates.

Guided by our 'Kindness Way,' we offer a well-defined path for individual advancement, beginning with the *Kindness Buddies* orientation and extending to ongoing education, growth opportunities and succession planning.

Our 'Kind Club' fosters career development and provides avenues for succession planning, including direct engagement with the President and CEO. We recognize the importance of investing in our team members' professional growth and offer both time and financial support for training and education, empowering each to achieve their career goals. This commitment to continuous development aligns with our culture of kindness, ensuring that our team members thrive and contribute to our collective success.

This past year has seen numerous team members at Fairview and Parkwood experience career growth through promotions and educational opportunities.

Congratulations to all for unleashing their career potential at Fairview and Parkwood.



*Back row (l-r): Rajandeep Kaur, Heather Congdon, Lindsay Eagleson, Breann Hall.
Front row (l-r): Alexandra Wallbank, Mansi Raiyani, Mora Haidari, Sarah Mackie, Sierra Plasschaert, Jenn King.*

Heather Congdon has held a number of positions since 2012 and, following the completion of the Long-Term Care Administrator Certification, was promoted to Executive Director of Fairview Mennonite Homes in September 2022.

Lindsay Eagleson completed a Retirement Management Course and moved from Retirement Home Coordinator at Fairview to a new position as Retirement Administrative Lead at Parkwood.

Mora Haidari is an RPN who was promoted from a frontline team member at Fairview to Assistant Director of Care at Parkwood.

Breann Hall was promoted from her former role as Director, Retirement & Community Care at Fairview to Director, Retirement & Community Care for Fairview Parkwood Communities.

Rajandeep Kaur, formerly an RPN at Parkwood who served as the Assistant Director of Care, is now a licensed RN and was promoted to Director of Care at Parkwood.

Jenn King has transitioned from Director, Retirement and Independent Living to the Director of Housing Services position.

Sarah Mackie was promoted from the Dietary Department to Housing Coordinator at Fairview.

Sierra Plasschaert, formerly a Charge Nurse at Fairview, began a new role as Retirement Coordinator.

Mansi Raiyani was promoted from a frontline role to the Infection Prevention and Control Lead for Parkwood's campus.

Alexandra Wallbank was promoted from her role as PSW with Fairview Home and Community to Fairview Suites and Craft Room Coordinator.



Celebrating OUR PEOPLE

Thank You, Volunteers

Our legacy of kindness is deeply indebted to the invaluable contributions of volunteers, whose involvement dates back to the planning for our first Home in 1943 at Braeside in Preston.

Volunteers bring an extra warmth and companionship that plays an important role in the spiritual, mental, emotional and physical well-being of residents. You helped us through the pandemic and then enthusiastically brought back cherished activities including Fairview's annual craft sale and Parkwood's café.

Every amenity and activity benefits from volunteers, many of whom live on campus. Indoors and outdoors, playing to praying, music to meditation, cooking to assisting with meals... you are woven into the fabric of our daily lives, fostering social connections, strengthening our communities and performing essential roles.

We are grateful for your time, skills, thoughtfulness, energy and smiles. We appreciate every act of kindness.

Thank you so much.

New Volunteers Welcome!

Are you new to the community? Are you looking to build skills? Would you like to meet new people? Do you enjoy helping others? Whatever your reason for volunteering, we look forward to welcoming you at Fairview and Parkwood. We are always accepting applications. To learn more, visit our websites or give us a call.



Partnerships

Fostering a culture of kindness extends beyond our Homes, into our community. We are grateful to have these collaborative partners.

Kindness Trees

We want to give a big shout out to generous and dedicated community members and partners who bring countless smiles and spread the joyous spirit of the season among residents through the **Kindness Trees** at Christmas.

Special thanks to: Descartes Systems Group, Angela Gioia; Rotary Club, Fred Schiedel; Home Instead; K-W Paramedics, Santa to Seniors; Heather Congdon, Sherri Toleff and Niamh Brown. Thanks to you, more than 400 gifts helped create a memorable and uplifting experience for everyone involved.



Team of elves caught admiring Kindness Tree gifts!

PSW Graduates – Class of 2022!



In June 2022, the St. Louis Adult Learning and Continuing Education Centre PSW program, part of the Waterloo Catholic District School Board, conducted in Fairview's living classroom, celebrated the graduation of its second class of PSWs. Among 14 new graduates, Fairview hired six for our LTC Home and Community Care Support Services and partnered with St. Louis to offer an additional 11 students LTC Home placement.

"This year (2023), a third class of 16 more students are expected to graduate, with some already having secured job offers," says Jill Corkery, RN, and PSW Instructor. "This brings us to 47 graduates since the course was launched at Fairview. The students have flourished during their time here and proven themselves as care providers and advocates for those in their care. They made me pretty proud."

We congratulate the graduates and welcome the next cohort, arriving on September 6, 2023.

Partnerships

We are pleased to share the remarkable progress of our Home and Community Care Support Services which was launched in June 2019.

Home and Community Care Support Services

Over the past year, the Home and Community Care Support Services (HCCSS) grew substantially with a total of **86,428** visits compared with 72,496 during the same period the previous year.

Of note, HCCSS's exceptional track record of only two missed visits, representing **.00002%**. This outstanding reliability ensures our clients receive the trusted care and support they rely on without disruption, and translates to positive outcomes for our clients at Fairview, Parkwood and various residents of seniors' buildings in Cambridge.

Our campus model 'one team' approach to care is becoming a proven model to expand on.

Thank you to the HCCSS team for demonstrating excellence, successfully expanding HCCSS with an impressive **98%** referral acceptance rate and supporting clients with increasingly complex care needs in the comfort of their homes to help avoid hospital visits. The team's dedication is making a significant difference in the lives of those we serve.



The Virtual Village

In 2020, Parkwood forged a partnership with Wilfrid Laurier University-Community & Workplace Partnerships on a project named 'Supporting Inclusion Through Intergenerational Partnerships' (SiiP).

"We have received positive feedback for this project," says Mansi Vyas, Project Manager, The Virtual Village. "Residents enjoy connecting with the students on a deeper level beyond ordinary conversations. They appreciate the positive energy while learning new technologies that make life easier. Students also appreciate bonding with seniors. One student noted, 'More often than not, society assumes that old age is depressing and entirely about loss, but participating in the club brought new life and meaning to this age group for me.' This kind of feedback validates the project's purpose."



The SiiP project's 'Tech Issues' program assists residents with mobile phones, computers, printers and iPads and is the most successful program. Radhika Gurjar (left), student facilitator at Parkwood, is shown here with Parkwood resident, Erica Jantzen (right).

LTC Home Future Expansion at Fairview Seniors Community



With the support of the Ministry of Long-Term Care and Fairview's strong partnerships, Fairview is making significant progress toward expanding its LTC Home.

We extend our sincere appreciation to the key stakeholders who made this possible, including the Ministry of Long-Term Care, Fairview Parkwood Communities' Board of Directors, our Land and Building Committee, VanDel Construction, SRM Architects + Urban Designers, and the City of Cambridge. Their unwavering efforts and collaboration have been instrumental in bringing this expansion project to fruition.

A comprehensive final submission, consisting of detailed architectural drawings, operational plans and construction scheduling, was delivered to the Ministry LTC on March 31, 2023.

The expansion plans include refurbishing the original LTC Home, built in 1995, and constructing a new East and West Wing, along with a new third storey, to add 108 new beds. The transformed campus will feature an attractive and modern three-storey, 192-bed Home, enabling us to better meet the growing demand for long-term care in our community.

We are grateful for the collective dedication and support of all those involved in making this expansion possible. We eagerly anticipate the positive impact it will have on our residents, their families, our dedicated staff, and the surrounding community.



Architectural Renderings: SRM Architects Inc.

The Delphine and Lloyd Martin Apartments at Parkwood Seniors Community

**NOW RENTING
FOR MARCH 2024!**



We made tremendous progress on the new six-storey Delphine and Lloyd Martin Apartments at Parkwood.

Some of the exterior finishing has begun and soon, construction will focus on the inside, finishing the 90 suites, including 28 affordable housing units which will help to respond to the chronic shortage of affordable housing for older adults of modest and middle incomes in Waterloo Region.

With construction on schedule, we anticipate welcoming new residents in the Spring, 2024. This news has received a warm welcome as we share the vision with community members. We are gratified to have so many express an interest in living here. With that in mind, we have opened a Presentation Centre at Parkwood and our waitlist is growing!

The Presentation Centre offers floor plans, suite layouts, pricing, building finishes, and information about the many amenities on campus such as the dining room, patios, café, swimming pool and fitness centre, games and activities, spiritual care, and more. Those interested in securing a specific unit can select and place a deposit on their chosen suite. The deposit is the equivalent of one month's rent. To make an appointment, please email dlma@parkwoodmh.com or call **(519) 885-4810 ext. 252**.

Help us Build a Community for All

We wish to thank the delegate congregations and Parkwood residents who participated in the 2022 Christmas Campaign and donated toward the purchase of appliances for the 28 affordable housing units. Your generous donations raised

over \$19,000. We are grateful to have had support from donors who responded to the public campaign and have helped us to realize \$6.7 million toward our \$7.5 million goal.

We continue to focus on raising the final funds that will ensure we can sustainably offer 28 affordable housing units for the next 50 years. A gift of any size will make a difference.

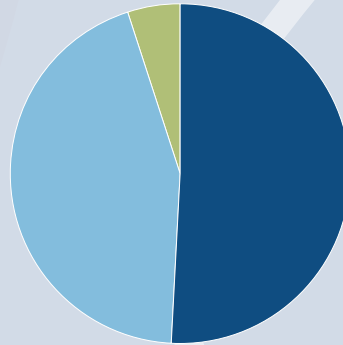
Named legacy opportunities are also available to honour you, your loved ones or a community organization. Contact us to learn more about pledging and naming a special area of the apartment building.

To learn more or donate, please visit our website, download our online brochure, email: capitalcampaign@parkwoodmh.com call us at **(519) 653-6683**. To track our progress, please visit: parkwoodmh.com/capital-campaign/gallery/

Financials

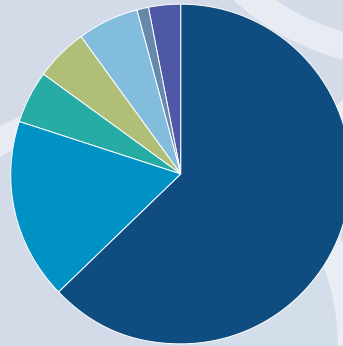
Revenue **\$16.4M**

| | |
|-------------------------|-----|
| ● Residents | 51% |
| ● Government | 44% |
| ● Other revenue sources | 5% |



Expenses **\$16M**

| | |
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| ● Salaries and wages | 63% |
| ● Maintenance & supplies | 17% |
| ● Utilities | 5% |
| ● Administration | 5% |
| ● Amortization | 6% |
| ● Mortgage interest | 1% |
| ● Property taxes | 3% |

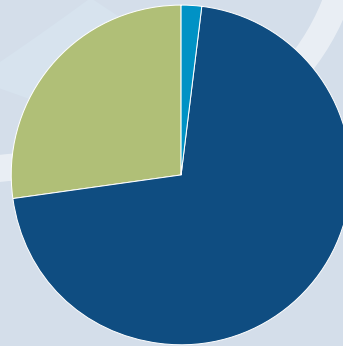


Donations **\$112,995**

| | |
|----------------|-----|
| ● In memory | 2% |
| ● Undesignated | 71% |

Special projects:

| | |
|-----------------|-----|
| ● Kindness Walk | 27% |
|-----------------|-----|



Financials

Fairview Mennonite Homes and Parkwood Mennonite Home Inc. are non-profit, values-based organizations. Our financial management strategy revolves around an annual budget aligned with a business model that ensures both stability and sustainability.

During the 2022-23 fiscal year, the pandemic had a significant impact which gradually diminished by the end of March 2023.

Fairview’s Long-Term Care Home achieved a major milestone by fully paying off a 30-year mortgage held by Manulife. In addition, the LTC Home received an infrastructure grant from the Federal and Provincial governments, enabling the replacement of major HVAC components. Significant refurbishments were also carried out in the independent living apartments. Our Home and Community Care Support Services experienced continued growth throughout the year.

Construction of the new Delphine and Lloyd Martin Apartments at Parkwood had a strong start with a loan from CMHC to finance its construction. The surplus generated by our solid financial performance has contributed to reserve funds allocated to this project. Residents of Parkwood Suites are benefiting from the expansion of our Home and Community Care Support Services at Parkwood.



Architectural rendering of Fairview’s LTC Expansion.



Delphine and Lloyd Martin Apartments at Parkwood.

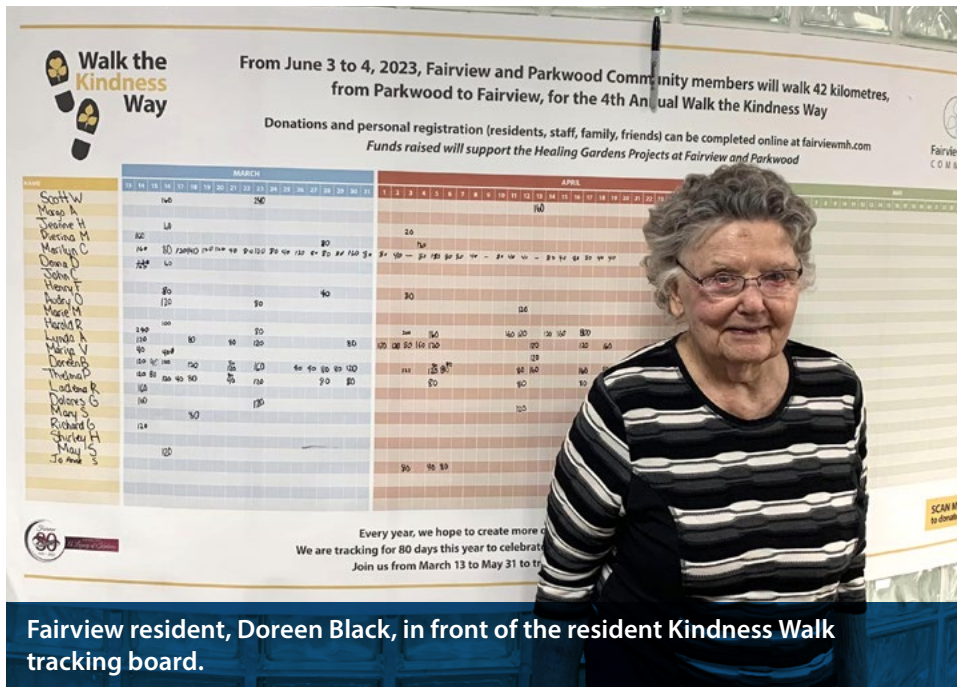
Philanthropy

In 2022-23, Parkwood launched the 'public phase' of its capital campaign, to raise the final \$1 million toward its \$7.5 million goal.

Major gifts toward the affordable housing portion of the Delphine and Lloyd Martin Apartments continued to elevate donations to near historic proportions. At the same time, Parkwood residents, members of our delegate congregations and community members responded to a Christmas appeal to help fund appliance packages for the affordable units.

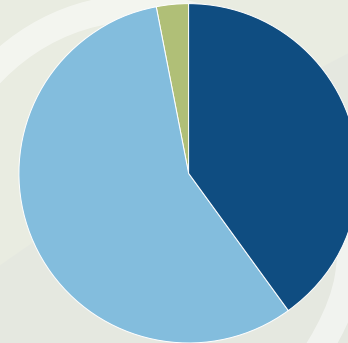
The third 'Walk the Kindness Way' event has reached a milestone, having raised \$142,000 toward the \$250,000 goal to create Healing Gardens at Fairview and Parkwood. We are more than halfway there! We thank the 100 participants who completed the Walk, including residents who tracked each step to reach the 42km mark.

We thank every donor and volunteer who contributed to projects that help Fairview and Parkwood to continue to relieve poverty for seniors, provide safe and enhanced housing options and build a welcoming community for all. We are deeply grateful.

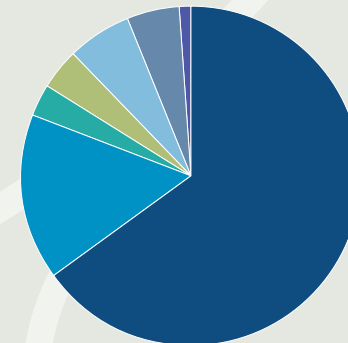


Fairview resident, Doreen Black, in front of the resident Kindness Walk tracking board.

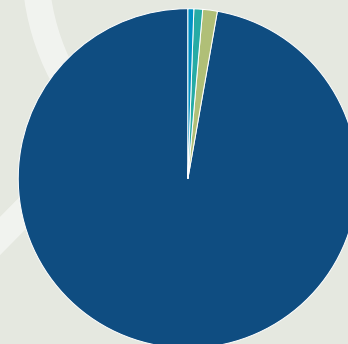
PARKWOOD *Financials*



| | |
|-------------------------|----------------|
| Revenue | \$14.5M |
| ● Residents | 40% |
| ● Government | 57% |
| ● Other revenue sources | 3% |



| | |
|--------------------------|----------------|
| Expenses | \$14.1M |
| ● Salaries and wages | 65% |
| ● Maintenance & supplies | 16% |
| ● Utilities | 3% |
| ● Administration | 4% |
| ● Amortization | 6% |
| ● Mortgage interest | 5% |
| ● Property taxes | 1% |



| | |
|--------------------------|------------------|
| Donations | \$781,766 |
| ● In memory | 75% |
| ● Undesignated | 75% |
| Special projects: | |
| ● Kindness Walk | 1.5% |
| ● Building Fund | 97% |

Board OF DIRECTORS

Thank you, Fairview Parkwood Communities' Board of Directors, for your wisdom and shining a steady light on the present, and illuminating the future. You have continued the legacy of kindness and helped to relieve poverty for seniors as we expand our campuses to build a community guided by your wisdom, vision and courage.



Fairview Parkwood Communities – 2022-2023 Board of Directors

Top row, l-r: Elaine Shantz, President and CEO; Marius Lamprecht; Jennifer Krotz, Secretary, and Brent Horst.

Middle row, l-r: Ruth Konrad, Treasurer; Ken Martin; Brent Martin, CFO, and Ed Nowak, Vice Chair.

Bottom row, l-r: Marion Good, Chair; John Shantz; Ken Frey, and Bob Shantz (non-voting).



Front cover photos:

A series of images capturing some of the history and warmth of Fairview's and Parkwood's legacy of kindness over the past 80 and 60 years, respectively, including black and white photos of Braeside Home, which officially opened on June 1, 1943, (top row, left) and Braeside employees (top row, right).



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