



Celebrating
165 Years of Care

Annual Report 2017



Mary Kardos Burton,
Chair, Board of Directors

Celebrating *165 Years of Care*

2017 was a year of many accomplishments. We were very proud to celebrate our 165th Anniversary of providing care and services to the Toronto

community and the 25th Anniversary of the Senator Walker Wing. Many highlights from our celebrations included visits from Toronto City Councillor Kristyn Wong-Tam, and His Worship, Mayor John Tory; and presentations recognizing our Christian heritage with the blessing of bibles and crosses for all nursing units; a beautiful brass cross for the Senator Walker Wing and the mesmerizing Anniversary Cross Mosaic in our main entrance. Not only did we enjoy this significant milestone in Belmont House's history, but we also celebrated Canada's 150th Anniversary. We hope you enjoy the many photos in this Annual Report that highlight the many celebrations we had.

All Staff were proud to show Accreditation Canada how we provide care and services to our seniors at Belmont House, and the many activities underway to ensure the highest level of care, safety, and comfort for everyone who lives and works at Belmont House. Accreditation is a voluntary process which focuses on key priority areas including: emergency preparedness, communication, care, governance, human capital, infection prevention and control, integrated quality management, and medication management. In May, 2017 we received the highest award possible from Accreditation Canada – 4 Year Award with Exemplary Standing.

We have worked hard to ensure that the people we serve have the best possible experience while living at Belmont. 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 chaplaincy program was introduced and two new chaplains were hired to support our spiritual programs.

The escalating growth of an aging population, increasing demands for meeting higher care needs, continued shortages of health care professionals, and technological advances have been a focus for all long term care homes and the Provincial Government. The Province introduced the Aging with Confidence: Ontario's Action Plan for Seniors Strategy. The Province has expressed their commitment to enable seniors to remain



Maria Elias,
Chief Executive Officer

in their home by providing more home care services, more day programs, and other community services. The new Ministry of Seniors Affairs was created to

focus on the needs of an aging population. A significant change in the structure of health care delivery was the integration of the Local Health Integrated Networks (LHINs) with the Community Care Access Centres throughout the Province. This integration gives the LHINs an expanded role in the delivery of home and community care, in addition to oversight of primary care. With the introduction of the Fair Workplaces, Better Jobs Act (Bill 148), the focus was on increasing the minimum wage, improving benefits, creating more job opportunities, enhancing job security, and employee health and safety. Bill 148 will mean changes to employee Belmont House policies, procedures and costs.

The Strengthening Quality and Accountability for Patients Act, 2017 ensures that long term care and retirement home residents receive quality care and that health care organizations are held responsible for gathering and responding to feedback, concerns, and complaints about care and services.

To meet the increasing care needs of our retirement Tenants, we were very pleased to create a new Tenant health office with a nurses' station, treatment room, and doctor's office. A new relaxation and multi-sensory room was created on one of our nursing units and a portable multi-sensory cart is used on the long term care nursing units. Multi-sensory stimulation aids in the reduction of agitation and aggression. In addition, we continued to install new electric beds and ceiling lifts to ensure the comfort and safety of our long term care Residents. Plans were also developed for the new shower rooms in the Senator Walker Wing for implementation in late 2018.

Belmont is very proud of our many partnerships which included a collaboration with the University of Toronto Masters of Occupational Therapy Program which resulted in the implementation of new care assessment tools for retirement Tenants and a new application/assessment process for applicants to retirement living. The Faculty of Nursing with the University of Toronto ran a pilot research project with a select number of Belmont Residents, Family members, and Staff. The project was focused on the opportunities for shared decision-making in a long term care home.

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



The results of the study reflected positively on how Residents, Families, and Staff work together to ensure the needs of the Resident are met. This pilot will enable the University to continue research in this area to determine best practices on engaging Residents, Families and Staff. The Seniors Wish Foundation in collaboration with Upper Canada College and Belmont House produced a video highlighting the Belmont House Intergenerational Art Program. The video will be used to promote the benefits of this program to other long term care homes in Ontario.

Belmont House worked with Deloitte consultants on revising our quality improvement balance scorecard to ensure we capture performance indicators that enable us to continually improve our care and services. In partnership with the Toronto Fire Services Department we conducted mock evacuation emergency procedures to ensure a safe home for our long term care Residents and retirement Tenants.

Belmont's operating budget was \$16.6 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 in order to ensure that our residents receive the care that they require. In 2017, we were pleased to add additional nursing staff in long term care and retirement living. We would like to thank our donors and the Belmont House Foundation for the additional funding required to cover our expenses in nursing care, chaplaincy services, recreational programs, and nursing and physiotherapy equipment.



The Walker Family enjoy a reception in celebration of the 25th anniversary of the Senator Walker Wing. (Left to right): Catherine Walker, Joyce McKeough, David Walker Jr., Dagny Mijovic, Resident, Maria Elias, CEO.

We would like to thank Board members who have completed their terms on the Belmont Board of Directors in 2017; Richard Lucas, Tim Marlatt, Sally Martin, Elizabeth Mullan, Winn Oughtred, John Snell, and Gwen Yacht for their significant contribution. We are pleased to welcome Mary Ellen Gillespie, Elaine Roberts and Donald Stewart to the Board of Directors.

It is important to acknowledge and thank our past and current dedicated Staff, Physicians, Volunteers, Board of Directors, and the Belmont House Foundation Board of Directors who have made it possible for us to achieve 165 Years of Care – we could not have done it without everyone.

Thank you for celebrating with us our 165th Anniversary, and the 150th Anniversary of Canada in 2017.

Note: For more details on our accomplishments in 2017, plans for 2018, and the Strategic Plan 2015-2018, please read our 2018 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

The spring of 2017 marked the beginning of my 25th year at Belmont House. I have witnessed many changes over the years, including the opening of our retirement wing, renovations of both East and West Wings, an increase in the acuity and severity of physical and mental illness cared for in our home, and an increased focus on palliative and end-of-life care, to name but a few. What has remained the same, throughout this time, has been our commitment to provide those in our home with high quality, individualized care, and our desire to maximize dignity, quality of life, comfort, and independence.

At Belmont House, we use a multidisciplinary team approach to assist or provide care for our residents' and tenants' many and complex conditions and needs. The core of our interdisciplinary team includes Personal Support Workers, Registered Practical Nurses, Registered Nurses, Physiotherapists, Pastoral Care, a consultant Pharmacist, a Recreation team, and a Registered Dietitian. Over my time here we have also seen changes in our team of Attending Physicians, as they have retired. Presently, we have four knowledgeable and enthusiastic physicians: Silvy Mathew, Jane Podnieks, Sara Wainberg, and myself.

We are fortunate to be able to offer additional health care services at Belmont House including: dental, dermatology, psycho-geriatric, and ophthalmology consultation; podiatry; audiology; laboratory and x-ray services; skin wound and pressure sore assessments; seating assessments; swallowing assessment; and pharmacy services.

Medical Staff

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



Dr. Bradley W.C. Birmingham, Medical Director

Efforts aimed at quality assurance and improvement, and monitoring of statistics and indicators, have been present through the years as well. In 2017, we admitted 19 new Retirement Tenants. The average age of Tenants was approximately 88 years. There are 19 men and 65 women as of December 31, 2017 ranging in age from 73 to 101.

We admitted 41 Residents to long term care, including 5 Tenants who transferred from our own retirement wing, in 2017. The average age of Residents was approximately 86 years of age. There are 31 men and 107 women as of December 31, 2017 ranging in age from 58 to 99.

We remain committed to being leaders in adapting to meet the changing needs of our Residents and Tenants, and I look forward to facing what new challenges come our way, and continuing to provide care of the highest quality possible within our home.

Once again, I would like to thank everyone who helps in the ongoing effort to care for our Residents and Tenants.

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

Belmont House Board of Directors and Senior Management Team



Belmont House Board of Directors

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

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

Absent: Donald Stewart



Senior Management Team

Back (left to right): Dennis Donovan, Donna Locke, Karen Yatabe, Maria Elias, Hema Kirpal, Socrates Theophylactou, Peter Paas

Front (left to right): Gail Walker, Marie Fernandez, Elleni Bouronikos, Maria Ernesto, Trudie Phillips

Absent: Bibi Sakoor, Dr. Bradley W.C. Birmingham

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, 2017 (\$000's)

	2017	2016
REVENUES		
Resident Fees	8,493	8,301
Provincial Government Subsidies	6,749	6,596
Amortization of Deferred Contributions	687	683
Interest and Sundry	123	148
Total Revenues	16,052	15,728
EXPENDITURES		
Residents' Medical and Nursing Services	6,526	6,273
Residents' Support Services	6,849	6,788
General and Administration	1,826	1,789
Amortization of Capital Assets	1,492	1,465
Total Expenditures	16,693	16,315
Excess of Expenditures over Revenues	(641)	(587)
OPERATING GRANTS AND BEQUESTS		
Belmont House Foundation	186	196
Bequests and Legacies	635	587
Total	821	783
Excess of Revenue over Expenditures from Operations	180	196

Note: PricewaterhouseCoopers LLP are the auditors of Belmont House.

Belmont House Foundation Report

From Canada's 150th to Belmont's 165th, 2017 was a year of celebration. A year of reflecting on our history and all that has happened to bring us to this point. Belmont has come a long way. From our early days as a home taking in women who were shamed and forgotten by society to this incredible home for over 200 seniors, we have so much to celebrate.

2017 also marked 25 years since the establishment of the Belmont House Foundation in 1992. A registered charity dedicated to supporting the goals and objectives of Belmont House. For 25 years we have had the singular focus of enhancing the lives of our Residents through generous donations from our amazing community. Thank you to all our donors who make the incredible care our loved ones receive at Belmont possible. We can't do it without you.

In 2017 we set some ambitious goals. And because of your generosity, the Belmont House Foundation Board of Directors is very pleased to announce our 2017 goals were accomplished. We began replacing our existing electric beds, upgraded some older physio equipment, purchased new bed lifts, replaced our medical carts, the list goes on. We have raised the funds needed to replace our 5 bath systems, and instillation will begin soon.



Belmont House Foundation Board of Directors

Back (left to right): Derek Hayes, William Lambert, David Hackett, Peter Salloum

Front (left to right): Catherine Fauquier, Mary Ellen Gillespie (Chair), Ann Katrusiak, Barbara Hyland

Absent: Richard Lucas, Mary Kardos-Burton (Ex-officio)

Beyond capital upgrades, Belmont House Foundation also provides the grants for programs that significantly contribute to enhancing our resident's quality of life. Our incredible pastoral care program, garden, art and music therapies, additional nursing staff and our special entertainment events are all enjoyed by our Residents and thoughtfully funded by our donors.

Together, we have made Belmont House the *Senior's Home of Choice*. Thank you to all our donors for your commitment to ensuring Belmont's present and future is secure.

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



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



The 1852 Society was established in 2017 as both a way to honour our 25th anniversary as well as our most generous donors. Individuals who have given \$25,000+ came together for an evening of good food and conversation. The 1852 society allows us to honour those individuals who have made a serious commitment to Belmont House and bring together our like-minded donors who are so passionate about our community.

Belmont House 165 Years Celebration



2017 Walk With Us participant Joyce Young fundraised for Belmont House.



Karen Yatabe donated a beautiful bronze cross for the Senator Walker Wing at Belmont House in celebration of our 165 years as a Christian home.



Loyal volunteer, Trudy Huainig serves residents weekly at the Tuck Shop.



Betty Van Wyck and Toronto City Councillor Kristyn Wong-Tam planting an anniversary rose at the Strawberry Social.

Belmont House 165 Years Celebration



Residents and Tenants celebrating raising over \$21,000 for Belmont House at the 2017 Walk With Us.



Belmont Community enjoys enjoy a summer evening concert by the Royal Regiment Band of Canada.



Zera Gifford, nursing staff, tries on her Belmont House Anniversary jacket at the annual staff appreciation barbeque.



The fun never ends at Belmont House! Residents and Tenants enjoy a lunch out.

Belmont House 165 Years Celebration



Arthur Orchard and Sandy Giles enjoying a day outdoors during Summerfest.



Jim Hubbard, Maria Elias, Chief Executive Officer and Mary Kardos Burton, Chair, Board of Directors at the 165 anniversary celebration.



Gordana Stankovic, physiotherapist and Richard Ivey, Tenant walk together at this year's Walk With Us.



(Left to right): His Worship, Mayor John Tory, City of Toronto, Cristel Brasch, Tenant, Patrizia Brasch, artist and Thomas Faures at the unveiling of the Anniversary Cross Mosaic.

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, input on Belmont House programs and insight for our accreditation process. Once again in 2017, Belmont House was awarded with "Accredited with Exemplary Standing" by Accreditation Canada. Thank you to all our councils for their work on the 2017 accreditation process.



Family Council

(left to right): Pamela Story, Barry Russell, Jillian VanderKooy, Sandy Giles, Kate Butler, Heather Gibson (Chair), Stephanie De Haan, Lisa Balfour Bowen, MaryLenore Arsenault, Peter Campbell



Resident Council

Back (left to right): Andrea Thompson (Staff), Margaret Austin, Jennifer Christodoulou, Diane Smith, Gertrude De Haan

Front (left to right): Caterina Gallippi, Dagny Mijovic

Absent: Edith MacKay, Pamela MacKenzie, Cynthia Payne, Ivonne Pietersen, Phyllis Sopha



Tenant Council

Back (left to right): Jim Hubbard, John Digby, Chris Wansbrough (Chair), David Wishart

Front (left to right): Helen Best, Gail Walker (Staff), Phyllis Pringle, Betty Van Wyck, Betty Hill

Belmont House Donors 2017

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+)

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The Northpine Foundation

Platinum Patrons (\$10,000+)

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Karen Yatabe

Benefactors (\$750+)

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Donald Stewart
Elizabeth Yarnell
Industrial Alliance Insurance
and Financial Services Inc.

Belmont House Donors 2017

Companions (\$500+)

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Flavia Redelmeier
Barry Russell
Peter Salloum
David Sisam
Robert and Jacqueline Sutherland
Luella Thomson
Michele Zaichuk



60 brand new fully electric beds were purchased this year for our Long Term Care Residents thanks to the generosity of our wonderful donors.



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Miss Norma Woods
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Mr. William Young

Celebrating 165 Years of Care



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 Left: Jeanette Lambie, Tenant

Top Right (left to right): Thelma Westmaas, Resident, Marianne Javier, Recreation Coordinator

Bottom Left: Belmont House Residents, Tenants and Staff

Bottom Right (left to right): City of Toronto Councillor Kristyn Wong-Tam, Betty Van Wyck, Tenant

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**BELMONT
HOUSE**

The Seniors' Home of Choice

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