



BELMONT
HOUSE

Annual Report
2018



— All the —
Comforts of Home

A message from the Belmont House Board Chair and Chief Executive Officer



Mary Kardos Burton,
Chair, Board of Directors

— All the — **Comforts of Home**



Maria Elias,
Chief Executive Officer

It's been my privilege to serve as Belmont House's Board Chair for three years. Every time I walk through the front doors of Belmont House, I truly feel that it is a home.

Ensuring that Belmont House is always a home that is safe, stimulating, and providing the highest level of care and services requires continued effort on everyone's part. We are grateful for all our staff, physicians, volunteers and family members that make this possible.

In 2018, we finished many capital improvements to our home. The new west Davenport Road parking lot opened which resulted in an increase in parking spaces for families and visitors, in addition to improved accessibility and lighting. We installed new electric beds and bedroom furniture; updated the furnishings, artwork, and shower rooms for all long term care units; and installed more security cameras throughout our home.

We are proud of our commitment to work with long term care residents, retirement tenants, and families on many initiatives undertaken at Belmont. One such initiative was the development of a private duty companion program to ensure improved communication, and safety for our community. Families were also involved in the development of a new recreation software program that enables families to see what their loved ones are participating in on a daily basis. The results of our annual resident, tenant and family satisfaction surveys confirm that Belmont is doing a great job in meeting the needs and expectations of our community. A new bed rail strategy was also developed to align with the new focus of the Ministry of Health and Long Term Care to reduce the risk of bed entrapment.

2018 also saw many changes in government. With the new Progressive Conservative Party forming the Provincial Government in June, 2018 many significant changes to the structure of the health care system in Ontario are being proposed. Belmont House continues to work closely

with our Associations and meeting with government officials to ensure the needs of seniors at Belmont House and throughout Ontario are taken into consideration with any proposed changes.

Cannabis has been officially legalized in Canada. This means that both medical and recreational cannabis were added to the Long Term Care regulations and homes were required to develop policies and strategies to address medical cannabis and recreational cannabis.

Belmont House participated with the Toronto Local Health Integration Network (LHIN) on the provincial wide Long Term Care palliative care initiative. The program provides training to improve overall palliative care services. In addition, Belmont received funding from the Toronto LHIN to hire a full-time behaviour support nurse, who is working with staff to better manage challenging behaviours in long term care residents.

Belmont House recognizes its employees as its most valuable resource and enhanced our Human Resources Strategy to promote ourselves as an employer of choice. Belmont staff participated in job fairs to recruit caring and highly skilled individuals. We provided more staff training on diversity, palliative care, and responsive behaviours. In addition, we expanded our interpreter and volunteer services to support the diversity of our residents, tenants, and employees.

In the Fall of 2018, we began the process of looking at the needs of our community over the next five years. With 166 years of serving our community, we recognize that we not only need to address the needs of our long term care residents and retirement tenants today, but also into the future. A new Strategic Plan will be announced in 2019 which will set the course for the coming years with a focus on the escalating growth of an aging population, dementia, and utilizing technology, innovation, and best practices to support increased demand and changing needs of our community.

A message from the Belmont House Board Chair and Chief Executive Officer

Belmont's operating budget was \$17.1 million, and we had a small surplus which will help enhance future programs and nursing care hours. We continue to spend more than what we receive from the MOHLTC, long term care residents, and retirement tenants to ensure that our long term care residents receive the care that they need. In 2018, we increased staff hours in nursing, recreational programming, and retirement living. Our donors and the Belmont House Foundation have generously supported additional funding required to cover our expenses in nursing care, chaplaincy services, and recreational programs.

We would like to thank Catherine Walker for her significant contribution as a Board member who completed her term on the Belmont House Board of Directors in 2018. We are pleased to welcome Joanne Beaton and Rani Srivastava as new Board members to the Board of Directors.

It is important to acknowledge and thank our past and current staff, physicians, volunteers, Board of Directors, and the Belmont House Foundation Board of Directors for their dedication to the community we serve.

The evolution of health care creates many challenges for those working within the sector, as well as for those accessing health care services. At Belmont House, our goal is to provide the highest quality care and services while supporting each individual's independence, safety, dignity, privacy, and choice. Our numerous partnerships, our dedicated team of staff, physicians, volunteers, Board of Directors, and the Belmont House Foundation Board of Directors are committed to continuously meeting the changing needs of our community in order to remain a leader in long term care and retirement living as "The Seniors' Home of Choice".

We hope you enjoy the many photos in this Annual Report that highlight the active community at Belmont, and we look forward to another exciting year ahead.



Upper Canada College students Sam Bernard and Aaron Ziedenberg painting with Resident Mrs. Alma Vose

Note: For more details on our accomplishments in 2018, plans for 2019, and the Strategic Plan 2019-2024, please read our 2019 Operating Plan and our Strategic Plan that are available at Belmont House and on our website: www.belmonthouse.com

Belmont House Medical Director's Report

At Belmont House we remain committed to providing the highest quality of individualized care to our residents in Long Term Care, and to our tenants in our Retirement setting.

In Long Term Care, we use a multidisciplinary approach to care. Our team includes people with a broad range of skills and experience, including registered nurses, registered practical nurses, personal support workers, physiotherapists, recreationists, clergy, and a registered dietician, amongst others. We are also grateful for the many visitors and volunteers who help enhance the lives of our residents.

We provide care and support for residents with a broad set of challenges, both cognitive and physical in nature. Some of our ongoing areas of focus include management of behavioural and psychological challenges in dementia, palliative care, mobility and risk of falls, depression, pressure ulcers and other skin issues, polypharmacy, as well as treatment of a litany of neurological, musculoskeletal, cardiac, respiratory and other illnesses. The level of acuity and severity of illnesses being cared for within Long Term Care continues to increase well beyond that of the past. We manage many of the acute issues that previously would have been managed in hospital. We also are faced with a lack of other appropriate facilities for issues such as physical aggression in dementia. These and other factors place an ever-increasing burden on the people and resources we have to continue to provide exemplary care.

We use a multidisciplinary team approach in our Retirement setting as well, in providing care for our tenants. The level of severity and acuity of illnesses amongst our tenants has also increased greatly over time. Our tenants' needs are also quite varied and in many circumstances very similar to those in Long Term Care.

Medical Staff

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



Dr. Bradley W.C. Birmingham, Medical Director

We are fortunate to have four primary care physicians at Belmont House, namely Dr. Silvy Mathew, Dr. Jane Podnieks, Dr. Sara Wainberg, and myself. We are also fortunate to receive in-house medical consultations in dermatology, psychogeriatrics, ophthalmology, and recently added neurology (for contractures and spasticity). We are also able to offer additional health care services at Belmont House including dental screening, audiology, podiatry, laboratory services, portable x-ray and ultrasound, skin wound and pressure sore assessments, seating assessments, swallowing and speech assessments, and pharmacy services.

In 2018, we admitted 42 residents to Long Term Care. The age of tenants ranged from 64 to 100, with an average age of 86 years.

We also welcomed 10 new tenants to our retirement wing in 2018. The age of tenants ranged from 74 to 101, with an average of 89 years.

In closing, I would like once again to thank everyone who strives to enhance the lives of our residents and tenants.

Respectively submitted,
Bradley W. C. Birmingham, B.Sc., M.D., Medical Director

Belmont House Board of Directors and Management Team



Belmont House Board of Directors

Back (left to right): Mary Ellen Gillespie (Ex-Officio), Tony Marino, Tom Ouchterlony, Tom Little, Myles Mindham, Joanne Beaton

Front (left to right): Brenda McCauley, Rani Srivastava, Mary Kardos Burton (Chair), Elaine Roberts

Absent: Donald Stewart, Neel Desai



Management Team

Back (left to right): Gail Walker, Socrates Theophylactou, Trudie Phillips, Donna Locke, Peter Paas, Maria Elias, Hema Kirpal, Dennis Donovan

Front (left to right): Kester Hunte, Marie Fernandez, Elleni Bouronikos, Paige Fernandes, Maria Ernesto

Belmont House Financial Report

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

Statement of Revenue and Expenditures for the year ended
December 31, 2018 (\$000's)

	2018	2017
REVENUES		
Resident Fees	8,824	8,493
Provincial Government Subsidies	6,870	6,749
Amortization of Deferred Contributions	748	687
Interest and Sundry	277	123
Total Revenues	16,719	16,052
EXPENDITURES		
Residents' Medical and Nursing Services	6,730	6,526
Residents' Support Services	6,837	6,849
General and Administration	1,990	1,826
Amortization of Capital Assets	1,582	1,492
Total Expenditures	17,139	16,693
Excess of Expenditures over Revenues	(420)	(641)
OPERATING GRANTS AND BEQUESTS		
Belmont House Foundation	161	186
Bequests and Legacies	661	635
Total	822	821
Excess of Revenue over Expenditures from Operations	402	180
Fair Value Changes in Investments	(262)	108
Excess of Revenue Over Expenses	140	288

Note: PricewaterhouseCoopers LLP are the auditors of Belmont House.

Belmont House Foundation Report

In the 7 years I have served on the Board of Directors for the Belmont House Foundation I have seen Belmont grow in so many ways. Through constant investing in higher levels of exemplary care, greater technologies and superior equipment, Belmont House is a place we can truly be proud of.

In speaking with Residents, Tenants and their families, one theme is constant; Belmont really feels like home. With comfort and community always put at the forefront, Belmont House is a place where everyone who lives with us can relax, enjoy beautiful indoor and outdoor spaces and maintain their family and social lives.

In 2018 we invested in that feeling. Thanks to the generosity of our donors, we were able to furnish every Resident's room with new, attractive dressers, bedside tables, and state of the art electric beds. We were also so pleased to be able to replace our bath and shower systems, allowing each Resident to have a relaxing and safe bathing time.

Our hearts are full of gratitude for all of our donors who make these upgrades possible. We believe in investing in the highest levels of care we possibly can and that includes so much more than building and equipment upgrades.

Our pastoral care program, garden, art and music therapies, and our incredible therapeutic recreation programs, including our multi-sensory room and carts are all made possible by our community of generous donors. These programs contribute so much to our Residents' and Tenants' quality of life and their family's peace of mind.

Although my time as Chair of the Belmont House Foundation Board of Directors is coming to an end, I am looking forward to continuing to serve on the Board and working to help form the home our Residents and Tenants so greatly deserve. I know that together, we can ensure Belmont House remains a leader in Long Term Care and Retirement living and truly be the Senior's Home of Choice. Thank you for your partnership.

With gratitude,
Mary Ellen Gillespie,
Belmont House Foundation Board of Directors, Chair



Mary Ellen Gillespie,
Belmont House Foundation
Board of Directors, Chair



Belmont House Foundation Board of Directors

Back (left to right): Derek Hayes, Michael Chan, David Hackett, Richard Lucas (Past Chair)

Front (left to right): Mary Ellen Gillespie (Chair), Barbara Hyland, Ann Katrusiak (Vice-Chair), Mary Kardos Burton (Ex-Officio)

Absent: William Lambert, Peter Salloum

All the Comforts of Home



Resident Mrs. Jean Morrow reading in between visitors stopping by to chat.



Residents Mrs. Suzy Loewen and Mrs. Caterina Gallippi enjoy making (and eating) butter tarts together.



Tenants Mrs. Catherine Brackley, Mrs. May Kerr, Mrs. Isobel Paterson-Smyth and Mrs. Betty Van Wyck enjoy the beautiful weather on a summer day.



Resident Mr. Raymond Cattell with his daughter, Ms. Elizabeth Cattell and Corporal Alexander Taylor at the annual Remembrance Day Service, thanking all of our Veterans for their sacrifice.

All the Comforts of Home



Tenants Mrs. Betty Van Wyck, Mrs. Sylvia Main and Mrs. Eleanor Kerfoot enjoy a drink and a chat at the annual Christmas cocktail party.



Volunteer Anne Clement, staff member Elleni Bouronikos, volunteer Brent Hoskins and staff member Nicole Palmer making our Strawberry Social perfect for all our Residents, Tenants and their families. Our incredible staff and volunteers make Belmont House the special place it is!



Resident Mrs. Joyce Katrusiak with grandson, Ian and daughter, Ann Katrusiak celebrating another successful Walk-a-Thon.

All the Comforts of Home



Resident Mrs. Betty Wansbrough and her daughter, Mrs. Ruth Gould excited to head out for the Walk-a-Thon!



Tenant Mr. David Rea painting in weekly art class.



Resident Mrs. Alice Selian and Recreation Coordinator Marianne Javier enjoying a beautiful day outside on Belmont's rooftop.



Resident Mrs. Dagny Mijovic and her son Mr. Hilton Mijovic spending time together and enjoying some cake on a warm summer day.

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.



Family Council

Back (left to right): Heather Gibson (Chair), Stephanie De Haan, Kate Butler, Mary Walsh, Helen Emanuel, Barry Russell, Jillian Vanderkooy, Donna Burns
Front (left to right): Anna-Sofia McLean, Rita Erkan



Resident Council

Back (left to right): Pamela Mackenzie, Caterina Gallippi, Dagny Mijovic, Margaret Austin, Andrea Thompson (Staff)
Second Row (left to right): Edith MacKay, Elizabeth Mullan, Jennifer Christodoulou, Diane Smith (Chair), Judith Barber
Front (left to right): Marion Pope, Cynthia Payne



Tenant Council

Back (left to right): John Digby, James Hubbard, Gail Walker (Staff), Ellen Edmonds, Christopher Wansbrough (Chair)
Front (left to right): Helen Best, Betty Van Wyck, Phyllis Pringle, Winifred Burry, Mary Knowles

Belmont House Donors 2018

On behalf of the Belmont House Foundation, we would like to express our sincere appreciation for the continuing support of our donors.

CEO's Club (\$25,000+)

David and Jean Hackett
William Lambert
The Northpine Foundation
The Estate of Willard Piepenburg
Ann Louise Vehovec
Betty and Chris Wansbrough

Platinum Patrons (\$10,000+)

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E. Joan Williams and L. Jane Armstrong

Belmont House Donors 2018

Benefactors (\$750+)

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John and Donna Digby
Dennis Donovan
Raymond Hallett and Brent Hoskins
James Houston
Mary Kardos Burton
Timothy Reid
Elizabeth Yarnell

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Joanne Beaton
Bonnie Booth
Linda and Stephen Boutillier
Mary Byers
Terence and Margaret Coates
Elizabeth Crane
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John de Pencier
Shirley Dupuis
Jamieson Halfnight
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Juan Toronto
Luella Thomson
Jillian Vanderkooy
Kathy Van Laethem
Francis Watt
Joanne Wildgoose
Karen Yatabe Quality Care
Consulting Inc



Resident Mrs. Gertrude De Haan is thankful for the new, beautiful furniture provided to her and all other Residents by generous donations to the Belmont House Foundation.



Mr. David Armstrong

Mr. Allan Austin Sr.

Mrs. Ann Bahen

Mr. G. William Bahen

Mr. Edward Bartoszek

Mr. Albert Bowron

Mr. James Brackley

Mrs. Christel Brasch

Mrs. Margo Brown

Mrs. Olga Burman

Mrs. Rolande Chatterjee

Mr. Anthony Da Silva

Mr. John De Pencier

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Mr. Edward Stephenson

Mrs. Babbette Tennant

Mr. Lucien Verroken

Mrs. Jane Welch

All The Comforts of Home



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
- Excellence
- Innovation
- Respect
- Responsiveness
- Teamwork

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





Front Cover Photos:

Top: Tenant Mrs. Barbara Darling

Bottom Left (left to right): Residents Mrs. Cairine
and Dr. Henderson Scott

Bottom Middle (left to right): Residents Mrs. Joan Brown
and Mrs. Marina Sakuta

Bottom Right (left to right): Tenants Mrs. Ellen Edmonds,
Mrs. Helen Best and Mrs. Barbara McMurrich

Back Cover Photo (left to right): Tenants Mrs. Phyllis Pringle,
Mrs. Joyce Fearnside, Mrs. Joyce Young and Mrs. Mary Fauquier

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