



2016 Annual Report Parkview Services for Seniors

Message from the Chair

Parkview Village Apartments, Suites and Cluster units along with Parkview Home Long Term Care continue to be highly sought after by seniors as their residence of choice.

Parkview Services for Seniors continues to enjoy the positive outcomes of our 50th anniversary celebrations. Thank you to all who were involved in recognizing and celebrating this significant milestone.

During the past year one of the Board's key tasks has been to review, develop and restructure our Board committees. This streamlined and more clearly defined structure strengthens our organization and will bring us into compliance for this coming fall with Accreditation Standards. The newly-formed Governance Committee is responsible for Governance Oversight, Bylaws, Board Recruitment and Orientation, and all Board related evaluations.

The resignation of our Executive Director/Home Administrator presented the Board with the opportunity to separate these previously combined roles into the clearly defined positions of a half-time Executive Directorship and a full-time Home Administrator. The Board anticipates this realignment will facilitate increased Parkview Services for Seniors' engagement with community stakeholders and organizations while providing time to develop a well-defined fundraising strategy. It will permit increased engagement with the already established Alliance Group of Homes and Markham-Stouffville Hospital Community Planning Committee to develop collaborative strategies to support aging and senior care in our regional Local Health Integration Network (LHIN).

The Board of Directors along with senior staff continues to monitor our progress, and work within the guidelines of our Strategic Plan. This process provides a valuable framework to implement strategies enabling Parkview to maintain our present level of care and service for our residents.

Thank you to the respective Resident Councils and Family Council of both the Village and the Home for their ongoing dedication and energy on behalf of our residents and their family members.

Thank you to the Board of Directors, our staff and senior management teams for their consistent dedication and commitment to excellence. Their efforts continue to make Parkview Village Apartments, Suites and Clusters and Parkview Home Long Term Care Home the residence of choice for seniors in the Stouffville Community.

Thank you to the Parkview membership, Parkview residents' families and the broader Parkview community in Whitchurch-Stouffville and Markham for your many comments of support, your continued financial contributions and prayers.

Dave Burkholder
Board Chair





Parkview Board of Directors

Front row left to right

Dave Burkholder (Chair), Faye Grove

Back row left to right

Pep Philpott (Vice-Chair), Bonnie Drudge, Mary Lymburner, Jim Hobbs, Dr. Don Petrie (Secretary), Larry Hogg (Treasurer)



Parkview Senior Management Team

Front row left to right

Kris Savage – *Director, Program & Support Services*
Solange Taylor – *Executive Director*
Tina Skodic – *Housing Administrator*

Back row left to right

Angela Bisschop – *Director of Care*
Dennis Van Zevenbergen – *Manager, Environmental Services*
Terry Collins – *Director, Nutritional Services & Property Resources*



Parkview Village Resident Council

Front row left to right

Laurie Hadden, Gerhard Schroeter, David Wise (Chair)

Back row left to right

Blanche Schmidt, Kathryn Morrison, Maureen Steckley, Gertrud Brugger, Pauline Hirsch, Rosalind Dockerty

Missing

Jill Conners



Parkview Home Resident Council

From left to right

Alice Green, Vera Moyer, Bertha Slaughter, Violet Scanlon, Sharon O'Beirn, Theresia Judar



Parkview Home Family Council

Chair: Dennis Ricketts, **Co-chair:** Christopher Williams
Secretary: Catherine Courtney, **Treasurer:** Dennis Ricketts

2015 Financial Statements

Parkview Services for Seniors Condensed Consolidated Statement of Financial Position As at December 31, 2015

ASSETS	Parkview Home	Parkview Village	Cluster Homes	Eliminations	Dec 2015 Consolidated
Current	\$ 1,102,050	\$ 110,230	\$ 136,550	\$ (28,190)	\$ 1,320,640
Restricted		978,263			978,263
Capital Assets and Long-Term Investments	15,064,581	2,919,933	6,121,582		24,106,096
	\$ 16,166,631	\$ 4,008,426	\$ 6,258,132	\$ (28,190)	\$ 26,404,999
LIABILITIES					
Current	\$ 1,230,585	\$ 2,463,754	\$ 90,810	\$ (28,190)	\$ 3,756,959
Long-term	12,298,200	–	5,252,896		17,551,096
Restricted Net Assets	79,238	897,470	0		976,708
Unrestricted Net Assets	2,558,608	647,202	914,426		4,120,236
	\$ 16,166,631	\$ 4,008,426	\$ 6,258,132	\$ (28,190)	\$ 26,404,999

Condensed Consolidated Statement of Earnings For the year ended December 31, 2015

ASSETS	Parkview Home	Parkview Village	Cluster Homes	Eliminations	Dec 2015 Consolidated
Resident fees	\$ 3,234,227	\$ 1,858,713	\$ 724,049		\$ 5,816,989
Government subsidies	6,332,062	28,094	–		6,360,156
Investment and other	144,992	46,700	283,029		474,721
	9,711,281	1,933,507	1,007,078	–	12,651,866
EXPENSES					
Nursing, personal care and programs	5,800,844	78,815	0		5,879,659
Facility services and administration	2,729,714	1,761,402	831,483		5,322,599
Mortgage and loan interest	588,691	64,786			653,477
	9,119,249	1,905,003	831,483	–	11,855,735
Net income (loss) before undernoted items	592,032	28,504	175,595	–	796,131
Amortization	(469,425)	(392,697)	(271,279)		(1,133,401)
Unrealized Gain (Loss) on derivative financial instruments	(198,000)				(198,000)
Bequest donation	25,000				25,000
Parkview endowment fund	(40,000)				(40,000)
NET INCOME (LOSS)	\$ (90,393)	\$ (364,193)	\$ (95,684)	\$ –	\$ (550,270)





Message from the Executive Director

Our team works diligently to keep pace with all the changes in the sector and yet maintain the well-established faith-based culture and quality of care our Residents deserve.

Parkview Services for Seniors continuously strives to improve the care and services we provide to serve our seniors. Residents are remaining in their home longer at the Village with community care services available. It is increasingly difficult for them to secure a long term care bed when care is required as the demand is higher than the system's capacity. We at Parkview advocate with the CCAC to place our Village residents at the Home so they can remain close to their friends and maintain community ties even though the regulatory changes to facilitate this are still outstanding. The Village and Life Lease residents continue to enjoy beautiful grounds, esthetically pleasing renovations indoors and, most importantly, a compassionate and dedicated team to serve them.

With the increase in dementia and the associated challenges, the team at Parkview Home focused this past year on improving dementia care by reducing the use of anti-psychotic medication by twenty-eight percent and implementing a pilot project on Rouge Valley secure unit to provide person centered care. The goal has been to have the right care team serving the right population in an enriched environment where the residents are engaged in

enjoyable leisure activities. To achieve this goal, we developed admission and discharge criteria for the unit and cross-trained staff to provide personal care, nutritional assistance and daily programming for residents. We are focusing on the whole person, their physical and emotional well-being, to minimize inactivity and boredom which can lead to agitation and responsive behaviors. We enhanced the environment by creating a garden setting indoors as well as a workshop and nursery settings to engage residents. We are already seeing positive changes with fewer falls occurring and more involved residents. Following a full evaluation, the intent is to implement this model across the Home.

Everyone at the Home and Village works as one team to keep our residents living safely, in a comfortable place, while enjoying a rich social life.

Solange Taylor
Executive Director



Parkview Services for Seniors

Mission:

Motivated by our Christian faith and Mennonite heritage, we:

- Serve Seniors
- Nurture Community
- Celebrate Aging

Vision:

Parkview Services for Seniors will be a friendly community where aging is celebrated and supported through nurturing relationships and stellar care.

Values:

- Service
- Improvement
- Integrity
- Accountability
- Holistic Approach