

Message from the Board Chair

Parkview Services for Seniors is proud to provide an attractive community for seniors to live in and receive the various levels of care and support they require. We as a Board of Directors are privileged to be directly involved in providing oversight, direction and support to the management, staff and the organization as a whole.

- The Board along with the Senior Management Team continues to work within our adopted Strategic Direction Plan to develop, build on and improve the level of care and services that Parkview is providing.
- Our restructuring of Parkview Home's long term indebtedness and repayment schedules last year has proved successful and has enabled our organization to meet the continuing budget challenges around rising costs related to energy, labour, facility maintenance and providing the ever increasing levels of care required by our residents.
- The many committees and sub committees of Parkview have been extremely busy this past year reviewing numerous aspects of our policies, procedures and direction for the future. Bylaws, Finance, Quality and Risk Management, Community Relations, Future Property Development, Strategic Planning and the Friends of Parkview Committees have brought recommendations and new ideas to the Board for discussion and approval.

- The Board is grateful for the amazing support of the Parkview community at the 2012 Annual Spring Fundraising Dinner event. Many thanks to the Board members, staff and Friends of Parkview committee who worked tirelessly to make this a success. Your hard work and dedication is noted and appreciated.

As Chair I am thankful for the capable and dedicated members of our Board and the valuable contributions and individual talents they bring and share around our Board table.

I want to commend the knowledgeable and devoted staff and senior management for their dedication and commitment to excellence. The Parkview Services for Seniors organization is so fortunate to have them serving our seniors.

Parkview Services for Seniors is proud to provide an attractive community for seniors to live in and receive the various levels of care and support they require.

Thank you to the Parkview membership, Parkview residents and the broader Parkview community of Whitchurch Stouffville and Markham for your many words of support and continued prayers.

The milestones which Parkview Services for Seniors celebrated last year continue to stand as evidence that the mission of providing a 'Christian non-profit community where seniors live and enjoy life to the fullest' is still alive and well at Parkview and we are thankful to God for all these many blessings.

Dave Burkholder



Parkview Board of Directors

From left to right

Larry Hogg – Treasurer, Paul Philpott – Vice Chair,
Louise Pogue, Fay Grove, Dave Burkholder – Board Chair,
Dr. Donald Petrie – Secretary

Absent: John Byer, Terry Eizenga



Parkview Senior Management Team

Front row front left to right

Kris Savage – Director, Program/Support Services
Tina Skodic – Housing Administrator
Fran Lind – Assistant Administrator Resident Care

Back row from left to right

Karen Mason – Director, Business Services
Maurice Lamontagne – Director, Property and
Environmental Services
Terry Collins – Director, Nutritional Services
Solange Taylor – Executive Director



Parkview Village Resident Council

Front row from left to right

Mae Ledlie, Shirley McKay, Muriel Rosenberger, Audrey Gibson,
Doris MacAloney

Back row from left to right

Brenda Mancey, Hans Hogers, Harold Jamieson, Rev. Harvey Sider

Absent: Clarence Fockler



Parkview Home Resident Council

From left to right

Jim Travis, Catherine French, Mable Patrick and Joyce Leclerc



2011 Financial Statements

Parkview Services for Seniors
Condensed Consolidated Statement of Financial Position
As at December 31, 2011

Assets	Dec 2011	Dec 2010
Current	\$ 1,834,219	\$ 1,790,625
Restricted	1,893,245	1,737,902
Capital	27,871,041	29,063,236
	\$ 31,598,505	\$ 32,591,763
Liabilities		
Current	\$ 1,993,632	\$ 1,821,664
Long-term	20,934,625	21,909,590
Restricted	1,893,245	1,737,902
Equity	6,777,003	7,122,607
	\$ 31,598,505	\$ 32,591,763

Parkview Services for Seniors
Condensed Consolidated Statement of Earnings
For the period ended December 31, 2011

Revenue	12 months ending Dec 2011	9 months ending Dec 2010
Resident Fees	\$ 5,490,625	\$ 4,025,206
Government Subsidies	5,921,998	4,659,667
Investment and Other	119,024	145,068
	\$ 11,531,647	\$ 8,829,941
Expenses		
Nursing, personal care and programs	\$ 5,428,757	\$ 3,785,813
Facility services and administration	4,500,528	3,363,687
Mortgage and loan Interest	839,145	698,591
	10,768,430	7,848,091
Net income (loss) before amortization and reserves	763,217	981,850
Amortization and replacement reserve	1,110,163	1,235,774
Net Income (loss)	\$ (346,946)	\$ (253,924)

Auditors: Tinkham and Associates LLP



Message from the Executive Director

It is with pleasure that I report on the activities of the past year. Caring for our elders is a privilege and the teams at Parkview Home and Parkview Village have worked diligently to keep pace with all the changes in the sector and yet maintain the culture and quality of care our Residents rely on.

The teams at the Home and Village continue to work collaboratively as One Parkview to plan and manage operational, financial, human resources, community and joint social activities.

Parkview's dedicated and compassionate employees work hard as a team to meet ever expanding demands and expectations. They completed a satisfaction survey this past year and we collaboratively developed an action plan in response to the feedback received. I am so proud of our team and its accomplishments.

Resident Councils at both sites have lent their voice providing feedback and suggestions to assist the Parkview management team in providing optimal care and services for its residents. The Council members worked hard to successfully organize fundraising activities such as their annual book sale, silent auction, Christmas Bazar, Christmas tree lighting and plant sale. Money raised has purchased

outdoor furniture for the Gathering Place, new computer equipment and CD players for Residents and helped create the entertainment Centre by the Village fireplace.

Volunteers offer a great support to Parkview Staff with the large number of hours they kindly donate. They assist with programs, meal time, visitation, gardening, crafts, the Parkview Choir, Bible study, volunteer driving and support services such as the tuck shop, ice cream café and parlor, hairdressing and mending.

Parkview Home was the second Long Term Care Home in Ontario to be inspected under the new Long Term Care Homes Act with very good outcomes. This past year we have enhanced many of our interdisciplinary care programs to benefit Residents including restorative care, pain management, palliative care, falls prevention, minimal restraint, wound and skin care.

Parkview Village is cohesively working with residents and their families to address the new admission criteria for long term care placement. The new regulation results in residents aging in place and remaining at home longer with assistive care services. These are provided at Parkview through our care partners CHATS and the D.A.Y. Alzheimer program. The team is spending much more time making referrals to exterior service providers to ensure the wellbeing of our residents and the safest environment we can provide them.

As busy as we all are, we never lose sight of our purpose. Everyone at Parkview is here out of caring and a strong desire to serve to the best of our abilities. We are grateful to be invited into the Residents' Homes.

Solange Taylor



Mission

A Christian non-profit community where Seniors live and enjoy life to the fullest.

Vision

To be the community of choice in York Region where growing older means a life of belonging, wellbeing, security and caring.

Values

Christian Perspective | Holistic Approach | Excellence



Parkview Services for Seniors

Parkview Home: 905 640 1911
Parkview Village: 905 640 1940

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Donations: 905 640 1911 ex123