

ANNUAL REPORT 2020















Chair, Board of Directors

WHAT MATTERS



Maria Elias, Chief Executive Officer

In times of crisis, we need to move quickly to protect and secure "what matters most" to us. The COVID-19 pandemic which was declared by the World Health Organization in March, 2020 resulted in an international focus to ensure the health and safety of people in every nation.

Belmont House was established in 1852 in Toronto, and has been through many historical moments throughout its 168 years. In our archives, we hold many stories, including those of World War I, the Spanish Flu pandemic of 1918, the Depression of the 1920's, World War II, and the SARS Pandemic. Through all these crises, Belmont House has remained resilient and committed to the people we serve.

The COVID-19 pandemic, has challenged us in many ways, but the health and safety of everyone who lives and works at Belmont House has remained paramount. We have been blessed through these challenging times, by the quick and effective response of our dedicated staff, volunteers, physicians, and board members that ensured everyone's safety.

In this annual report we document our journey in 2020 and the challenges it brought. We also reflect on the many ways that we were able to continue to provide the highest level of care and ensure a quality of life to everyone living at Belmont House.

One of the successes in 2020 was the development of vaccines against the COVID-19 virus. By mid December, Belmont House employees began receiving their first dose of the Pfizer BioNtech Vaccine. On December 31, 2020 our retirement home tenants were chosen to be the first in Toronto to receive first doses of the Moderna Vaccine – right here at Belmont House. In the first week of January, 2021, our Long-term Care Residents received their first dose of the vaccine, and soon our essential caregivers, including family members followed. The vaccination rollout at

Belmont House was successful, and we continue to be proud that none of our long-term care residents or retirement tenants have contracted COVID - 19. Belmont House is considered a leader in long-term care and retirement living and was asked twice to present to the Long-term Care Commission which was conducting a review of the causes which resulted in the many deaths of seniors in long-term care homes in Ontario.

In spite of the all-consuming pandemic, we were committed to continuing with many planned projects. We began preliminary work on the implementation of a new model of care, The Butterfly Model of Care, which provides an emotioncentred approach to providing care and services to long-term care residents. Full implementation is scheduled for 2021. We also embarked on a review of our current technology with plans to make improvements in 2021. Our annual satisfaction surveys reveal that our long-term care residents, retirement tenants, and their families feel extremely positive about the care and services received. We continue to work with staff, residents, tenants, and families to ensure a diverse and rich recreational program to maintain a quality of life.

Through the financial support of the provincial government and donations from our community, we were able to ensure that we had a good supply of personal protective equipment and adequate nursing staff. Our financial position for 2020 was sound, generating a small surplus which will help with future programs and building enhancements. Belmont's operating budget was \$19 million, with just over \$1 million going towards ensuring a safe home during this pandemic. In addition to added expenses for COVID-19, we spent \$1.5 million more than what we received from the MOLTC, longterm care residents, and retirement tenants to provide for the care Belmont seniors require. This difference was covered through additional funding sources such as bequests, and grants from the Belmont House Foundation. We would like to thank Mary Kardos Burton, who retired from the Belmont House Board of Directors in 2020, for her significant contribution. We are pleased to welcome to the Board of Directors Christopher Morgan, Wynne de Jong, Michael Heffer, Diane McArthur, Kathryn Ramsay, and Valerie Pringle.

We would also like to thank the Belmont House Foundation and our generous donors who ensured that we always had the necessary equipment, supplies, and staff to support our pandemic efforts.

At the time of writing this report, the pandemic has continued into 2021, and we are now going through Wave 3 with an increase in COVID-19 positive cases in Ontario. The Greater Toronto Area has been significantly affected by a surge of people testing positive for the COVID-19 virus, and intensive care beds in hospitals are at maximum capacity. The provincial government continues to deal with this pandemic through various measures which include the closing of businesses, and schools. The provincial government has recognized the need for additional financial resources for the long-term care sector and has continued to provide dedicated funding for COVID-19 precautions.

At Belmont House, our goal is to provide quality care in a safe home, while supporting every individual's independence, safety, dignity, and privacy. Our numerous partnerships, dedicated staff, physicians, volunteers, Board of Directors, and Foundation, together with our commitment to continuously improve, help us meet the needs of our residents and tenants, as we prepare for the future.

Elaine Roberts Chair, Board of Directors Maria Elias Chief Executive Officer



Photos (left to right): Marina Sakuta, Zita Gallant, Marianne Javier, Arnold Wellman, Megan Marchitto, Tim Reid and Azaz Hossain

Note: For more details on our accomplishments in 2020, plans for 2021, and the Strategic Plan 2019-2024, please read our 2021 Operating Plan and our Strategic Plan that are available at Belmont House and on our website: www.belmonthouse.com

As I write this, we are in the midst of Ontario's third wave of the COVID-19 pandemic.

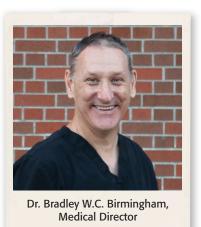
Prior to 2020, few laypeople were aware of what the term "pandemic" meant, let alone terms such as Personal Protective Equipment, N95 respirators, NP swabs and Rapid Antigen tests. "Flattening the curve" and "Variants of Concern" were meaningless phrases to most. Now, unfortunately, we are all too familiar with the lexicon of a pandemic.

We are also well aware that, though this pandemic has affected all of us greatly, no group has suffered more than those living in Long Term Care. Prior reports and requests highlighting the need for improved support for LTC may have been ignored, but the pandemic has made it abundantly clear that this cannot be allowed to continue.

Belmont House's strengths were apparent in 2020. We have a very strong Infection Prevention and Control program, and were able to independently implement and maintain significant measures to reduce the risk of virus transmission. Through tremendous effort, and good fortune, our LTC residents and retirement tenants remained safe from COVID-19, despite the high rates of community transmission around us. Our success to this point is the result of many factors, but a major one has been the cultivation over many years of our Belmont House team culture, which features respect for, and pride in, our incredible staff.

Of course, being spared from COVID-19 does not spare one from their ongoing and unrelated health issues. In 2020, 40 of our LTC residents died, as did 9 retirement tenants. This is quite comparable to recent years prior to the pandemic. Newly welcomed LTC residents ranged in age from 70 to 103 years, averaging 88. New retirement tenants' ages ranged from 73 to 100, averaging 89 years.

After the most challenging year imaginable, we presently find ourselves in a better position. The benefit of vaccination for our population has been nothing short of spectacular. We have not let down our guard, but we look forward to a return to increasingly normal life here. We are also able to take a moment and reflect on what truly matters most.



For our residents and tenants, their home must be a place they feel safe, secure. A place where they are safely able to enjoy activities, outings, and visits from family and friends. The elements that make Belmont House a true home were severely threatened in 2020. In order to minimize the likelihood of the SARS-CoV-2 virus entering, severe restrictions were put in place. Rising to meet the challenge, our staff maximized safe activities, family interactions, and quality of life for those who live here. We also very actively supported the return of our essential caregivers, whose number far exceeds that of most LTC and retirement homes. One of our highlights was providing vaccination clinics for our essential caregivers, on-site at Belmont House.

We have not forgotten what matters most at Belmont House. And our society has no acceptable option other than to ensure that the LTC sector has the proper standards, the support, and the resources that are needed to provide homes for their residents.

In closing, I would once again like to thank everyone who helps in making Belmont House a true home for our residents and tenants.

Respectfully, Bradley Birmingham M.D. Medical Director

Medical Staff

Dr. Bradley Birmingham Dr. Silvy Mathew Dr. Sara Wainberg Dr. Jane Podnieks

Belmont House Board of Directors and Management Team

Belmont House Board of Directors -





Joanne Beaton



Wynne de Jong









Michael Heffer









Diane McArthur





Kathryn Ramsay



Donald Stewart



Christopher Morgan

Maria Elias, CEO



Tom Ouchterlony

Dr. Bradley Birmingham





Elleni Bouronikos







Maria Ernesto



Trudie Phillips





Carina Strantzas



Julie Symons



Socrates Theophylactou



Gail Walker

















Hannah Bontogon

Valerie Pringle

The Toronto Aged Men's & Women's Homes (Belmont House)

Statement of Revenue and Expenditures for the year ended December 31, 2020 (\$000's)

	2020	2019
REVENUES		
Resident Fees	9,175	9,133
Provincial Government Subsidies	8,324	7,001
Amortization of Deferred Contributions	749	720
Interest and Sundry	437	283
Total Revenues	18,685	17,137
EXPENDITURES		
Residents' Medical and Nursing Services	8,200	7,158
Residents' Support Services	7,119	7,063
General and Administration	2,135	1,899
Amortization of Capital Assets	1,598	1,555
Total Expenditures	19,052	17,675
Excess of Expenditures over Revenues	(367)	(538)
OPERATING GRANTS AND BEQUESTS	240	227
Belmont House Foundation	248	223
Bequests and Legacies	681	668
Total	929	891
Excess of Revenue over Expenditures from Operations	562	353

Note: PricewaterhouseCoopers LLP are the auditors of Belmont House.

Through the many challenges of 2020, Belmont House Foundation has been proud to remain committed to helping provide the absolute best possible life for Residents and Tenants.

In a year that caught us all by surprise, our incredible family of donors truly lifted us up. Gifts began pouring in to help keep everyone who lives and works at Belmont House safe. We received hundreds of both medical and hand sewn face masks. Local businesses gifted face shields, hand sanitizer, and meals for staff. When Personal Protective Equipment (PPE) was difficult to find, our community kept us going.

The financial support our community provided was so pivotal to our success in fighting this virus. With monetary gifts arriving just days after the pandemic was declared, Belmont House was able to purchase enough PPE to keep all our loved ones safe and the Foundation granted additional funds to aid in the continuing effort against COVID-19. Ending the 2020 fiscal year with over \$900,000 raised, we can celebrate one of our most successful fundraising years in the 28 years of The Belmont House Foundation's history.

We were also thrilled to install a new digital donor wall at Belmont House this year, allowing for quick and impactful recognition of donor generosity.

I want to offer my deep and sincere gratitude to everyone who has partnered with us through the past year. Your generosity has made so much possible and has truly meant the world to us. Your donations allowed staff to continue

with higher levels of education, made outdoor visits a safe and happy space for families, and provided the means for essential equipment and captial upgrades that did not stop for the pandemic including an upgrade of the building's heating and cooling system, new dishware for mealtimes and several brand new



Chair, Belmont House Foundation

therapeutic surface mattress. You are the heroes of 2020.

As my time as Chair of the Belmont House Board of Directors ends in June of 2021, I want to say that I have been so blessed to be a part of this community, both as a Board member and as a daughter of a Resident. I have had the great privilege of seeing the work of Belmont House from multiple sides and feel so lucky to be a part of it. I look forward to continuing to serve on the Foundation Board of Directors and remaining an active member of our community.

I have also been asked to pass on a big thank you to everyone who sent words of encouragement to the staff at Belmont House. Knowing the large group of people that stood behind in support, kept everyone going. Your support means more than we can express.

With gratitude, Ann Katrusiak Chair, Belmont House Foundation



Ann Katrusiak, Chair



William Lambert



Michael Chan



Winn Oughtred









Elaine Roberts, Ex-Officio



Peter Salloum

Belmont House Foundation Board of Directors

2020: A Year We Will Never Forget



The first case of COVID-19 discovered in Ontario

MAR Global Pandemic declared by 11 World Health Organization

> Deanna Codner, Brittney Hadada, Hema Kirpal and Megan Marchitto keeping spirits high while getting used to their PPE.





Tenants Ellen Edmonds and Anne Gircys take up some gardening chores while our gardener, Johannah wasn't able to come.

Chaplain Joe Abbey-Colborne and Resident Matilde Barsby danced the day away at our annual Summerfest!





"While the Provincial Government's directive required us to stop all visitors, we were determined to maintain the highest quality of recreation programming possible and everyone found new ways to have fun as lockdowns lasted longer than anticipated."

Donna Locke, Director of Care

Our amazing Dietary team has continued preparing and serving meals with joy!

APR 23

First Belmont House Staff member tested positive: Outbreak declared

All Residents and Tenants were required to complete a 14 day isolation.

"It was all hands on deck. Recreation staff were providing activities to everyone, our dietary team prepared all meals individually on trays and our admin staff assisted with delivering meals and doing twice daily COVID-19 screening. That two weeks really made the virus *real* for us." *Maria Elias, CEO*



"It was all hands on deck...that two weeks really mafe the virus real for us."

2020: A Year We Will Never Forget





Outbreak was declared over

The outbreak was declared over and everyone rushed out of their apartments and rooms to get some fresh air.

Tenants Helen Best and Catherine Brackley enjoy the sunshine after a 14 day isolation.



Staff COVID-19 testing began

Our staff began to undergo COVID-19 testing twice monthly which eventually became weekly for the remainder of the year.

Harriet Solimen, Tadjin Kassam and Hema Kirpal are all part of our amazing COVID-19 testing team.







Outdoor visits began!

We were thrilled to begin welcoming our extended Belmont family back for safe, outdoor visits both at long tables and then with plexiglass barriers and microphones. Keeping families close is always one of our highest priorities and this was a huge step for us!

Tenant Phyllis Pringle spends some time with her family (and meets her newest great granddaughter) safely at an outdoor visit.

I am a CAREGIVER

"I am so thrilled to be able to spend time with my mum again!" Jill Vanderkooy



Essential Caregiver Program announced

After a relatively calm summer, the Government of Ontario announced the beginning of the Essential Caregiver Program and we were able to welcome family members back into our home to help provide care and community for Residents and Tenants. With generous donors providing the funds for us to offer inhouse COVID-19 testing, our house truly felt like a *home* again.

2020: A Year We Will Never Forget





Health Canada approved the Pfizer BioNtech COVID-19 vaccine

Belmont House staff were thrilled to participate in a University Health Network vaccine pilot project and began receiving their first doses on December 15.



Celebrating vaccines!

Belmont House was honoured to be chosen as the first Retirement Home in the Province to receive the Moderna vaccine and Tenants received their first dose on New Year Eve!



Tenant Ruth Clarke proudly shows off her COVID-19 vaccine button.



Resident Edith MacKay was excited to get vaccinated against COVID-19.



One big step closer

After a successful pilot project, we were able to vaccinate Long-Term Care Residents and Essential Caregivers, bringing us a big step closer to winning the war against COVID-19! "It was a moving scene, and after months of vaccinating I will still remember it as one of the best organized and joyous of all the vaccine clinics."

Dr. Brian Hodges Chief Medical Director, University Health Network says of the December 31st vaccine clinic.

Belmont House Councils

Our councils provide a forum for Residents, Tenants and Family members to offer positive and constructive feedback about their experiences of living at and visiting Belmont House. Council members provide vital connections and input regarding Belmont House and our programming.

Resident Council





Judy Barber

Joyce Fearnside

Caterina Gallippi



Edith MacKay



Dagny Mijovic



Marion Pope





Andrea Thompson, Staff Support

Tenant Council



Bruce MacGowan, Chair



Margaret Paterson



John Berton

Dawn Potts



Catherine Brackley



Edward Saunders



Ellen Edmonds

Mary Walsh



Margaret Meynell



Gail Walker, Management Support

Belmont House Annual Report 2020 | 10



Heather Gibson, Chair



Our Family Council met several times through 2020 over phone and video conferencing. Family engagement, input and encouragement is so valuable to Belmont House.



Without our generous family of donors, we would not be where we are today. Thank you to everyone who so generously supports life at Belmont House.

\$100,000+

The Estate of Richard M. Ivey

\$25,000+

The C&F Eaton Charitable Foundation The Northpine Foundation The Estate of Willard Piepenburg

\$10,000+

Rabin Chatterjee Clench House Foundation Barbara Darling Ellen Edmonds David and Jean Hackett Donald F. Hunter Charitable Foundation Allen and Marion Lambert Fund Nexus Investment Management Inc. Betty and Chris Wansbrough Family Foundation Doug Zest and Jack Ricketts

\$5,000+

Carol Ammon The Estate of Allan and Margaret Austin Lisa Balfour-Bowen John Berton The Clement Family Arthur and Nancy Condliffe Anthony and Shari Fell Home Instead Senior Care Foundation of Canada Barbara Hyland Hans and Irene Kent Suzanne Loewen Bruce MacGowan Bruce and Lisa Mahonev Barbara McMurrich Michael Mountford Ontario Realtors Care Foundation John and Catherine Phillips Mary Jean and Frank Potter The Royal Canadian Legion **RP** Investment Advisors John and Margaret Sandusky Patricia Seyfried Graham and Judith Weeks David and Carol Wishart

\$2,500+

Richard Alwav Marion Annau Jane Avery Winn Burry John Eaton The Marino Elia Foundation David Hackett Suzanne Ivey Cook Ann Katrusiak Ann Lambert Judith MacDonald Christopher and Deborah Martin James and Jane McMyn Christopher Morgan Winn and Barbara Oughtred **Phyllis Pringle** Kathryn Ramsay Timothy Reid Jillian Vanderkooy

\$1,000+

Mara Adams Chris Allen Karen Ansari Malcolm Archibald Anita Bell William Berghuis Anna Maria Braithwaite Diane Brent Janet Brown Margaret Josephne Brick Wendy Bunston John Burry Mary Butler Peter Campbell Judith Carmichael Michael Chan Christine Cram Orlando Da Silva Dorothy Davey Andre de Haan Elizabeth Dickson Donna Digby Maria Elias **Kimberley Enns Catherine Fauquier**

Joyce Fearnside Mildred Folliott Heather Gibson Mary Ellen Gillespie John and Mary Goodwin Joan Graham Jamieson Halfnight Jennifer Hartviksen Patricia Hemming Donald Hillhouse James Houston The Howitt / Dunbar Foundation Trudy Huainig Jim Hubbard C. Reg Hunter The Barbara M Johnston Foundation Jovce Katrusiak Eleanor Kerfoot Henry White Kinnear Foundation Frances Lang Jane Langford Marion Langford Jean Lawrence Brian Lawson Tom and Marnie Little Stephen Lowden **Richard Lucas** Jim Macdonald Sally Martin William and Elizabeth McNaughton Vodrie McOuat David Molesworth Margaret Paterson Catherie Pearson Nancy Pickering Elizabeth Podnieks Alice Marion Pope Dana and Katie Porter Anthony Pringle John Purdon **Elaine Roberts** Nancy Russell Caroline Sandusky Edward and Louise Saunders Scotiabank Johanna Smoulders Ella Spanjer

Edward Stephenson Donald Stewart Judith Wade Mary Walsh and Arnold Welman Susan Wansbrough Jane Wansbrough Sydney Watton The Jilla And Robert Williams Foundation

\$750+

Alice Babington Louise Brent Mary Byers Connie Dickson Dennis Donovan Anita Folliott Susan Grundv Derek and Susan Hayes Joan Hodgson Mary-Jane Horsfall Large Brent Hoskins Sue MacGowan Michele Noble Shirley Sanders Annabel Slaight Elizabeth Van Wyck Barry Wansbrough \$500+

Alexander Aird

Sabir and Sajida Alvi Farzad Alvi John Anderton Marv Balflour Peter Beattie Richard Bell Bonnie Booth Richard Bradshaw Helen Brent Shirley Brown Janet Brown Denys Calvin Jeanne Carter Terence Coates Earlaine Collins Laurel Croza Michael Cruickshank Peter Currer Diane Emanuel **Gregory Fauquier** Drew Foss Gail Fox Natalie Gardiner

Belmont House Foundation Donors 2020

Mary Gordon Janice Gower Lisa Green Susan Grundy David Gunn Barbara Hackett The Harbinger Foundation Michael Heffer Michele Henderson Randy Hesp Robert Johnstone Carla Joyce Mary Kardos Burton Douglas and Patricia King Namrita Kohli John Krizanc Susan Lambie Susan Lang David Lawrence Anne Lewitt Gabor Ludasi Patricia Luxton Adrian MacDonald Jocelvn Macdonald Sylvia Main Tim Marlatt Lorna Marsden Marcel Martel Diane McArthur Tony McCurdy Joyce McKeough John Mckercher Esther McNeil Lea Menear Mindham Fine Jewellery Jane Minett Dawn Morrow James O'Brian Tom Ouchterlony Heather Parker Lee Pearson Anna Porter **Rick Reeves** Barry Russell Peter Salloum Helen Salvador Stanley Shortt Paul Smolders Dagmar Stafl Ann Teskey Susan Thompson Tony and Mary Van Straubenzee Lana Winnett Neil Wood Donald Wright

\$250+

Anderson Family Heating and Air Conditioning Inc. Jesco Afheldt Lillian Arsenault Debbie Babington Mary Barber-Villeneuve Paul Bedford Helen Best Marlene Bogert Stephen and Linda Boutilier John and Lorraine Bramm Terry Carter Nathalie Cook Katie Crossley Luzia Da Silva Sasha Darling Stephanie de Haan Thomas and Theda Deacon Neel Desai Sheila Dutton Peter Ebv Rita Erkan James and Barbara Felstiner Paul Gardner Sandra Giles Zita Harmon Louise Hastings Susannah Ketchum Simone Lumsden Janette MacDonald Judy MacGowan Douglas MacKay Jane Maher Ann Malcolmson

Mary Mercer Patrice Merrin Barbara Moysey **Robert Nobes** David Overall Jane Palmer Margaret Peacock Brian Pel Trudie Phillips Dawn Potts Gordon Potts Elizabeth Powell Andrew and Valerie Pringle **Geoffrey Pringle** Elizabeth Purves Ram Power System Flavia Redelmeier Bob Reeves Andre and Megan Rochefort Nick & Lynn Ross Charitable Foundation Sherry Sandilands **Robert Sharpe** Krissy Smith Bonnie Southern John Speakman Arija Stiver Pamela Story Jacqueline Sutherland Maryann Swazye Anna-Claire Swingler Luella Thomson Carolyn Vose James Watters Laura Whiteacre **Bill Young**



GIFTS IN KIND

We are so thankful for everyone who so generously donated personal protective equipment, meals for staff, Christmas ornaments and sent in cards through the COVID-19 pandemic. Your encouragement means the world to us!

Michael and Robin Anderson Evelyn Barsby Belmont House Medical Team Christine Bentley Martino Brambilla Catherine Butler The Clement Family The Hackett Family Nichole Hadada **Emily Harshaw** Trudy Huainig Students at Kingsway Lambton Junior Middle School Krispy Kreme Nancy Lang Simon Liu Susan MacGowan Bruce and Lisa Mahoney Raymond Natale Filomena Pimentel Pizza Pizza Katie Porter Tony Reda - Ram Power System Spin Master Julia Torres Kathy Van Laetham Mary Walsh The Whiteacre Family The York Club Janet Young Douglas Zest Teresa Ziegler

Eugenia Bedford Ambrozine Blake Olga Body Josephine Butler Jeanne Carter Jenifer Christoudoulou Eileen Corner Elvira Costa Gertrude De Haan Mirca Di Cecco Jennie Dick John Digby Elizabeth Erwin Mary Fauquier Georgina Foy Elizabeth Gibson Mary Frances Hendrick Pauline Kingston Jeanette Lambie John Lewis Pamela Mackenzie Adella Marks **Dorothy Matthews** Mytrle McMurray Eileen Morrison Jean Morrow

Helen Nightingale Shirley Ollers Margaret O'Neil Marion Orser Isabel Paterson-Smyth William Pierce Jack Ricketts Donald Ross Nancy Russell Efat Salehi Abari Alan Sayers Cairine Scott Haig Selian Anthony Smolders Amy Strickland Mary Suddon Margaret Tate Lorraine Thomson Nash Erie Tudhope Augustine Veira Neil Watters Mary White William Whiteacre Sureyhi Yangin



"For I am convinced that neither death nor life, neither angels nor demons, neither the present nor the future, nor any powers, neither height nor depth, nor anything else in all creation, will be able to separate us from the love of God that is in Christ Jesus our Lord."

Romans 8:38,39

What Matters Most



Joe Abbey-Colborne and Devon D'Ornellas enjoy the Thanksgiving Walk and Roll with Residents Margaret-Josephine Brick, Monique Auger and Gloria Buchanan.

Our Mission

Belmont House is a charitable, not for profit Christian organization dedicated to providing seniors with excellent care within a safe, stimulating community. Belmont House provides support for independence, companionship, choice, dignity and privacy.

Our Vision

To be an exemplary community for seniors within a caring environment.

Our Values

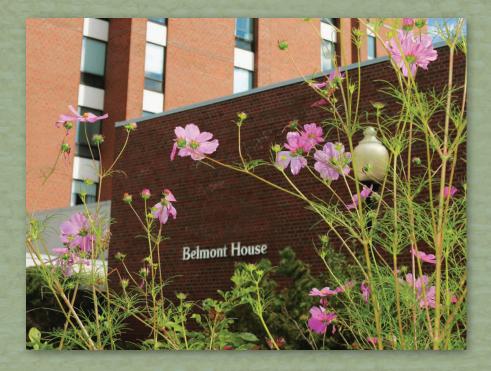
- Caring
 Respect
- Excellence
 Responsiveness
- Innovation
 Teamwork

Belmont House is operated by a volunteer Board of Directors and licensed by the Ministry of Long Term Care, the Retirement Home Authority, and operated under a service agreement with Ontario Health.





Belmont House Annual Report 2020 | 14



Front Cover Photos:

Top: Kim Barton with Resident Madeline Samuel Bottom Photos (left to right): Sharon Gregory and Jenny Chen, Carina Strantzas with Resident Pamela Stevens, Family Member Simon Avery with Resident Jane Avery, Tenants Sajida Alvi and Joan Graham

Photos: Belmont House Staff Editor: Deanna Codner Design: Susan Beamish Design Services Printing: Astley-Gilbert Reproductions



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