

Pleasant Manor and Tabor Manor 2016 Annual Report

Strategic Plan Update

Relational Excellence and Cultural Preservation

- We define Relational Excellence to be demonstrated by behaviours that are Committed, Authentic, Respectful, Empathetic, Faithful, Unconditional and Loving - CAREFUL. Our interactions must be CAREFUL and full of care.
- We are preparing a training curriculum for staff that tells the story of our faith and heritage.



Pleasant Manor Redevelopment Announcement

Left to Right: Lord Mayor Patrick Darte, MPP Jim Bradley, MPP Wayne Gates, CEO Tim Siemens, MPP John Fraser

Specialization in Dementia and Palliative Care

- 80% of our staff have been trained in Montessori for Dementia as a way to provide meaningful activities and a dignified service to our most vulnerable residents.
- Tabor Manor is participating in a palliative care research study through Brock University and McMaster University - the new knowledge and insight gained from the study will benefit both homes.



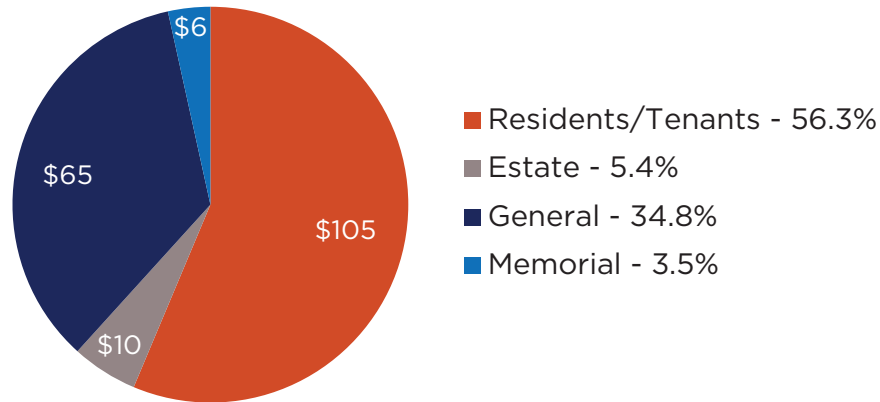
Innovative Growth and Partnerships

- In July, 2016, we received approval from the Ministry of Health and Long Term Care to redevelop our long-term care building at Pleasant Manor.
- In September, 2016, we launched the Pleasant Manor and Tabor Manor Foundation, to connect with our constituency and our community, and invite participation into the work and life of our homes.

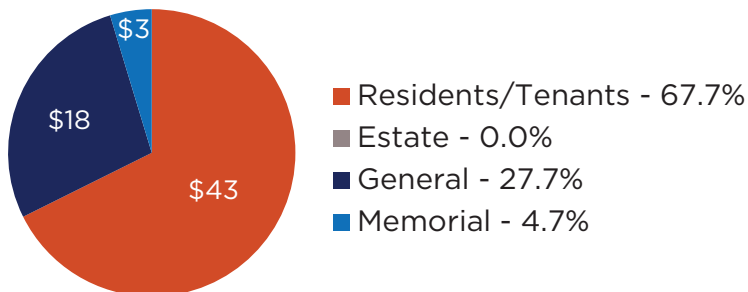


Donations Received in 2016

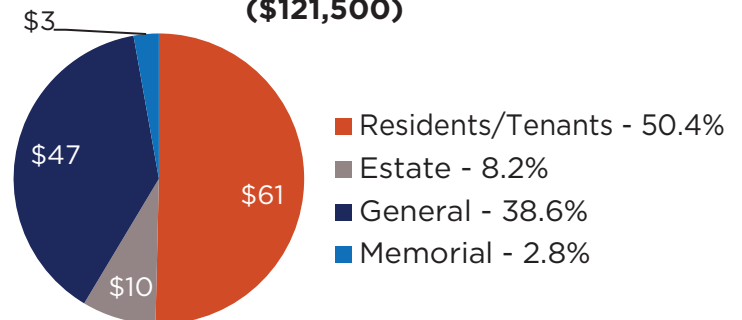
DONATIONS - Tabor Manor & Pleasant Manor 2016
(\$185,500)



DONATIONS - Pleasant Manor 2016
(\$64,000)



DONATIONS - Tabor Manor 2016
(\$121,500)



The Impact of Your Donations



Chaplaincy

- One-on-One visits
- Chapel and Worship Services
- Spiritual Counselling



Upgrades

- Automatic Door Openers
- Shower Chairs



Equipment & Projects

- Furnishings for Lounges
- Outdoor spaces



Programs & Events

- Heritage Day & Farm Day
- Christmas Banquets

Your Donation Dollars at Work

Chaplaincy

“Our Chaplain is certainly well versed in the Bible, and presents the message in such a pleasant way that still causes us to think a bit deeper. The spiritual life program is so necessary – whether sitting down for one-on-one visits or just meeting in the halls, the Chaplain adds an important element to life in our home.”

- D. Hunter



Equipment and Projects

Thanks to donations from our residents and tenants, we have been able to purchase items that enhance the lives of the people who live in our homes, including automatic door openers and new bathing equipment.



Upgrades

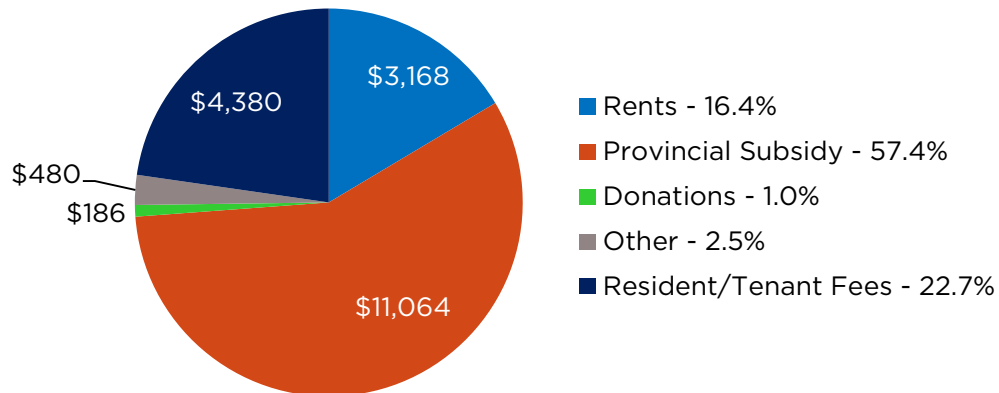
New furnishings in our lobbies and lounges, purchased with the help of donations, provide an inviting atmosphere for socializing.

New Donation Model

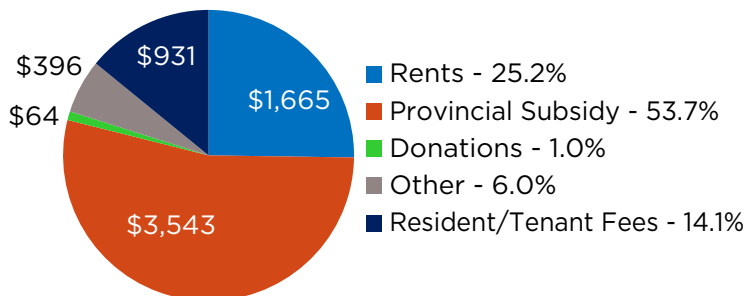
A new model for our residential community to donate to the work of the Pleasant Manor and Tabor Manor Foundation was introduced in November. Flexibility is provided for choosing to give a monthly donation or one-time gift for those electing to participate. Many residents and tenants have responded positively to this new model and are actively supporting our homes through a regular donation. These financial gifts support the Spiritual Enrichment programs in our homes, as well as special projects and programs that enhance the lives of those who live here.

Budget Overview

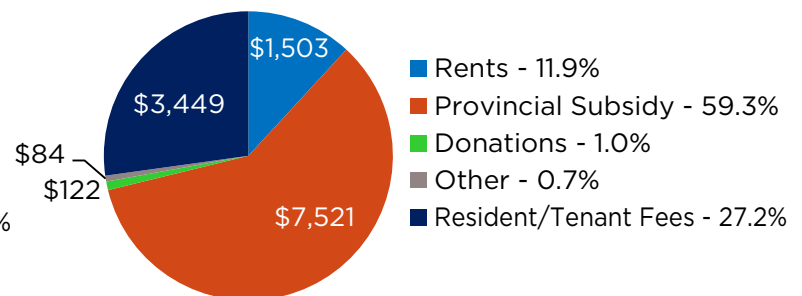
FUNDING SOURCES - Tabor Manor & Pleasant Manor 2016
(\$19,276,900)



FUNDING SOURCES - Pleasant Manor 2016
(\$6,598,100)



FUNDING SOURCES - Tabor Manor 2016
(\$12,678,800)



How is the money put to use?

Wages and Benefits: In line with other homes in Niagara and our sector, the largest part of the budget, almost 85%, is used to pay the wages and benefits of our 322 employees – the lifeblood of our homes. We are proud to pay competitive wages in line with other homes in Niagara.

Food: In our long term care homes, part of the funding from the government is earmarked for food purchases. Our residents enjoy tasty and healthy meals and snacks, all accomplished with \$8.50 per resident per day.

Facilities: We have many buildings and they are big. They include a complicated network of wiring and plumbing, a myriad of furnaces and hot water heaters, miles of roofing, gas and hydro, and the list goes on. From cleaning supplies and equipment to copiers and computers in our offices, our homes need to be equipped in order to run efficiently and serve our residents and tenants well.

Programs: Life at Pleasant Manor and Tabor Manor is about more than just a place to sleep and eat. The budget includes provision for Therapeutic Recreation programs and activities, seasonal décor, trees, plants and flowers for the gardens, to name just a few.

Through every area of our spending, we are diligent to be faithful stewards of the funding that has been entrusted to us.