



**September 2022**

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# Annual

Care and Compassion in the Country.



## West Perth Villages' Vision, Mission, and Values

**Vision:** West Perth Village Seniors Community is a campus of care that will provide a diverse range of services, housing, and care.

**Mission:** WPV serves seniors by delivering an enriched continuum of quality care and services for those residing in the village and beyond, provided by empowered team members.

**Values:** WPV is guided by the following values:

- **Integrity** – We will be honest and fair in our relationships with others.
- **Teamwork** – We believe that working as a team creates an environment that allows us to reach our potential.
- **Customer Focus** – We will provide safe care and services to our residents that will exceed their expectations.
- **Excellence** – We believe aspiring to excellence leads to continuous quality improvement in our provision of care to residents.
- **Innovation** – We believe that the application of innovative solutions can contribute to higher standards of care and optimal use of resources in health care.
- **Safety** – We will endeavor to provide our residents with a safe and secure home.

**Annual Meeting of the  
CORPORATION OF RITZ LUTHERAN VILLA  
Monday, September 19, 2022 Lockhart's - 7:30 pm**

**AGENDA**

1. Welcome
2. Call to Order – Betty Duwyn - Chairperson, Board of Directors
4. Approval of Minutes of Previous Annual Meeting (Sept.20, 2021) – Shirley Verhoeve, Secretary
5. Report of the Board Chair – Betty Duwyn
6. Report of the Administrator – Jeff Renaud, Administrator
7. Introduction of Auditor – Donna-Lynn McLaughlin, Treasurer
8. Presentation of the Audited Financial Statements for the year ending March 31, 2022 – Auditor, Steven Van Den Hengel, Famme & Co.
9. Presentation of Nominating Committee Report – Lisa Upshall, Nominating Committee
10. Appointment of Auditor for Fiscal Year 2022 – 2023 – Donna-Lynn McLaughlin, Treasurer
11. Report on Redevelopment – Jim Scott, Redevelopment Committee Chair
13. Confirmation of Proceedings
14. Question Period
15. Adjournment

**Minutes of the Annual General Meeting  
of the Corporation of Ritz Lutheran Villa  
Monday, September 20th, 2021**

The Corporation of the Ritz Lutheran Villa held its Annual General Meeting (AGM) at the Lockhart Reception Centre on Monday September 20<sup>th</sup>, 2021.

At 7:30pm, David Murray, Chair of the Board of Directors of the Ritz Lutheran Villa, announced called the meeting to order, and welcomed everyone in attendance. Due to COVID-19 there are distancing measures in place.

**Approval to approve the agenda as printed  
M/S Donna-Lynn McLaughlin/Sally Stacey**

Chair David Murray asked Board Secretary Shirley Verhoeve to seek approval of the Minutes of the previous AGM held Wednesday September 21, 2020. The Board Secretary asked if there were any questions. She then called for a motion that the Minutes of the 2020 AGM be approved.

**M/S to approve the minutes of September 21, 2020 as circulated  
Paul Parlee/Betty Duwyn CARRIED**

David Murray, the Chair acknowledged the work and efforts made this year on the redevelopment project with the shovel going in the ground November 2020 during the pandemic. We are currently over half finished the building and have just started drawing on the construction loan thanks to the support of the community in the past as well as the present. Upcoming stages of the redevelopment will be forthcoming, work is not yet complete on this. David stated it is an honour to be part of the RLV board and we have overcome many challenges in the past, and we are on a great path forward for the seniors of the community.

Jeff Renaud thanked David and welcomed everyone in attendance. Jeff let us know this has been a challenging year, as it has been across the country. We have had a great team keeping our homes safe and covid free. Our physiotherapist due to a tragic accident was a big loss in the past year. There will be a naming of the physio room in the new building in his honour. Strategic plan for the next 3 years was developed with the board. Our senior leadership team has done a great job again this year. Just today, the board has decided to move forward with a mandatory vaccination policy. There were many actions that we at RLV took in advance of government mandates, shutting down our home, having supplies on hand, changing dining arrangements, etc.

The construction project during the pandemic has been a challenge, but our architect and the construction management company have played an important role to our project being on-time and on budget due to having contracts in place due to pandemic.

Donna-Lynn McLaughlin introduced Doug Lester from Famme & Co. the Accountant responsible for our account, to present the financial statements for the Ritz Lutheran Villa Corporation 2020-2021 year.

Doug Lester reviewed the Ritz Lutheran Villa Audited Financial Statements and highlighted the following points:

- overall, the financials are looking good, long term debt paid off, short term lending for the construction project
- 13.7 million income is up substantially - wage enhancements and covid supplies are reflected in this.
- notes regarding covid and the finances related to the pandemic
- investments change – used towards the redevelopment

Doug called for any questions, there were none.

Donna-Lynn thanked Doug Lester for the explanations. Donna-Lynn asked for a motion to approve the Audited Financial Statements April 1, 2020 - March 31, 2021.

**M/S Lisa Upshall/Sally Stacey CARRIED**

Betty Duwyn presented the Nominating Committee Report on behalf of the Nominating committee. Betty presented the list of names standing for all board members for 2021/2022, returning as well as new members.

Shirley Verhoeve as Board Secretary has cast the vote for the 2021/2022 RLV board.

Donna-Lynn asked for approval to appoint Famme & Company as Auditor for the Fiscal Year 2021-2022.

**M/S Jim Scott/Susie Wedow CARRIED**

Paul Parlee provided a Redevelopment Committee update on the West Perth Village. The project is at 50% completion, on time and on budget. Only have drawn 18% of Completed closed by October, Interior and finishing work to continue through fall and winter.

Occupancy late spring 2022 as scheduled. Staff, Board and community involvement has pushed this project along.

Board Chair David Murray moved on to the Motion of Confirmation of Proceedings.

He read the following: "Motion that all By-laws, resolutions, contracts, acts and proceedings of the Board of Directors of the Corporation enacted, passed, made, done or taken since the last Annual General Meeting of the members are hereby approved."

**M/S by Colleen Eickmeyer/Betty Duwyn CARRIED**

Betty acknowledged Paul Parlee and Al Young for their years of service on the RLV board and thanked them for their service. Betty spoke about all the work that Al has

done over the years with spearheading the redevelopment project. David thanked Paul Parlee for his years of service and his work spearheading the redevelopment project.

David asked for questions from the floor for Question Period. There were none.

David thanked everyone for attending the annual general meeting. With the ongoing pandemic it is shown in our numbers attending this meeting. David asked that current board members stick around after this meeting for a follow up meeting.

**M/S Shirley Verhoeve adjourned the meeting at 8:05pm. CARRIED**

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Chair

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Secretary

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Date

**BOARD CHAIR REPORT**  
**September 2021 / 2022**

**Warm wishes from the Board of Directors of West Perth Village Seniors' Community**

It has been quite a year for West Perth Village on many different levels.

Firstly, I would like to acknowledge the extraordinary efforts of our dedicated staff under the direction of Jeff Renaud. Covid has continued to present significant challenges for them and they are to be commended for the care they have provided for our residents during these trying times. The physical and mental toll that this has placed on staff, as well as residents and their families is duly noted. Your support is greatly appreciated.

It has been exciting to see our new 128 bed Long Term Care near completion. There have been setbacks, which have been successfully managed by both the staff and construction team. Although our move in date has been delayed, the project remains on budget! We look forward to having a first class long term care home that will provide quality care for our seniors in a country setting.

The Board is very grateful to the West Perth Council and community for their ongoing generous support of this project. Fundraising efforts are continuing in an effort to raise the remaining monies required. A huge thank you is extended to the Board and WPV staff for their hard work in this regard.

The Board is also committed to future planning for assisted living in our community. West Perth Village will ultimately provide a continuum of care with all levels of care for those in need. This is an ambitious project that will also require community support.

It is also the Board's wish to help address some of the challenges that are facing Long Term Care homes, particularly in the area of staffing. The current employment situation has been drastically affected by the pandemic and by current regulations. Collaboration with the Huron Perth Ontario Health Team has been established in hopes of solving some of these dilemmas.

It is a privilege to be serving on this Board with its dedicated members and the skill sets they bring. A big thank you goes out to them and all the volunteers and staff that provide service to West Perth Village.

**Sincerely**  
**Betty Duwyn, Board Chair**

## **Executive Report September 2021 / 2022**

Over the past year, our operations and leadership teams have been hard at work to keep our residents safe through three separate waves of Covid. We have been largely successful in this commitment to safety! During this period, the Government of Ontario introduced new changes to the Long Term Care Act and associated legislation. The new Act, now known as Fixing Long Term Care Act, 2021, was designed to ensure that all residents living in LTC homes are recognized as having diverse needs and are therefore served with individualized and proactive care plans that meet their specific needs.

The team here at Ritz Lutheran Villa, Mitchell Nursing Home, and our new home – West Perth Village have always endeavoured to meet this core principle of the new Act. I am very proud to say that our homes have been governed and operated in a way that reflects the interest of our communities, and one that promotes the effective and efficient delivery of high-quality care and services to residents. To that end, our management team and members of the board have been working hard to ensure that our mandates exceed the 'new' fundamental principles outlined under the act.

However, implementing new legislation will not address some of the fundamental realities that our homes are currently faced with. In the eight years that I have served as the Administrator, staffing has been a challenge. Over the past 12 months, the average number of available fulltime nursing and personal support worker positions has hovered around 16. This makes the task of maintaining a high level of person-centered care much more difficult when the entire health sector is struggling with the same recruitment and retention challenges.

Our redevelopment project, West Perth Village, is now past the 85% completion mark! The past summer proved to be challenging with a high number of trades going on strike and ongoing supply chain delays. However, preparations for our move-in date of late fall are well underway. Our residents and employees are excited to be moving into our new home – albeit with some degree of trepidation. We have begun saving boxes for moving day and slowly we are seeing the finishing touches, being applied to the living spaces. Letters will be sent out to all stakeholders over the coming month advising families of which neighborhood their loved one will be moving too!

Also related to our redevelopment plans, we have continued to see steady financial support from our community over the past year. Some of these donations came from our local business community members such as McCann Redi-Mix, the Opal Group, and the Zehr Insurance Group. More recently, we also held our first Annual WPV Golf Tournament at the Mitchell Golf Club and the team raised an outstanding \$\$\$\$\$!



Finally, I would like to extend a special thank you to our dedicated team of employees and leaders. Over the past year, time and time again, our staff answered the call of duty and picked up extra shifts or came in on short notice to cover positions until another member of the team could come in. Our organizations are not alone in the struggle to recruit but we are also at a disadvantage in that we are not able to close the doors and stop serving our residents when the going gets tough. A special commendation goes out to our DOC, Alissa Dearing and our ADOC, Becky Kester who have somehow managed to battle through the constant staff shortages we have faced. You are a credit to our homes! Well Done and thank you!

Respectfully Submitted,

Jeff Renaud, CHE,MA

Administrator,

Ritz Lutheran Villa / West Perth Village / Mitchell Nursing Home



**Mitchell & Area Community Outreach and Mobility Bus  
2021-2022 Report**

Mitchell and Area Community Outreach provides home support services under an agreement with the Ontario Health Wes. These programs and services achieved the following results:

**Performance Target Achievement Results – April 2021 - March 2022**

Functional Centre/Program	Annual Target	Year to Date Target Achievement	Explanation regarding year end variance
<b>Meals Delivery</b>			
# individuals served	75	76	
# meals delivered	3100	4531	Higher due to client need
<b>Transportation</b> (includes bus & volunteer)			
# individuals served	400	246	
# visits (trips)	4800	2897	Decrease due to covid; businesses/medical offices closed/scaled back -service on essential medical trip for a periods of time
<b>Social &amp; Congregate Dining</b>			
# individuals served	200	200	
# attendance days	2000	1633	Close to target due to the door to door dining programs
#clients Falls prevention/ex	200	116	
#attended Falls prevention/exercise	6000	3274	Resumed in class when able as well as Zoom which assisted in clients able to attend
<b>Visiting-Social &amp; Safety</b>			
# individuals served	45	50	
# visits	425	1036	-over for both clients and visits due to high demand for grocery delivery program
<b>Health Prom/Ed--Wellness</b>			
# individuals served	150	195	
#interactions/attend.days	1400	1097	Under due to programs slowly reopening. In addition to reopening, found alternative way to do some wellness programs (ie door to door) when not do in person.

2021-2022 was marked by another challenging year in terms of service provision due to the ebbs and flows of the pandemic with services being put hold periodically, reduced or being offered in a modified format, but we were also able to restart some in-person programs.

Many of outreach services were impacted with there being fewer clients and lower target achievements; whereas meal programs and grocery delivery (under visiting) exceeded expectations. Thanks to funding bodies such as United Way and OCSA, meal programs were able to be provided in a modified version as well as the funding supported the added expense associated with this.

Overall, Outreach served 544 different clients with the assistance of 74 volunteers providing 1821 hours of service. Volunteers assisted in all program areas, fundraising and committee participation. It is thanks to the extreme generosity of our volunteers and their time that ensured program success and delivery as the volume of volunteers shrank due to the pandemic and thankfully new volunteers joined the team and current volunteers gave even more of their time.

Other highlights of the year include:

\*Continued partnership with other CSS agencies in Huron-Perth in Data Sharing and Care Co-ordination Project. The group's focus changed throughout the year from the primary focus on how to operate/challenges during the pandemic to reopening services as well as OHT.

\*Despite the pandemic, there were successful fundraising ventures with an Outreach BBQ, MacMillan's (2 campaigns), Rheo Thompson Chocolates and Elmira Chicken (2 campaigns). Staff found ways to run these events with curbside pickups/contactless delivery.

\*A new name for the bus system was chosen after months of work, which is **"West Perth Transit"** of which marketing and a launch will take place in 2022-2023.

\*Successful funding applications awarded by Service Canada, OCSA, United Way (extension of previous funded projects)

\*A meals on wheels training video was produced to use when training new volunteers and providing a refresher to current volunteers. A general volunteer orientation video also saw its start of production in the latter half of the fiscal year.

\*Outreach staff attended webinars and online personal learning workshops

\*Despite a year of uncertainty, Outreach staff continued to be innovative in methods of trying new programs; modifying existing programs to operate in new ways or alter programs to be safe as moved to in-person programming; connecting with clients; supporting clients as they learned new technology to be able to participate in programs; as well as being resilient and positive during times of stress, re-starts, slowdowns & stops.

Thank you to the Board of Directors, the Leadership Team and staff for their continued support of our programs and services especially during a time of such uncertainty and constant change. Looking forward to what the future holds.

Respectfully submitted:

Vicky Wolfe Hinz,  
Manager of Outreach Services



## DIETARY REPORT 2021-2022

### **COVID Response:**

- Dining room meal service was suspended a few times. At that point, tray room service was provided to all residents using disposable materials to prevent risk for spread of the virus.

### **Raw Food**

Raw Food costs are increasing, and on and off we are having difficulty getting items. Food budget will increase from \$9.54 to approx. \$11.00 per resident per day  
Raw food name has also been changed to “Nutritional Support”

### **Staffing**

Seems consistent- we are able to replace some lines, while others we leave open for staff to pick up extra shifts; not going short often

### **Committees**

Director of Nutrition Services has attended CQI, Resident Food Committee, Falls & Restraints Management, Skin & Wound Management, Continence & Bowel Management, Infection Control, Palliative Care & Pain Management, and Professional Advisory Committee Meetings.  
Dietitian contributes to weekly RAP meetings and attends PAC meetings as scheduled.

### **Clinical Nutrition**

The Registered Dietitian completes all RAI MDS Assessments for Mitchell Nursing Home and Ritz Lutheran Villa for Admissions, Quarterly and Annual Reviews. She also complete all clinical documentation for Annual and Admission Care Conferences. The Nutrition Manager attends Care Conferences weekly.  
The Registered Dietitian completes monthly weight audits and makes changes to nutrition orders and care plan based on dietary referrals received.  
The Snack Cart Observation Quality Protocols, Dining Observation Protocols and Food Quality Protocols are being completed on an ongoing basis. Nutrition and Hydration Quality Protocols and annual Nutrition Services and Hydration Program Evaluations have been completed on a collaborative basis.

### **Menu Review**

Menu was approved by Registered Dietitian.

### **Education**

External education events have been cancelled due to the pandemic.  
Dietary staff have been working on education through SURGE learning.  
Seasons care provides monthly in-services- that are passed along to staff

**Public Health Inspections**

The Health Inspector had been in quarterly. All compliance issues have been resolved in a timely manner.

**MOLTC**

Dietary has been compliant; no violation, orders or written notices.

Respectfully Submitted,

Amanda Diehl, NM  
Director of Nutrition Services.



**PROGRAM SUPPORT**  
**April 2021-March 2022**

**Program Highlights of the Year**

We celebrated resident Jean Mitchell's **105<sup>th</sup>** Birthday in February



Last July we started welcoming our entertainment back for outside performances and were fortunate to get out on a few bus outings and scenic drives that the residents had missed so much.

Our Residents Council President at Mitchell Nursing continues to be Dick Thorne and the President at the Ritz Villa is Phares Himburg and both Resident committee's meet monthly. This is where Residents can bring up any concerns or suggestions they may have and receive updates from the Home.

Our Family Council did not meet in person this past year. There were two Family Information evenings held through zoom and regular Family Stakeholder Updates sent out.



Best Wishes to five long time employees who retired this past year.

Christmas is always a fun time of year at the Homes. Last year we celebrated the 12 Days of Christmas with residents receiving a gift each day. Secret Santa gifts were purchased by staff and Santa delivered the gifts to each resident. Staff and residents put on a talent show for all to enjoy.







Fun Activities



Vaccine Clinic



Dedicated Staff doing Tray Service throughout Covid

Trying to make special residents celebrating family birthdays through window



occasions the best we could for functions like weddings and visits and face time visits.



Everyone needs Tim Hortons



Respectfully Submitted

Leah McNain,

Campus Life Enrichment

Enjoying our bike during the nice weather



## Quality-Annual Report

**2021-2022**

I am pleased to announce that the Quality Department continues to work closely with all departments to ensure we are meeting ministry standards and providing excellent care for our residents. Since the pandemic, the homes have provided multiple infection prevention education to ensure the quality of care exceeds the Ministry's expectations. This education around infection control has been a main focus as we work through the pandemic.

My focus and goals have been the following, with new ideas multiplying:

- Staff education and training; creating new educational ideas to keep staff engaged in learning.
- Ensuring our quality protocols and evaluations are up to date and in compliance.
- Onboarding New Staff with excellent orientation to ensure their success within the homes.
- Monthly audits are performed in all departments to study areas where we thrive, determine where improvements can be made, and implement them quickly.

### A few highlights:

We have offered a variety of education to staff, including a four-week mindfulness and stress reduction training provided virtually to all members at their convenience as well as back health including safe lifting and transfers. There has been in-house training on GPA. We now have two staff members certified to provide this training. Additionally, we have provided a variety of Friday Fast Facts that are emailed out to staff each week. My goal for Friday fast facts is to provide important information in a simple way that still allow staff to learn and grow.

We have also completed a QIP for the year. The focus of this QIP is on wounds. Our goal and objective is reduce the number of stage 3 and 4 pressure wounds for residents living in our homes. We plans to do this with continued education for staff, resident and their families around skin care as well as reviewing our current practices regularly to ensure we are providing the best care.

I look forward to working with the senior management team to ensure our homes meet and sustain excellence in safety and quality of care year over year.

Respectfully Submitted,

Andrea Pepper, Quality Lead

## **AGM Sept 21-22**

### **Finance – Annual Report**

#### **2021-2022**

I am pleased to announce that we have had a successful and smooth March 2022 audit with Famme & Co. We continue to work professionally through online portals and virtual communications. We ensure everyone's safety while remaining aligned with accounting standards and practices.

The administration team has continued to deal with constantly changing mandates. While this has proven to be a challenge at times, we remain successful by ensuring that our occupancy rates remain to Ministry standards for stability in our allowances. Our funding envelopes have been modified numerous times to try to support the homes at the operations level. We have been doing all we can to direct any possible increases allowable to our direct care. Several educational grants and partnerships to recruit staff have been utilized at all potential opportunities.

Libro has continued to be an excellent partner for our functional needs and the funder of the construction project. While the organization understands that there will be a great deal of work once the amalgamation is complete streamlining our buildings will yield savings for years while providing the residents and staff with a newly renovated facility.

Ritz Manor and Thames River's March 2022 financials saw positive results while completing some yearly repairs to units in need. The two long-term care homes have operated in a favourable position with funds received from the Ministry of Health and limiting methods of use. While being impacted by increases in food, supplies, staffing, and equipment costs, the financials remain positive.

I want to thank the administration team for all their additional assistance this year. The Pandemic has been demanding for many, and dealing with difficult situations professionally has always been our way, which will continue. I am confident that the following year will have more optimistic outcomes, and we will continue to strive for excellence.

Respectfully submitted:

Laura Clark

Director of Finance

**REPORT OF THE NOMINATING COMMITTEE**  
SEPTEMBER 2022 ANNUAL GENERAL MEETING

**Board By-law # 12, Article # 16 states:**

The affairs of the Corporation shall be managed by a board of not less than eight (8) and not more than twelve (12) Directors who shall reside within the County of Perth or Huron and who shall be members of the Corporation.

Each Director may be elected for four (4) consecutive two (2) year terms (8 years in total)

At this meeting:

- **One (1) Board member must be nominated and voted upon for election of a FOURTH term**
- **Three (3) Board Members must be nominated and voted upon for election of a THIRD term**
- **Three (3) Board Members must be nominated and voted upon for election of a SECOND term**
- **Four (4) Board Members are returning to complete a two year term - no election required**
- **An additional one (1) position can be added to bring Board membership to a total of twelve (12)**

- A. Directors in process of completing fourth term (***NO ELECTION AT THIS MEETING***) – **Betty Duwyn, David Murray**
- B. Directors completing third term and eligible for fourth term – **Donna Lynn McLaughlin**
- C. Directors completing second term and eligible for third term – **Jim Scott, Shirley Verhoeve, Lisa Upshall**
- D. Directors completing first term and eligible for second term- **Colleen Eickmeier, Sally Stacey, Susie Wedow**
- E. Directors in process of completing first term (***NO ELECTION AT THIS MEETING***) – **Dianne Gaffney, Carolyn Harris**
- F. Directors eligible for a first term. – **Karen McLagan**

**Submitted by the Nominating Committee - September 2022**

**Nominating Committee Chair – Lisa Upshall**

**Committee Members – Betty Duwyn, Dianne Gaffney**

