

# Trinity Village

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Steadfast

ANNUAL REPORT  
2021



Trinity Village is a not-for-profit charitable organization owned by Lutheran Homes Kitchener – Waterloo, a ministry of the Eastern Synod of the Evangelical Lutheran Church in Canada. Comprised of the Care Centre, Terraces, Studios, and the Adult Day Program, Trinity Village is designed to offer progressive stages of living and specialized care.

## Our Mission

**To be a caring community that values and fosters the worth and lifestyle of all.**

## Our Vision

**Trinity Village will be a dynamic community leader, fostering a compassionate and engaging holistic lifestyle in an eco-friendly environment, through best practices, partnerships, research, and innovation.**

## Our Values

**We Value People.**  
We are a family of caring individuals, committed to serving our residents, their families, our staff, our volunteers, and our communities.

**We Value Excellence.**  
We embrace change to delight those we serve.

**We Value Integrity.**  
We practice honest and ethical leadership and management.

**We Value Partnerships.**  
Co-operation and collaboration are intrinsic to the way we grow and manage risk.

## Our Philosophy

**The Eden Alternative.**  
Trinity Village has adopted The Eden Alternative as the guiding philosophy of care. The Eden philosophy is based on 10 principles that, when followed, provide guidance on how we can support persons in living meaningful lives when they become too frail to live independently. It creates an environment that reduces feelings of loneliness, helplessness, and boredom.

### Trinity Village Holds CARF Accreditation in Five Areas

Trinity Village enjoys the distinction of being the first seniors' living organization in Canada awarded a Three-Year Term of Accreditation by CARF in five areas:

- 1 Person-Centred Long-Term Care Community
- 2 Dementia Care Specialty Program
- 3 Independent Senior Living
- 4 Assisted Living
- 5 Adult Day Services

This wide-ranging accreditation is a public statement that Trinity Village has made a specific commitment to put the needs of our residents and staff at the center of everything we do and opened its service delivery and business processes to outside scrutiny to ensure they are of the highest possible quality.



## A Message from our COO

There were ongoing challenges with the variant this year, so there was little reprieve from the continuing global pandemic. With continued changes to staffing and how we operate daily, we took on an internal operational review to ensure the routines, equipment, supplies, and reserve requirements are being met and keeping us steadfast in our caring for others.

Adult Day Programs were reinstated and adapted to meet pandemic restrictions with the re-introduction of porch visits that recalled memories from when socializing on front porches was common – we came to them!

Connectedness is essential to us. Maintaining our relationships with schools and shifting to virtual activities was one of the ways to adapt. This is a creative way to connect students with our elders through this virtual intergenerational link. We aim to learn from each other and participate in enjoyable activities.

Technology plays a vital role in uniting our community of residents, staff, loved ones, partners, and suppliers.

During challenging times, I am reminded of the verse, “The steadfast love of the Lord never ceases,” (Lamentations 3:22). We are so grateful for all the prayers and support that foster peace and hope in our community.



**Debby Riepert**  
Chief Operating Officer  
Lutheran Homes Kitchener - Waterloo

## Land Acknowledgment

We would like to acknowledge that we are on the traditional territory of the Haudenosaunee (ho-din-a-son-ni), Anishnabeg (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.



## A Message from our Board Chair

The second year of the pandemic has continued to reveal the steadfast caring nature of the Trinity Village community even when facing adversity. Governance in a global pandemic has required agility with shifts in strategy and operations to keep people safe.

Reflecting on my years serving on the board, I am genuinely grateful for all the people I have been fortunate enough to work with on this journey. All accomplishments come from the dedication of the talented volunteers and staff who served on the board and committees. On behalf of the board, I would like to thank the management team, staff, advisory councils, volunteers, donors, and other community partners for making Trinity Village a truly unique and meaningful community. Your service to elders in our community is an honourable decision, and I am genuinely grateful to all of you.

I especially look forward to the years ahead to see the new and increased impact of Trinity Village grow out of the many efforts of those who continue to strategically position the Organization’s role in the greater K-W area. I am confident that in the face of constant change around us, creativity and innovation in elder-centred care will continue to be a hallmark of Trinity Village!



**Glenn Smith** – Board Chair  
Lutheran Homes Kitchener – Waterloo

## The LHKW Board of Directors:



**David McKee**  
Vice-Chair



**Chris Pillitteri**  
Treasurer



**Peter Winkler**  
Secretary



**Rev. Douglas Reble**  
Bishop’s Rep.



**Brent Heard**



**Michelle Scott**



**Scott Murphy**



**Mike Gallant**



## My Story

*“I applied to work at Trinity Village because I had experience volunteering as a personal support volunteer with Waterloo Region Hospice. During the first 6 months I recall many meetings in the “house” to pass on information about changes, restrictions or what Waterloo Public Health was implementing during the pandemic.*

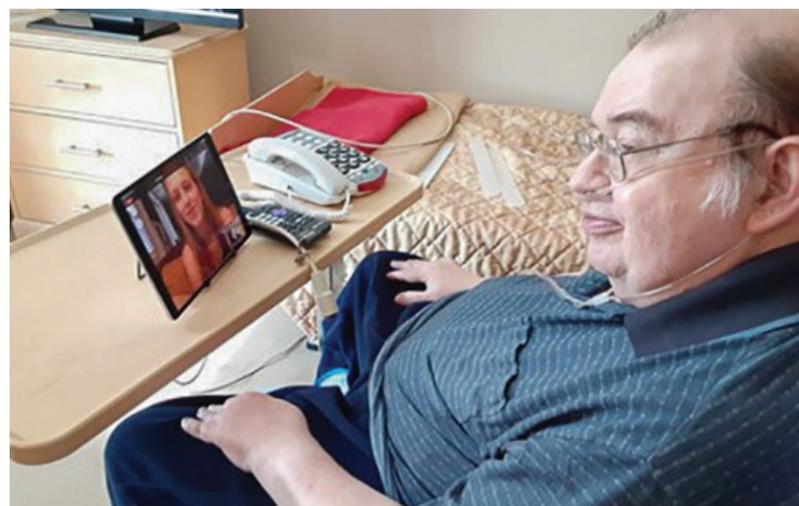
*A resident’s smile means so much to me if I can make a resident feel safe and comfortable and just sit for a few minutes to have a chat. I do my best to offer a helping hand.*

*During the restrictions, I got the opportunity to observe a family who supported a resident by standing at the window, cheering them on. They brought balloons, chalked on the parking lot, and talked to the resident on the phone while they were standing outside. This was a lesson for me, of what a difference it can make in a resident’s life when loved one’s visit, demonstrate respect and listen, but most of all, let the resident know they are not forgotten.”*

**Terri is a Personal Support Worker (PSW), 2020 Emergency Worker.**

## New Pilot Program

Trinity Village Care Centre was the only long-term care home selected to participate in this new pilot program through our past partnerships with Eastwood Collegiate in the Opening Minds through Art Program (OMA). Supporting Inclusion Through Intergenerational Partnerships (SIIP) and Taking Interest in People: Intergenerational Bridges Between Youth and Those Living with Dementia (TIP-Bridge) is a 6-8 week virtual one-on-one program specifically designed for high school and college students, faculty, and People Living With Dementia (PLWD) and care partners to come together to learn from each other and participate in enjoyable activities. This pilot is a creative way to encourage intergenerational engagement through a virtual environment.



## The Value of Volunteers

Volunteers play a vital role at Trinity Village. However, the pandemic has restricted opportunities. Therefore, we held a virtual volunteer appreciation event, “From Behind the Mask”, where volunteers, staff, and residents had the opportunity to submit a quilt block or mask for the community project.

We also participated in a community campaign, “The Value of One, the Power of Many,” featured in The Waterloo Region Record. It’s a celebration of those who have stepped up to help others and a recognition of those who have stepped back from volunteering to protect themselves and others.



## Platinum Reader’s Choice Award

We’re excited that Trinity Village won the Waterloo Region Record Platinum Reader’s Choice Award for Best Long Term Care Centre! We are grateful for our hard-working community; we couldn’t do this without each person.



**“The care and support Mom has received over her time at Trinity has allowed us to feel assured that she is very well looked after.”**

Family Member



# COVID-19

## Year 2

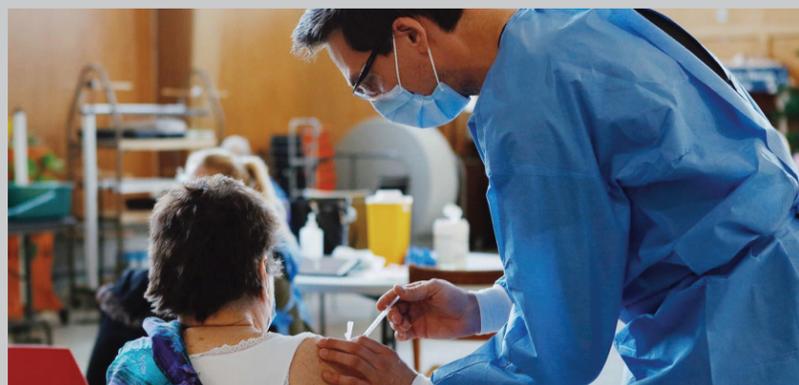
As the pandemic entered its second year, it brought some welcomed news and other challenges.

We are thankful for the vaccinations provided and worked to ensure their availability to our residents and staff. As time progressed, we found that the virus became less harmful, and with strict IPAC measures and daily testing, the spread was better confined. The staff remains cohorted to their specific home areas. This year we experienced various COVID-19 variants, and restrictions were constantly changing in response. Adaptability was vital.

Staffing was a challenge requiring hiring to mitigate openings due to Leave of Absences, COVID-19 symptoms, refusal to take the vaccine, and leaving for other opportunities. But there were no shortages or neglect, and we welcomed new hires to join our care team.

Our staff continued to work to find creative ways to bring joy to the residents. When weather permitted, we assisted and encouraged residents to experience the outdoors. Residents could also order special meals to enjoy. This year our Adult Day Program re-opened, and we were thrilled to welcome back seniors from the external community to join us and participate in various activities.

We are thankful for the Trinity Village community pulling together to care for and support one another.



We are thankful for the availability of the COVID-19 vaccine. This year our community had access to first and second vaccine doses.

### Impact to Operations and Residents

- **Virtual Shift** – Visits, Meetings
- **Communications** – emails, ZOOM meetings, Town Halls and care conferences, regular website updates, Fireside Chats, staff memos from monthly to daily
- **Volunteers limited** – significantly changing the environment
- **Staff** – cohorted to a work area, resident program room converted to the staff room, one place work rule, designated social distance seating locations, mask and eye protection at all times
- **Rapid Test** – everyone entering the buildings
- **Large group programming** – limited to outdoors
- **Expanded Human Resource** – working Staff scheduling challenges due to potential symptoms and awaiting test results

“I am happy with the staff,  
I love the food.”

Resident



We thank local Kitchener artist Eva Nali for the artwork featured on the front cover and this page. Her son attended St. Aloysius Catholic school, and as a school project, his whole classroom was invited to Trinity Village to spend time with seniors. It was an amazing experience, as he recalls now 15 years later.

To view more of Eva's work visit:  
[evanaliart.ca](http://evanaliart.ca)



## Screening for Safety

*To ensure the safety of everyone in the Trinity Village community, every person entering one of our facilities was required to take a rapid test. The screening clinic required a significant amount of organization, and we are thankful for our team of professionals who diligently completed each individual's test.*



## Celebrating those we Lost

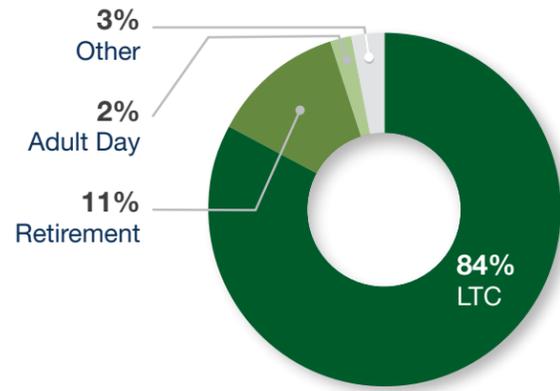
*We marked the one-year pandemic outbreak with a moving virtual memorial service this year. We pray that though we grieve for the 19 residents who passed due to COVID-19, we can also celebrate their lives and be encouraged in the truth that love bears all things, believes all things, hopes all things, endures all things. Love never ends.*



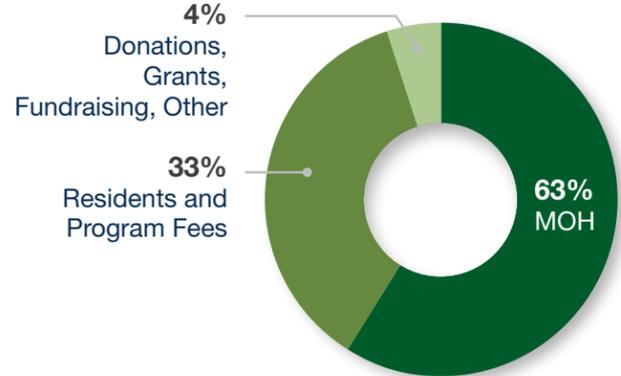
**1095**  
Infection  
Control Audits

**19**  
Gardeners

**REVENUES 2021**



**REVENUE SOURCES 2021**

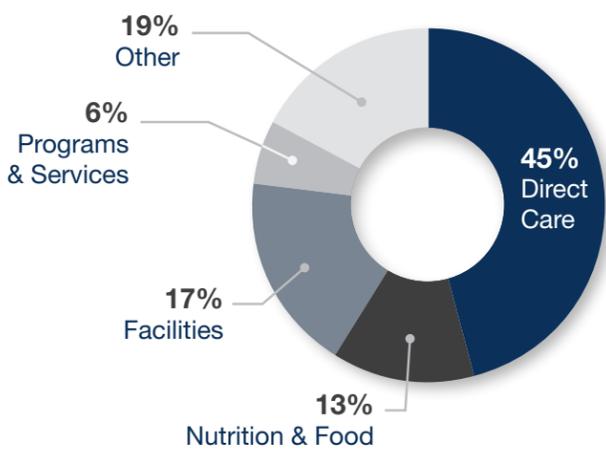


**85**  
Average Age

**4,465**  
Residents  
Cumulative since inception.



**TOTAL EXPENSES 2021**



Operating revenue in excess of:  
**\$16.5 million**  
Total assets in excess of:  
**\$34 million**

**Beekeeper**  
+ 4 Assistants



**284**  
Staff

**428**  
Adult Day Program  
Cumulative since inception.

**9945**  
total visits

**100%**  
Increase in  
Communications  
with staff, residents  
and loved ones

**Your Donations At Work**

**Trinity Village**  
We believe in building a community that provides meaningful and innovative services, programs, and experiences to our clients, residents, and staff - making Trinity Village a good place to live, and a good place to work.



Participants in the Adult Day Program create gorgeous Christmas centerpieces.

Pop-up Tim Hortons drive-thru's were a hit! Serving donuts, coffee, and smiles! The recreation department partnered with the local 519 Community Collective artists who created the "cardboard drive-thru's". Dressed as Tim Horton's Staff the recreational staff served Donuts and Coffee from Tim Hortons to the residents who walked and rolled through the drive-thru.



"I am thankful for the care that my sister receives. She seems to be content & happy. I have never doubted the excellent care at Trinity and would highly recommend Trinity to everyone. Thank you to all the staff! Well Done!!"

Family Member



Erik Westermann, a resident at Trinity, was nominated for Kitchener Senior of the Year, for his incredible volunteer work at Trinity Village gardens. Erik's kind and gentle presence nurtures the beauty of nature for residents and visitors.

So happy for porch visits!



Residents gather outside to enjoy food and entertainment safely. In addition, they enjoyed the fresh air and the opportunity to walk, sit and relax, nap, and even dance!

Themed meals are a creative way to bring together our community in a fun and tasty way. This year included several themes: Chinese New Year, Cinco de Mayo, Strawberry Social, English, and German.





## My Story

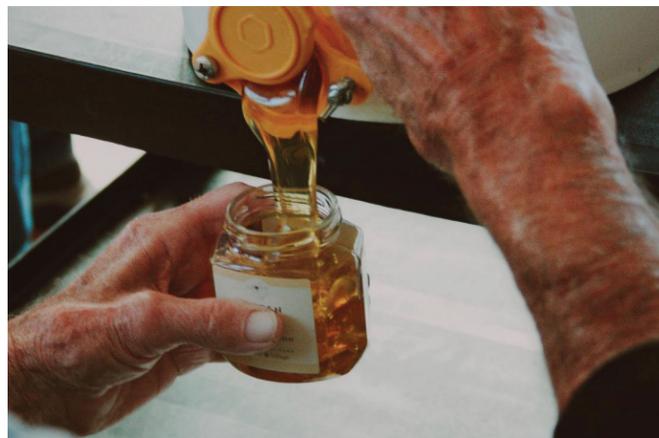
*“As a board member, I found the biggest challenge to be the COVID-19 restrictions. The board meetings were held virtually, and I missed the casual individual conversations before and after the formal meetings. I was pleased when restrictions were eased at Christmas and the board had the opportunity to meet in-person with the senior Trinity Village Management Team. Speaking to them and hearing the passion they have for their jobs and our residents, despite all the challenges, certainly brought a smile to my face.*

*I am so impressed with the determination and resilience of the Trinity Village staff in dealing with the challenges of a second year of COVID-19. I’m proud to volunteer with an organization that, first and foremost, cares about the well-being of its residents.”*

**Peter serves on the Board of Directors.**

## Trinity Village Bees

Our BEEDEN team and our Trinity Village bees worked hard to offer Honey again this year. In fact, we sold out of our entire supply! At Trinity Village, we learn we can do far more together than we can ever do on our own. Just like our bees.



## Berm Revitalization

Trinity Village partnered with our community to help sustain the horticultural area of the Kingsdale Neighborhood.

The Berm, the raised stretch of land at the front entrance of Trinity Village along Kingsway Drive, exists to provide the Terrace residents a beautiful noise and wind barrier to help support the natural environment, including the local animals and insects, and so much more. A special thank you to Ron and Richard for their persistence needed to complete this project.



## Berm Stats

- 3 separate grants – Totalling \$21,160
- 30 cubic yards of invasive shrubs and trees removed
- 15 cubic yards of compost applied
- 162 native and non-native trees and shrubs planted
- 1100 square yards of newspaper and cardboard laid down
- 50 cubic yards of mulch applied
- 1000 Tulip bulbs planted
- 500 + Volunteer hours



**“I really like being here.”**

Resident





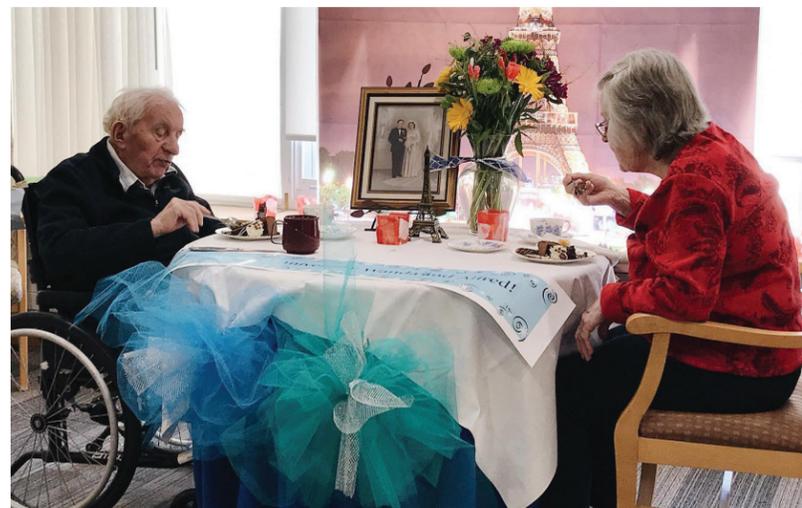
## My Story

*"I know it affected all our mental health, including the residents. When some of the restrictions began to lift, we could go into the common areas, and Trevor (Rec Staff in the Home Area) would have games or activities we could all do together. It was wonderful to see June's face light up." June adds, "It was nice to get out, get some tea and sit with friends."*

*Kathy was amazed at how the staff handled the pandemic with true professionalism. Kathy states, "Trinity Village made us feel safe with their diligent updates and communications of the multitude of changes from Public Health. Although it was incredibly hard on the staff, they pushed through it fabulously. I could see their care for each resident as if they were their own family member! I salute them!"*

*Kathy observes that long-term care has been an excellent place for her Aunt. June agrees, "I have friends here, community, and it's a beautiful and quiet space. I'm taken care of, and it's easy here, and easy is always better."*

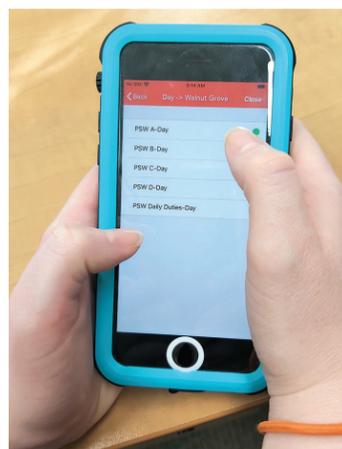
**June lives at Trinity Village Care Centre; Kathy is her niece.**



Alfred and Wanda celebrated their 70th wedding anniversary! They were married in Port Colborne, Ontario, and met through Wanda's cousin, yet they came to Canada on the same ship. Small world!



As a staff Christmas gift, we received a generous donation of over 1000 new books. They included books of assorted types, including biography, fiction, and children. These were a welcome distraction during a time when most people were indoors.



### DocIt Expands

The "DOCit" App is an innovative efficiency tool that improves resident care and staff well-being. We continue to expand the features and there are over 25 long term care homes in Ontario using DocIt to streamline tasks, assessments and processes at the bed side, freeing staff to focus more time on resident care.



### Give the Gift of Community

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

Ways in which you can support Trinity Village:

- **Cash/Cheque**
- **Gift-in-Kind**
- **Online through CanadaHelps**
- **Sponsorships**
- **Bequest**
- **Memorial Donations**
- **Life Insurance**
- **Appreciated Securities**
- **Charitable Trust**
- **Scan our QR Code →**

Your gift to Trinity Village is a gift of care to our seniors.



## My Story

*"There were times when it was hard at work this year, given the circumstances resulting from the pandemic. But remembering why I work at Trinity Village certainly helps me put aside my struggle and focus on the residents. I always thought long-term care was to be avoided but coming to work at Trinity Village, I've seen that it can be a great environment."*

*It is wonderful to see residents' family and friends come to visit or call when they couldn't visit. From what I've seen, management really cares about their staff, from free lunches and snacks to providing different resources for coping with the stress of the job. And they seem to be constantly trying to find new ways to make Trinity Village a great place to live."*

*Working in long-term care is an incredibly rewarding job. It's such a blessing to be able to serve people who need help."*

**Ainsley is a Personal Support Worker (PSW), 2020 Emergency Worker.**



## Partnerships

Thank-you to our partners and everyone who has helped make Trinity Village a positive place to be.

- Anishnabeg Outreach – Centre for Indigenous Healing
- Robert Hopkins Professional Corporation WSIB Consulting
- Human Resource Professional Association
- Public Services Health and Safety Association
- Community Support Services Network
- IPAC West Environmental Services
- Public Services Health and Safety Association
- Ontario Health Care Housekeepers Association
- St. Mary's Hospital
- Teepa Snow Network
- Opening Minds Art (OMA) Network
- Eden Alternative Network
- Waterloo Region Infection Prevention and Control (IPAC) Waterloo Region
- Therapeutic Recreationists Ontario
- TV Employee Council
- Home and Community Care Support Services Waterloo Wellington
- LTC & RH IPAC Community of Practice
- Wilfred Laurier Music Therapy, Social Work Program
- Dietitians of Canada
- Recreation Professionals Ontario
- Behavioural Support Ontario Waterloo Wellington Network
- Garden Club of Kitchener Waterloo
- Beekeepers Association of Ontario
- Vitalhub
- Conestoga College – Nursing and Recreation Program
- Eastwood Collegiate Institute & Forest Heights Collegiate Institute – Opening Minds through Art Program
- Health Quality Ontario
- Mitchell Animal Hospital
- Opening Minds through Art – University of Miami
- St. Louis Adult Learning and Continuing Education Centre
- St. Mary's Hospital – Geriatrician, Outbreak Partnership Agreement
- Trios College – Personal Support Worker Program
- University of Guelph – Nutrition Manager, and Dietitian Program
- KW4 LTC
- Adult Day Program Network
- Community Support Services Network
- SIIP TIP
- VitalAire
- CareRx Pharmacy
- Essity
- Complete Purchasing
- Ontario Nurses' Association
- Recreation Professionals of Ontario

## Memberships



## Trinity Village Teams

### LHKW Management

- Debby Riepert, Chief Operating Officer
- Richard Chabot, Finance Manager
- Beth Jones, Human Resources Manager
- Daniel Bowyer, Chaplain
- Sherri Martin-Carman, Chaplain
- Hedi Lee, Horticulture Manager
- Steve Kovacevic, EHS Facility Manager
- Douglas Grant, Public Communications Manager

### Care Centre Management

- Jasmina Sabani, Acting Director of Resident Care
- Maria Menounos, Program Manager
- Krista McParland, Nutrition Manager
- Dr. Casey, Medical Director
- Dr. Kolev, Physician

### Care Centre Resident Council

- John Koegler
- Irene Balderson
- Marie Banderob
- Patricia Brooks
- Arthur Cann
- Lucy Carayannis
- Roy Davidson
- Nora Deckert
- Jeannine Desjardins
- Doug Farwell
- William Fischer
- Maria Gartner
- Doreen Geil
- Rosemarie Gillis
- Mary Gingerich
- Elvera Goerz
- Julia Gomez
- Brian Haskins
- Catherine Herzog
- Barbara Johnson
- Clifford Johnston
- Elisabeth Kampferseck
- Rosina Lichty
- June Lock
- Daniel Logue
- Catherine Martin
- Williamina McArthur
- Samuel McCleak
- Margaret McCloud
- Patricia Millo
- William Mortlock
- Marilyn Murphy
- June Nolan
- Mary Novak
- John Paraschos
- Wanda Pekrul
- Ronald Plaskett
- Dorothy Provost
- Alma Pufall
- Lorraine Renouf
- Neil Rout
- Dennis Schaner
- Stanley Smith
- Frederick Stager
- Gwendolyn Thrower
- Catherine Tokarczyk
- Anny Vinandy
- Helen Weiler
- Janet Wilson

### Studios/Terraces Management

- Jessica Bates, Retirement Manager
- Abigail Flatt, Health and Wellness Manager
- Jennifer May, Retirement Program Manager
- Kofi Ansah-Dei, Nutrition Manager

### Adult Day Program

- Rebecca Lithgow, ADP Coordinator

### Care Centre Family Council

- Marcia Schmidt
- Riitta McCarthy
- Lise Grimberg
- Carolyn Snyder Milke
- Alison Bechthold
- Dan Hutter

### Studios Resident Council

- Carole Seifert
- Erik Westermann
- Edgar Reinhart
- Roy Seig
- Esther Harding
- Liz Clarke

### Employee Council

- Beth Jones
- Maria Menounos
- Trevor Fortune
- Bonnie Dugan
- Lora Ryan
- Shar Nikaein
- Emily Coulter
- Heather Harbaruk
- Cindy Snell
- Julie Maglicic-Jarnevic

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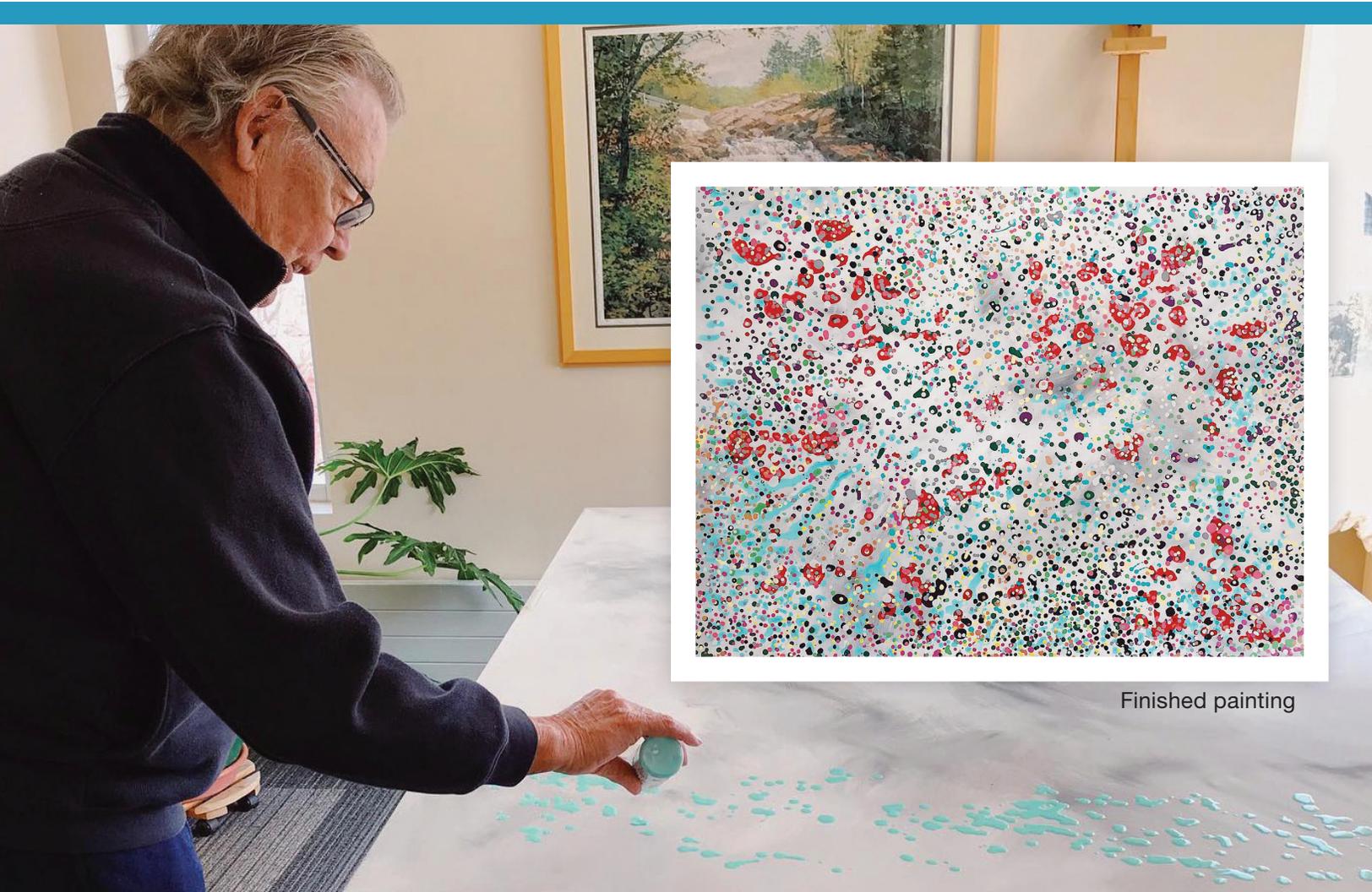
This logo presents a trefoil interlaced with a triangle surrounding a garden to symbolize the loving relationship between the Holy Trinity and the Creation. It celebrates the life-affirming relationship between those who give and those who receive the care offered by the Trinity Village community.

Trinity Village is owned and operated by Lutheran Homes Kitchener - Waterloo

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(519) 893-6320

[www.trinityvillage.com](http://www.trinityvillage.com)



Finished painting

During the pandemic, one of our residents, Ken got to work on a large canvas painting. Today it proudly hangs in one of the home areas in the Care Centre.