

20  
23

Annual Report

# Community

## The AgeCare Difference

04

Our Mission, Vision, Values and Philosophy	06
Fast Facts: AgeCare Today	07
Message from Our CEO	08
AgeCare Executive Team	09
Evolving Our Brand	10
ESG Approach	11

## Our Community

12

Looking Out for One Another	14
Welcoming Ontario	16
25 Years of Caring	20
AgeCare SkyPointe II Opens	21
Resident Engagement	22
Providing Comfort and Care	22
Fostering Community within Communities	23
Creating Meaningful Connections	24
Making Spirits Bright	25
Feedback Matters	26

## Engaging in Excellence

28

Awards and Recognition	30
Employee Engagement	32
Communities of Practice	32
Annual Recreation Training Day	33
Maintenance Care Award	34
Imagine Reaching Our Full Potential	35

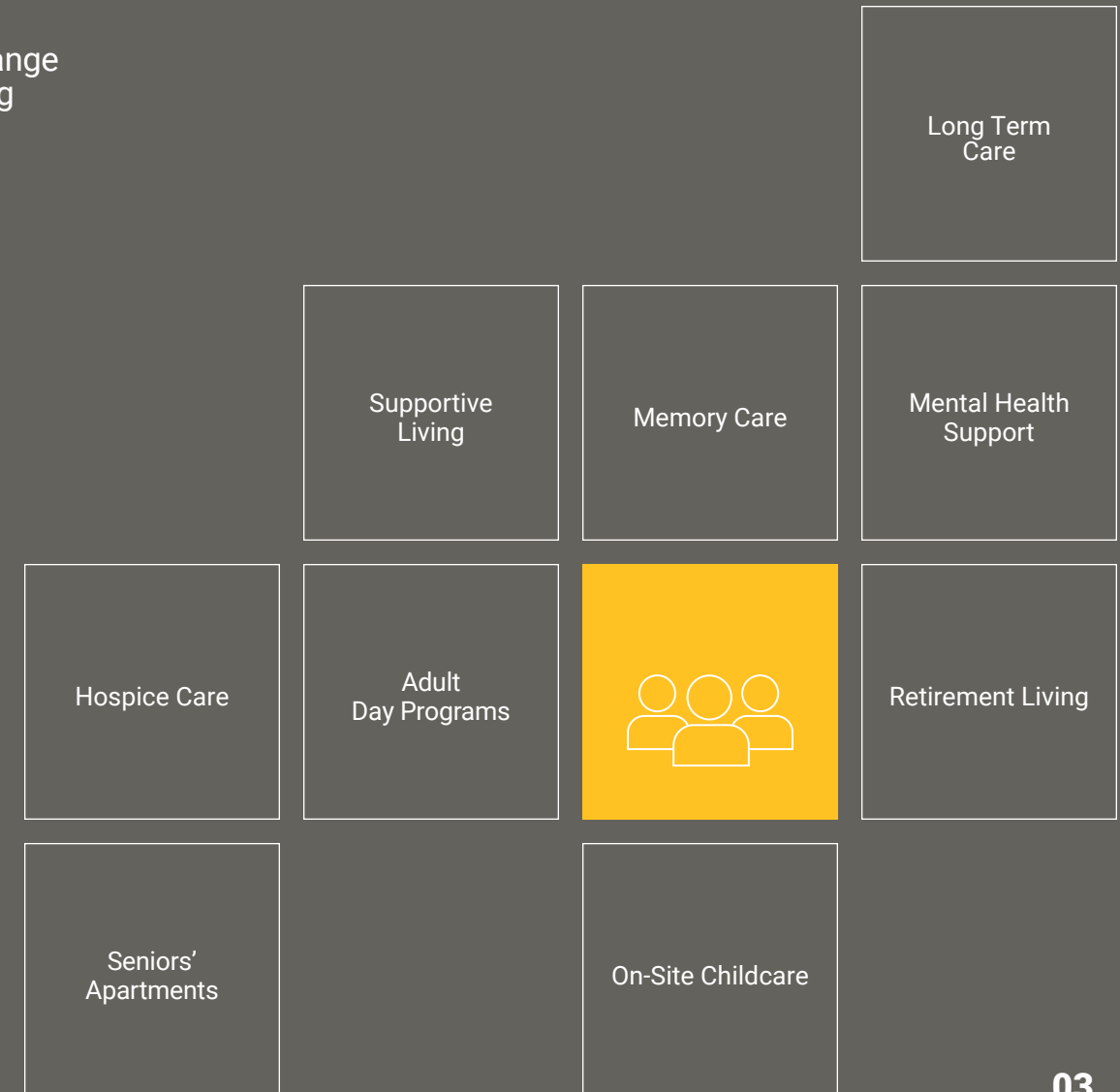


AgeCare, a leader in the continuing care sector, has been dedicated to enhancing the quality of senior care in Canada for over 25 years. Built on strong family values, our commitment is reflected in our warm, vibrant and welcoming environments which foster a sense of community, celebrate aging with dignity and independence, and engage in social interaction for our valued residents and their families.

Since its inception in 1998 by founders **Dr. Hasmukh Patel** and **Dr. Kabir Jivraj**, AgeCare has reinvented seniors housing in Canada with the concept of “living in place.” **This vision aims to create homes where individuals, couples, families and friendship circles can remain close to their community, while adapting seamlessly to evolving care needs.** We strive to improve, innovate, reinvent and cultivate operational excellence and high-quality resident care and services. This enduring philosophy of excellence is the root of AgeCare’s care delivery approach.

We know that when we work together, when we engage our community — **our residents, care workers, partners and collaborators** — we are able to provide the best quality-of-life experience possible.

We offer a comprehensive range of seniors housing communities and services.



# The AgeCare Difference



## Our Mission

Create a home where residents are honoured as individuals and where we provide the best quality of life experience with the support of team members and families.

## Our Vision

Transform and lead quality, services, and innovation in the publicly funded long-term care sector in Canada.

## Our Values and Guiding Principles

### Trust

Act with integrity and fairness.

### Respect

Treat everyone with dignity, kindness and compassion.

### Quality

Pursue excellence in person-centred care and service through continuous learning and best practices.

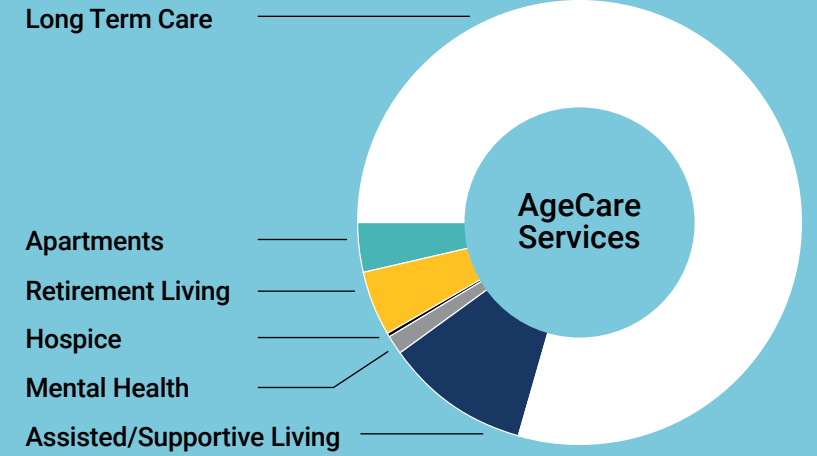
### Teamwork

Lead with passion and uplift each other with positive energy and support.

## Philosophy of Care and Service



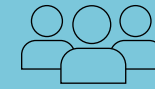
## Fast Facts



Stats as of February 2024.

**54** AgeCare Communities  
**03** Provinces

**11,000+**  
Staff



**8176**  
Residents



**25**  
Years in Operation



**84**  
Average Age of Resident



**219**  
Centenarians (100+ Years of Age)



**10,000+**  
Volunteer Hours Served



“Alone we can do so little;  
together we can do so much.”

Helen Keller



## Message from Our CEO

This was a year of significant growth and hard work for AgeCare. We almost doubled in size (again!) welcoming 23 Ontario communities to our family. We continued to adapt and evolve our operations, building on lessons learned from the COVID-19 pandemic, to remain best-in-class. Most importantly, we focused on maintaining consistency for our residents to ensure they experienced only positive effects and excitement from these changes and growth.

All of this was made possible through **innovation, collaboration** and **strategic partnerships** – both internal and external. With all oars in the water, rowing in the same direction, we aligned our efforts and accomplished great things. We have worked diligently together to integrate, problem solve and start creating new best practices within AgeCare nationally.

The journey to welcoming our new Ontario communities not only brought wonderful new residents and their families to AgeCare, it also brought us an amazing staff team with a wealth of knowledge and expertise. We highly value their contributions and will continue to learn and incorporate these best practices into AgeCare to enhance our programming and care. Growth without learning holds no purpose.

We officially opened SkyPointe II this year, partnering with Alberta Health Services to create an innovative, state-of-the-art mental health residence in Calgary. We are proud of our bold solution-focused approach. We saw a need and filled it, directly reflecting our vision to transform and lead quality services and innovation in our sector. The Hestia Construction team was also an instrumental partner in this, further demonstrating the value of working together to accomplish great things.

As AgeCare celebrates our accomplishments of the last 25 years, we will continue to innovate and focus on our strengths and expertise while leveraging our strategic community partnerships and alliances to bring the best-in-class experience for our residents. We can't do this work alone. It's too big and is too important.

Thank you to everyone who is a part of AgeCare's commUNITY – particularly those who provide direct care to our residents and our new leadership team in Ontario for your tremendous efforts this year.

I hope you enjoy the stories of collaboration and innovation you read in this report. It is our honour and privilege to do the work we do. I look forward to seeing what we can accomplish together in the year ahead.

**Salimah Walji-Shivji**  
KC, CHE, LLB, RSW, ICD.D, MSW  
Chief Executive Officer

## Executive Team



**Dr. Hasmukh Patel**  
M.B.Ch.B, MBA  
Executive Chairman



**Salimah Walji-Shivji**  
KC, CHE, LLB, RSW,  
ICD.D, MSW  
Chief Executive Officer



**Catharine Leung**  
CPA, CA, CGA  
Chief Financial Officer



**Blair Phillips**  
BA, MBA  
Senior Vice President,  
Human Resources



**Osman Ismail**  
MHM, EDP  
Senior Vice President,  
Operational Excellence  
and Infrastructure  
Management



**Deborah DiMauro**  
Vice President,  
Ontario Operations



**Doreen Lee**  
CPA, CA  
Vice President,  
Finance



**Jasdeep Grewal**  
RN  
Vice President,  
Resident Care and  
Services,  
Ontario



**Khairun Jivani**  
MBA, MSc., DDS  
Vice President,  
BC Operations



**Melanie Brophy**  
RN, BScN, MBA  
Vice President,  
Alberta Operations



**Rob Shea**  
Vice President,  
Infrastructure  
Management



**Todd Bassett**  
CPHR, MBA  
Vice President,  
Human Resources

## Evolving Our Brand

As the COVID-19 pandemic's impact started to subside, it gave us an opportune moment to reflect on where we've been and where we are going as an organization. **AgeCare's new logo is a result of that introspection, embodying our resilience through challenging times, our adaptability to change and our determination to grow and learn.**

### Symbolizing Our Roots, Resilience and Vision for the Future

Our journey over the last 25 years as a trusted brand in senior care has been transformative. The new AgeCare logo is more than a visual identity; it represents who we are as an organization and our commitment to leading the way in quality, services and innovation in Canada's long-term care sector.

While embarking on this brand refresh, it was imperative for us to maintain a connection with our legacy. Our company name and the primary blue and yellow colours remain integral to our identity, symbolizing the trust and excellence we are known for. **Central to our new logo is the "Tree of Life," a powerful emblem representing our foundational values of stability, strength and continual growth.** This symbol honours our roots and signifies our unwavering commitment to the well-being and growth of our residents and communities.

The new logo was introduced in our communities in 2023, online and in our collateral. While our look has been refreshed, our dedication to providing exceptional care and services remains unchanged. **This new, fresh look is a testament to our evolution and our readiness to embrace the future while staying true to the values that have defined AgeCare for a quarter-century.**

Our new logo is not just a change in design; it's a reaffirmation of our promise – to remain steadfast in our mission while evolving to meet the future head-on.

**Here's to a new chapter in AgeCare's story – one that continues to be written with care, excellence and innovation at its core.**

Our journey over the last 25 years as a trusted brand in senior care has been a transformative experience.



## Our Commitment to ESG

AgeCare's journey in embracing Environmental, Social and Governance (ESG) principles showcases our dedication to creating a sustainable, ethical and inclusive future for our residents, employees and the broader community.

### Environment

#### Setting New Standards in Sustainability

Our comprehensive sustainability initiatives demonstrate our commitment to the environment. In 2023, we established environmental baselines across all our properties, focusing on reducing energy and water consumption and improving waste management. Our goal is to reduce our carbon footprint and foster a culture of environmental responsibility.

Key initiatives include:

- Upgrading to energy-efficient systems in older properties.
- Implementing water-saving measures, such as optimizing sprinkler systems and conducting leak tests. We aim to reduce water usage by 3% in 2024.
- Ensuring proper waste segregation and disposal, especially for hazardous materials and cytotoxins.

### Social

#### Fostering Talent, Diversity and Community Engagement

We are committed to creating a diverse and inclusive workplace and community environment that supports personal and professional growth. In 2023, we focused on talent attraction and retention, including the following highlights:

- Integrating AgeCare's Temporary Foreign Worker (TFW) program as one element of our overall recruitment strategy. We continue to support our TFWs journey to becoming licensed healthcare professionals in Canada. Moreover, we continue to explore further opportunities to address our staffing needs through the TFW program.
- Implementing comprehensive development programs and offering competitive benefits to ensure employee well-being.
- Implementing national talent attraction strategies coupled with localized approaches to broaden our reach and enhance our candidate pool.
- Streamlining recruitment processes and employing effective methods to attract and onboard the right talent, fostering a positive experience for both candidates and our employees.
- Promoting cultural awareness and inclusivity through initiatives such as AgeCare Sagewood residents attending a Powwow.

### Governance

#### Upholding Ethical Standards and Cybersecurity

Our governance practices reflect our dedication to maintaining high ethical standards and ensuring the safety of our digital infrastructure, including the security of our operations and resident data. Our alignment with the Partnerships in Injury Reduction (PIR) program demonstrates our commitment to workplace safety. In 2023, we focused on enhancing our cybersecurity measures by:

- Implementing robust cybersecurity practices to protect our network and IT assets.
- Subscribing to a Security Operations Centre for continuous monitoring against cyber threats.
- Completing a comprehensive Electronic Health Record Assessment based on NIST standards.

AgeCare's commitment to environmental stewardship, social responsibility and strong governance is at the heart of our operations, guiding us towards a future where we continue to make a meaningful impact on our residents, employees and the planet.

# Our Community



# Looking Out for One Another

AgeCare worked arm-in-arm with internal and external partners to meet an unprecedented challenge head-on this summer as fires ravaged communities across our operations. It was a reminder of the strength of community and the power of compassion in times of crisis.

## Evacuating Kelowna Residents to Safety

This summer, AgeCare worked with partners to keep residents and employees safe from the wildfires that threatened our interior BC communities.

**As fires raged over the hills of Kelowna in August, we were faced with the task of evacuating AgeCare Brandt's Creek Mews to ensure that residents stayed out of harm's way.** With care and precision, our residents were relocated to communities in neighbouring municipalities within just 48 hours.

As weather conditions drastically changed from one moment to the next, our AgeCare staff worked tirelessly to coordinate the evacuation process, even as they worried about the safety of their own families and homes. Some team members faced four-hour commutes to work as they contended with fires and rockslides on the roads along the way, but still they persevered for the benefit of our residents. It was a complicated operation, and staff from other AgeCare communities across BC and Alberta as well as members of the management team stepped in to help. External partners including healthcare workers, firefighters, community leaders and representatives from BC's Interior Health region also played key roles.

**"It was truly an 'all-hands-on-deck' situation and an incredible example of collaboration and teamwork,"** says John Nocon, AgeCare's Regional Director, BC Interior.

AgeCare was pleased to recognize the heroic effort of firefighters through a donation to the Kelowna Firefighters Charitable Society, and by inviting and honouring the firefighters at a BBQ held at AgeCare Brandt's Creek Mews this past October.



It was truly an all-hands-on-deck situation and an incredible example of collaboration and teamwork.



## Opening Our Doors to Those in Need of Refuge

While the fires devastated British Columbia, many people from the Northwest Territories were also displaced and evacuated due to wildfires. AgeCare welcomed 10 evacuated residents from another long-term care provider to Calgary's AgeCare Bow Crest and one to Edmonton's AgeCare Jasper Place.

An AHS Indigenous Liaison worked with us to ensure cultural sensitivities were considered and accommodated and visited the evacuated residents to ensure their cultural needs were being met. These residents had been evacuated from other sites twice prior to arriving at AgeCare. While this began as a very traumatic time for them, through their five-week stay they enjoyed participating in recreation activities and BBQs, commented on how much they enjoyed their meals with us, and became part of our AgeCare community.

We were honored to have been able to share our home with them in their time of displacement and need. **"AgeCare will always house people in need if we have the ability,"** says Heather Christenson, AgeCare's Regional Director, Alberta North. **"When it comes to our community, our doors are always open."**

# Welcoming Ontario

## Growing Our Family and CommUNITY

AgeCare grew significantly and meaningfully again this year. We nearly doubled in size as we worked with our partner, Axiom Infrastructure, to acquire from Chartwell, 16 Ontario long-term care homes, two of which include retirement residences. We also took on the management of seven additional Ontario long-term care homes.

We were thrilled to welcome staff, residents and their families to AgeCare and are grateful for their trust and commitment. We are also very excited to strategically grow our operations in this way.

**“From our humble roots starting out 25 years ago with an 86-bed community in Medicine Hat, AB to our now 54 communities with 8,176 beds across Alberta, BC and Ontario, we are incredibly proud to continue to evolve, grow and have a national impact in the continuing care sector in Canada,”** says Salimah Walji-Shivji, AgeCare Chief Executive Officer.

## Success Through Partnerships and Collaboration

Strong partnerships and collaboration were essential as we undertook an initiative of this magnitude, along with continuing our high standards of operations and best-in-class experience for residents across all our communities.

The acquisition journey was a pleasure as Chartwell’s team was truly aligned with ours in vision and values. Their dedication was appreciated and essential to the success of the transition and to the continuity of excellent care for the residents.

We are also very grateful to Ontario’s Ministry of Long-Term Care (MLTC), Ontario Health, and Home and Community Care Support Services (HCCSS) for their continued guidance and knowledge as we began our operations in their province.

**Strong partnerships and collaboration were essential as we undertook an initiative of this magnitude.**



**Whatever the role or responsibility, everyone worked – spending countless hours together – as a team.**



## Transition Dream Teams

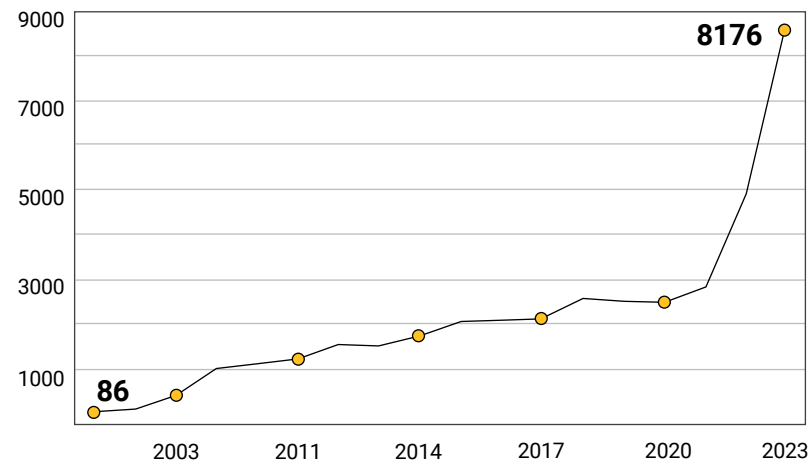
Transition teams were created on both the AgeCare and Chartwell sides with clinical, support services, finance, human resources, legal, IT and communications leads. These teams spent countless hours working together, sharing best practices and ensuring the transition was smooth and seamless for all.

Whatever the role or responsibility, everyone worked together as a team.

**“Our number one priority was to create a positive experience for our residents throughout the transition, and we were very successful in doing that,”** says Amir Rajani, AgeCare Director, Integration and Change Management. **“Our transition teams led the way and staff in our communities followed suit, ensuring our residents saw very little difference, if any, in their day-to-day routines and care teams.”**

Each new Ontario community brought a wealth of **knowledge** and **experience** through the people joining AgeCare.

**AgeCare Beds 1998-2023  
Growth Chart**



**25 Years**

**Recognizing Strong Leadership**

As the saying goes, if it's not broken, don't fix it. AgeCare acquired a high performing organization that was functioning very well and we understood the value in retaining that leadership team for both continuity and guidance.

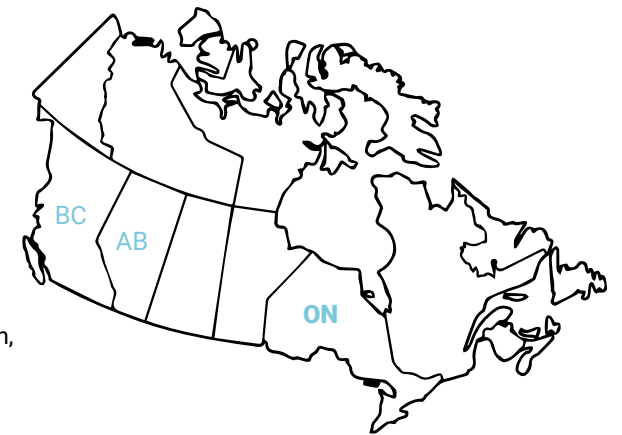
"This was a big advantage for us, and we continue to learn a lot from our Ontario leadership team," says Walji-Shivji. "We couldn't have done as well as we did without that level of skill and commitment from the management teams and the care providers in the communities."

**Growth + Learning = Best-in-Class**

Each new Ontario community brought a wealth of knowledge and experience through the people joining AgeCare. We will continue to seize the opportunity to learn and incorporate new best practices to improve quality-of-life and provide meaningful experiences for our residents, while staying true to our strong roots and values.



AgeCare has grown to employ **11,000+ staff** and improve care and support for our aging population in **54 communities** and **3 provinces** across Canada.



**Ontario communities:** Aurora, Aylmer, Burlington, Elmira, Oakville, London, Parkhill, Woodbridge, Kingsville, Oshawa, Scarborough, Mississauga, Etobicoke, Kitchener, Ancaster, Markham, Ajax, North York, Hamilton and Toronto.

# 25 Years of Caring

2023 was an exciting year for AgeCare, as it marked our **25th anniversary** as an organization. This major milestone was an opportunity to reflect on where we've been and look forward to the future.

## A Silver Celebration

Since our first community, **AgeCare Valleyview**, opened its doors in **Medicine Hat, Alberta**, we have grown into a national organization with **54 communities across Alberta, British Columbia and Ontario**. Our vision in 1998 was ambitious yet clear – to redefine the standard of senior care in Canada. Over these past 25 years we achieved this vision and exceeded expectations, setting new benchmarks for care along the way.

Every staff member, resident, family member and partner is an integral part of the AgeCare story. Their **commitment** and **passion** have been the driving force behind our journey, and we extend our heartfelt thanks to everyone who has contributed to our success along the way.

To spread the spirit of celebration throughout our community and acknowledge this exciting milestone, we unveiled a 25th-anniversary logo.

**Here's to 25 years of heartfelt care, innovation and community – and to the many more years we will spend together making a difference.**

## Key Milestones from 1998-2023

- **Founding Years (1998-2002):** In the first four years of operations, AgeCare built three multi-level seniors care communities in southern Alberta to cultivate the Living in Place model in the region.
- **Developing Years (2002-2009):** AgeCare continued its vision by acquiring seniors communities in Alberta and British Columbia. Our expertise in supportive living, adult day programs and child daycare began to grow with the opening of our second community in Brooks, Alberta.
- **Innovation Years (2010-2018):** The innovation years began with our partnership with Hestia Group in the design of multi-generational communities. Each of these communities was released in multiple phases to meet the unique needs of the local community.
- **Growth Years (2021-2023):** Starting in 2021, we entered a stage of growth at AgeCare. Our branches expanded across the provinces while we remained deeply committed to the roots of our organization. During this stage, we are inventing, innovating and continually cultivating exceptional partnerships, programs and initiatives that create warm, compassionate communities where individuals feel deeply connected and able to enjoy the care and supported needed throughout their entire aging journey.



We can accomplish great things when we partner with those that share our vision and solution-focused approach.

## AgeCare SkyPointe II Opens

We can accomplish great things when we partner with those that share our vision and solution-focused approach.

### A Place of Hope, Healing and Recovery

AgeCare's SkyPointe II officially opened this year. We saw a need in our community, and in partnership with Alberta Health Services (AHS), created this innovative purpose-built 64-bed mental health long-term care residence for seniors. It also houses a 32-bed specialized mental health program operated by AHS for those over 18 years of age.

**Providing Calgarians living with complex mental health needs access to a state-of-the-art residence and holistic care support fills a gap in our health care system and relieves pressure on our acute care system.** Most importantly, SkyPointe II provides hope as well as a safe and vibrant environment in which residents can live in dignity as they pursue treatment.

Our sister company, Hestia Construction, was also an instrumental partner in building this incredible home-like residence, overseeing the design, development, construction and commissioning of the project, further proof of the value of what we can accomplish when partners work together toward a common vision and goal.

# Resident Engagement

Resident engagement is paramount at AgeCare as it fosters a sense of belonging and purpose, enhancing overall well-being and quality of life. Active involvement by residents and their loved ones empowers residents, enriching their social connections and promoting a fulfilling environment conducive to holistic care.

## Providing Comfort and Care

**Sometimes the simplest solutions have the most profound impact.** If you walk by AgeCare Sagewood's memory care neighborhood in the afternoon, you will probably see the main lounge filled with residents peacefully resting side by side in recliners, wrapped up cozily in warm blankets. It all began when AgeCare Sagewood staff saw that a particular resident displayed restlessness in the afternoon, a common behavior of people experiencing dementia. The resident's family was approached and asked if they could try placing the resident's personal recliner in the lounge, bringing them out of their room and into a common area where they were surrounded by staff and other residents. The results were so positive that staff reached out to other families to make the same request.

**The recliner program serves an important dual purpose.** For those whose memory loss has affected their ability to engage in conversation, simply spending time in the presence of others fosters community and combats loneliness. It has also resulted in a significant reduction in falls as staff are able to closely monitor and interact with several residents at a time. The value of this program is so apparent that a number of recliners have been generously donated by AgeCare Sagewood families, enabling as many residents as possible to spend time together as part of the community in a familiar chair.

The recliner program serves an important dual purpose — it fosters **community** and **combats loneliness**.



Building **vibrant communities** is an essential component of the AgeCare difference.

## Fostering Community within Communities

**Our overall AgeCare community, spanning British Columbia, Alberta and Ontario, is united through our shared approach of family values and commitment to providing the best quality-of-life experience for our residents.** However, each AgeCare community also has its own unique culture, and we honour and celebrate that through engagement activities, meals and programming tailored to those that call that community home.

### Community-Specific Newsletters

Every AgeCare community also publishes their own community-specific newsletter highlighting their unique resident and family engagement activities, introducing team members, providing updates on what is happening at the home such as building improvements and providing an opportunity for resident and family feedback.

**“AgeCare communities creating their own newsletters provides a powerful tool for fostering connection at that level, sharing meaningful stories, and celebrating the unique spirit of our residents,”** says Shaista Fazal, AgeCare’s Director, Marketing and Communications. **“These are more than just newsletters, they are a reflection of the distinct, vibrant and engaging community life enjoyed by our residents.”**

## Creating Meaningful Connections

A very special sense of community develops when those of different ages have the opportunity to interact with one another. **Studies have shown that intergenerational programs enhance social engagement and bridge the gap between older adults and younger persons.** AgeCare has adopted the mentorship perspective and recognizes the value of each residents' lived experience.

### Intergenerational Programming

AgeCare Valleyview offers intergenerational programming to enhance connection for our residents, and it has turned out to be mutually beneficial for all involved. **AgeCare provides a range of programming to engage residents so that there is something for everyone to enjoy.** A local group of Sparks, the five-to-six-year-olds division of Girl Guides, visit our residents, bringing joy to all. Letter writing programs between high school students and residents help combat isolation for the seniors while creating grandparent-like relationships for students. Many of the teens were amazed by the experiences and accomplishments of our residents and marveled at them having lived full and interesting lives before coming to AgeCare.

**Registered Nursing (RN) students spend their practicum working with our residents – some of whom spent their careers as RNs.** This is the students' first exposure to a patient population, so they get valuable experience in building rapport and relationships. One group of students even joined our residents on an outing to Walmart and for a coffee date.

Dunmore Equestrian runs our Egg to Chick Hatching Program. **Residents who were farmers enjoyed remembering and sharing their farm experiences.** One resident who rarely joins in activities checked on the eggs every hour and was over the moon when they hatched.

Many of our community partners report feeling very fulfilled by participating in this programming with us. **We put great value on these reciprocal relationships and are grateful to our partners who help make them possible.**



For many residents, art is an important way to **express themselves and their unique story.**



## Making Spirits Bright

We have a vibrant mix of residents at our AgeCare communities, coming from all walks of life with a variety of experiences, skills and talents. **For many residents, art is an important way to express themselves and their unique story.**

### Holiday Card Contest

To celebrate our residents' creativity and showcase their diverse vision of the holidays, we held our first AgeCare Holiday Card Contest. **Residents of all skill levels were invited to share their holiday joy and traditions using an artistic medium of their choice.**

The contest was very well received, with almost 100 entries coming from our communities across Alberta, BC and Ontario. A winning submission was chosen from each province and featured on our AgeCare holiday cards this year, making the holiday greetings we sent to our friends and community partners extra special.

# Feedback Matters

At AgeCare, we believe in the power of feedback as a cornerstone for continuous improvement and excellence in care. Our annual resident and family survey, a key part of our commitment to engagement, provides valuable insights into the lives of those we serve.

This year's survey, available online and as a printed document, saw an encouraging response rate of **72.1% from residents** and **38.6% from family members**.

## Insights from AgeCare's Annual Resident and Family Survey

The survey's overall positive results, marking an improvement from previous years, are a source of pride and motivation for us. Conducted annually using survey tools developed in-house, our resident and family survey aligns with our mission to provide the best quality of life experience and meets Accreditation Canada standards.

The feedback gathered serves a dual purpose – it highlights areas of excellence and satisfaction and opens avenues for discussion on opportunities for improvement. We believe in evolving with the feedback of our residents and their families, ensuring that our care and services continually adapt to meet and exceed their expectations.

The survey invites feedback on various topics, including **environment, care team, activities, communication, safety and meals**. While we still have work to do and are always looking for ways to improve, we also celebrate our areas of strength.

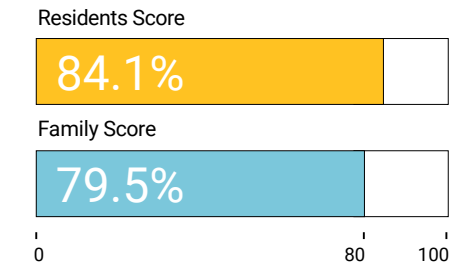
**We value transparent and open communication – everyone should feel heard and informed.**



## Care Team: Respect, Dignity and Independence

Our care team's dedication to treating residents with respect and dignity while fostering independence and choice is recognized by residents and family members. This reflects our core value of honoring each resident as an individual and supporting them in living their lives to the fullest. **The survey responses underline the success of our approach in creating an environment where residents feel understood, valued and supported.**

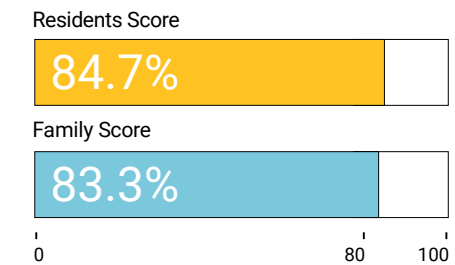
### 2023 Survey Results



## Environment: Personalization, Cleanliness and Privacy

The environment within our communities has always been a priority, and the survey responses reinforce this commitment. Residents and families appreciate the privacy, cleanliness and the opportunity to personalize their spaces. They also feel safe and secure in their communities. **These elements are crucial in making AgeCare not just a place to live, but a true home, where every resident feels comfortable and at ease.**

### 2023 Survey Results



## Communication: Clarity, Approachability and Information Transfer

Effective communication is a pillar of our operations. The clarity in the transfer of information, the approachability of our leadership and a clear understanding of rights and responsibilities are areas where our community has expressed high satisfaction. We place high value on transparent and open communication and making sure that everyone feels heard and informed.

Making an ongoing effort to understand the experience of our residents and families supports us on our journey to provide the best quality of life experience for each resident. Every AgeCare community is responsible for creating an action plan based on the survey results and engaging with residents and family members for additional, ongoing feedback throughout the year.

**We extend our sincere thanks to all residents and family members who took the time to provide their feedback. Their important guidance helps us enhance our care and services and ensure that AgeCare residents live with dignity and peace of mind.**

# Engaging in Excellence



# Awards and Recognition

## AgeCare's Remarkable Year: a Celebration of Excellence in Senior Care

In 2023, AgeCare was **recognized with several awards**, each reflecting our ongoing commitment to providing **outstanding care and service** in the continuing care sector. Here are the honours that have distinguished AgeCare this past year:

### Queen Elizabeth II's Platinum Jubilee Medal

**Salimah Walji-Shivji**, CEO of AgeCare, was honoured with Queen Elizabeth II's Platinum Jubilee Medal, presented by former Minister of Health Tyler Shandro. This prestigious medal, awarded to a select group of 7,000 Albertans, symbolizes significant contributions to the province. The recognition is especially meaningful considering Walji-Shivji's impactful leadership during the challenging COVID period and her role as the Chair of the Alberta Continuing Care Association. Her efforts in advocating for the continuing care sector and providing valuable insights to the government have been vital.

### Artfull Display Award

**Queen's Garden Long-Term Care Residence**, an AgeCare managed community in Hamilton, Ontario, received special recognition for their submissions to the Artfull Display contest. Their exceptional display of residents' artwork, a part of the Artfull Enrichment program, demonstrates the community's commitment to promoting creative expression, lifelong learning and social connectivity among older adults.

### Stampede Decorating Award

Hats off to our team at **AgeCare Riverview** and **AgeCare Valleyview (Medicine Hat, AB)** for placing first in their local Turn'er Loose Store Decorating Contest! Their creative western theme included a saloon with "moonshine" at the bar and even saloon waitresses.

We are committed to providing the **best experience** for our residents.



### CHHA 2023 HSK/EVA Frontline Awards of Excellence

Presented by the **Canadian Healthcare Housekeepers Association (CHHA)**, these awards honour relentless dedication to maintaining a clean and safe environment. The Environmental Services team at **AgeCare Aurora (Aurora, ON)** was the CHHA Team Award of Excellence Winner for their leadership, support to peers, and ability to navigate challenges. **Filloreta Tanko**, a Housekeeping Aide from **Gibson Long Term Care Residence** in North York, Ontario, was recognized as a CHHA Individual Award of Excellence winner for her unwavering commitment to excellence.

### Senior Care of the North Okanagan

**AgeCare Monashee Mews (Lumby, BC)** was voted the senior care winner by the readers of Vernon Morning Star. This recognition is a testament to their dedication to providing outstanding senior care, earning them a well-deserved certificate of achievement.

### Excellence in Senior Living Award

**AgeCare Miller Crossing** in Edmonton was honoured with this award by Assisted Living Magazine. Evaluated through online reviews, publications and industry standards, Miller Crossing's commitment to providing exceptional care and service truly sets them apart in the field of senior living.

### Trillium Health Partners IPAC Hub Recognition

**Tenzin Dolkar**, IPAC Lead from **AgeCare Westbury**, and **Baljinder Sidhu**, RPN, IPAC Lead at **Cawthra Long Term Care Residence**, were recognized by the Trillium Health Partners IPAC Hub for their dedication to Infection Prevention and Control education and surveillance. In addition, **Grace Valdez**, RPN, from AgeCare Willowgrove in Ancaster, Ontario, was the first AgeCare IPAC Lead in Ontario to obtain her LTC-CIP (long-term care certification in infection prevention). **Congratulations!**

# Employee Engagement

Engaging and empowering our employees not only results in their increased job satisfaction, it has a direct correlation to AgeCare providing best-in-class experiences for our residents.

## Communities of Practice

AgeCare utilizes Communities of Practice (CoP) to empower, engage and enable our employees in our ongoing quest for excellence in senior care. This initiative is a key driver of inter-professional collaborative practice. It works by bringing together similar professions (for example, Directors of Care or social workers) from across AgeCare at least two to four times a year to share knowledge and experiences, identify gaps or opportunities in operational policies, and bring both successes and barriers to the table to discuss.

### Creating Community and Learning Within Our Team

By creating this type of collaboration and sharing of best practices and learnings across our teams, we are improving team effectiveness; person-centred care; resident, family and provider experiences and engagement; and resident safety. If someone on a team has a great idea, we don't ask other teams to reinvent the wheel. We provide the opportunity to share that knowledge, for others to learn from it, and, most importantly, for our residents and/or team to benefit from it.

**"Our staff see what's working and what isn't in the work they do every day. We ask them to look at systems, validate what's taking place and offer solutions. And then we provide opportunity for them to help colleagues solve the same challenges,"** explains Jasdeep Grewal, AgeCare's Vice President, Resident Care and Services, Ontario.

CoP has three main components: shared domain (expertise), shared community and shared practice. It encourages our staff to learn and grow, to be inspired by excellence, to be enabled to be leaders and problem solvers, and to work towards common goals and vision.

**"We are building confidence in our leaders through our Communities of Practice,"** says Deborah DiMauro, AgeCare's Vice President, Ontario Operations. **"We want our employees to have ownership in our best-of-care practices, and we are empowering them to share and provide input to achieve outcomes for the residents, families and team members."**

Melanie Brophy, AgeCare's Vice President, Alberta Operations, adds **"Communities of Practice is successful because we are asking people to think together and to solve shared problems around a common purpose. When we bring together different employees from different communities, we create a thinktank to drive social learning."**

Our employees welcome the opportunity to share their successes and challenges with their colleagues so they can learn from each others' knowledge and experiences.

**"These communities provide a collaborative network that enables the sharing of insights, experiences and best practices, driving collective growth and learning,"** says Khairun Jivani, AgeCare's Vice President, BC Operations.

These communities provide a collaborative network that enables the sharing of insights and experiences.



## Annual Recreation Training Day

Our Annual Recreation Education and Networking Day fosters innovation and collaboration among recreation team members. **This day is more than just a training event; it's a celebration of AgeCare's philosophy, centred on the importance of recreation in fostering well-being, purpose, creativity and community among our residents.**

### Fostering Innovation and Collaboration

Leanne Fitzmaurice, Consultant, Program Support Services at AgeCare, says, **"Our aim has always been to empower our recreation team members with fresh ideas and practices, ensuring they're equipped to deliver exceptional care that's centred around the residents' interests and needs."** The 2023 session, held for our Ontario recreation team members, emphasized hands-on learning and practical application. Team members participate in activities like calendar sharing, brainstorming and hands-on program facilitation. These experiences not only improve their skills but also strengthen the sense of community and shared purpose among the staff.

Carey Brestovacki, Consultant, Programs and Support Services, adds, **"This year, our theme revolved around facilitation and diversifying program offerings. We've noticed a need for confidence building in newer team members, especially those who trained virtually. The day was filled with activities, from icebreakers to educational sessions, all designed to enhance their skills in creating engaging programs for our residents."**

The hands-on approach works best for our teams and ensures every aspect of the day includes something staff can take back and apply in their day-to-day roles, enhancing the overall wellness and enjoyment of our residents. Attendees praised the structure and content, with one commenting, **"The format was good, engaging and the description of new programs and new methods of incorporating activities was innovative."**

The event also aligns with AgeCare's philosophy of encompassing various wellness domains, such as social, physical, spiritual, intellectual and emotional aspects, ensuring a holistic approach to resident care.

## Maintenance Care Awards

Our Maintenance Care Award recognizes the exceptional utilization of our Computerized Maintenance Management Software (CMMS), which meticulously oversees approximately \$200 million in assets throughout Western Canada. This system is pivotal in managing our equipment's lifecycle and repair costs, streamlining our operational decisions and maintenance strategies.

The Maintenance Care Award serves as an incentive to encourage our teams to engage deeply with the CMMS. Our approach to data is constructive, focusing on fact-finding to inspire improvement and effective use of our resources. We share information about how our sites and teams are performing – not as a critique but as a celebration of progress.

### Maintenance Care Award Winner

**Congratulations!** AgeCare Walden Heights was recognized for their exceptional contribution to resident satisfaction through the innovative use of the CMMS System Maintenance Care. The award highlights their excellence in asset management, timely completion of preventive maintenance and efficient utilization of manpower.



The CMMS system oversees approximately \$200 million in assets throughout Western Canada.



## Imagine Reaching Our Full Potential

AgeCare has traditionally pioneered dementia programs and education starting with its Moments that Matter program, which has been very successful in Alberta and BC. In our ongoing commitment to person-centred care, AgeCare is providing our Ontario staff with the knowledge and tools to develop the most meaningful engagement possible with our residents through the **IMAGINE by AgeCare** training program. This training program was developed in Ontario to enhance the residents' care experience and inspires the Ontario team's overarching customer service approach to resident care.

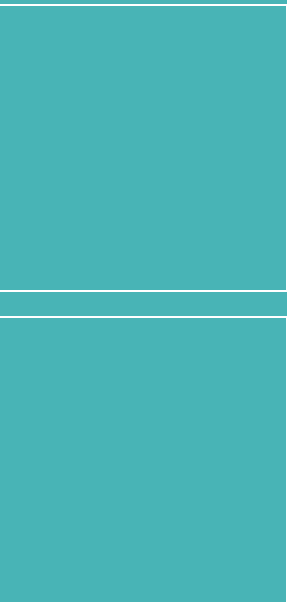
IMAGINE utilizes our sector's best practices and focuses on **four key components: Understanding Dementia, Making Fans of Families, Leadership/Overcome Resistance and Meaningful Engagement** (which incorporates elements of the best evidence-based dementia care approaches, including renowned Montessori techniques).

IMAGINE training encourages participants to think outside the box and embrace new and creative ways of engaging residents using comprehensive education, storytelling, active participation and role playing. This three-day intensive training and applied learning approach is our investment in capturing the hearts, minds and creativity of our team members with a fresh best-practice approach to dementia care. IMAGINE focuses on building leadership capacity of our care staff and leadership teams by engaging, enabling and empowering them to support residents, their families and loved ones, in new meaningful ways.

Learning objectives include improving the quality of life of our residents; creating a more purposeful life for residents through meaningful engagement; effectively connecting with others through building relationships with empathy; improving the quality of work life for our staff; and implementing success strategies.

Helping our staff reach their full potential contributes to a best-in-class experience for our residents and their families. While we have always put a focus on quality care, this is further building on our customer-service culture.

**"IMAGINE is unique in that it is a whole-home approach to care, investing in training all team members in our Ontario AgeCare communities to take a leadership role in providing person-centered care,"** explains Candace Lanthier, Senior Manager, IMAGINE. **"Our aim is to consistently exceed the expectations of those who call AgeCare home and to help them live their full potential."**



**AgeCare**  
19655 Walden Blvd SE  
Calgary, AB T2X 0N7  
403 873 3200  
[agecare.ca](http://agecare.ca)