



Shalom Village Annual Report 2024

HONOURING TRADITION,
EMBRACING THE FUTURE




Dear Friends of Shalom Village,

Wow! As we reflect on 2024, we are proud to celebrate a year of remarkable achievements, heartfelt moments, and steadfast commitment to our mission. Shalom Village continues to be a beacon of care, dignity, and community for our seniors, guided by our vision of Honouring Our Fathers and Our Mothers and our goal of Making Moments that Matter possible for every Shalom Village Senior we serve.

This year, we marked our **50th Anniversary Jubilee Celebration**, a milestone that allowed us to reflect on our past while planning for a thriving future. We successfully completed the **Visioning of Care & Services project**, laying a strong foundation for strategic growth. Additionally, The Shalom Village Board of Directors welcomed three new board members: Ira Levy, Maggie Norris, and Isaac Osiel (2023). We are grateful for their enthusiasm and commitment to Shalom Village seniors and our Mission.

We take great pride in the dedication of our staff and volunteers, who have contributed over **6,000 hours of training**, ensuring our seniors receive the best care possible. Thanks to your support, the Shalom Village Foundation set a new fundraising record, securing over **\$1,000,000** in support,



allowing us to provide programs, services and supports not covered by provincial government funding. These achievements reflect the unwavering support of our donors, families, staff members, volunteers and community partners.

As we look ahead, we remain committed to innovation, excellence, and the continued well-being of our residents. We are particularly excited to be selected to participate in a provincial pilot for cultural homes, which will address wait-list prioritization requirements to improve Ontarians' access to cultural, ethnic, religious and linguistically appropriate care. Additionally, this summer, the Foundation will be launching our new Summer Fundraising Event. This family-friendly, outdoor event will be on June 22nd, coinciding with Seniors Month. Keep your eyes on your inbox for more information and your invitation.

Thank you for being part of our journey.

With gratitude,

Marianne

MARIANNE KLEIN
CEO, SHALOM VILLAGE

Kathleen

KATHLEEN THOMAS
EXECUTIVE DIRECTOR, SHALOM VILLAGE FOUNDATION



Enhancements & Infrastructure Improvements

- **Driveway & Walkway Upgrades**—The main entrance driveway and front walkways were replaced and repaired, ensuring accessibility and safety for all.
- **Courtyard Renovations**—Newly installed wheelchair-accessible tables and patio umbrellas create a more inviting space for residents to enjoy fresh air and social interaction.
- **Facility Modernization**—Several apartment units and common areas were revitalized with fresh paint, new flooring, and upgraded lighting, enhancing the living environment for our residents.
- Blinds installed in all SV2 LTC hallways to improve privacy and comfort.
- **Roof and Skylight Repairs**—Critical maintenance completed to ensure a safe and comfortable living space.
- Repainted resident areas with new colours to enhance the environment and create a more positive atmosphere that supports resident wellbeing.
- **Replacement of Chiller**—The Chiller upgrade enhances the SVO air conditioning system, which will provide residents and guests with a better performing air conditioning system, making them much more comfortable during the hot-humid days of summer.



Strengthening Our Foundation

\$1,000,000+ raised to support Shalom Village seniors, a record-breaking milestone that underscores the generosity of our donors and community. Below are just a few highlights of projects and services funded by your donations.

- New Foundation Board Members, Lori Dessau & Gary Waxman
- Shalom Village Murals fully funded and completed
- New Accessible Furnishings added to Bubbi's Café
- Ladies Auxiliary Tea in-person event resumption
- Kitchen Renovation in Goldies Adult Day and Goldies 2 Home program
- Sam & Anna Taylor Music Therapy Program
- Mother's Day Concert with Hamilton Philharmonic Orchestra Members
- Palliative Care Programming & Support
- Staff Appreciation Week and Staff Holiday Celebrations



Excellence in Care & Services

- **Gentle Persuasive Approach (GPA) Training**—Over 100 employees were certified in this compassionate, person-centered dementia care approach, enhancing our staff's ability to meet the unique needs of our residents with dignity and respect.
- **Staff Appreciation Week (SAW Week)**—This year's celebrations included not only new T-shirts for our dedicated employees but also **STAR Week**, where staff had the chance to recognize their colleagues by writing messages of gratitude and encouragement on **Gold Stars**, which were displayed throughout the lobby. These heartfelt messages fostered a deeper sense of community and appreciation within our team.
- **Mandatory Education Week**—211 staff members attended 9 training sessions over 5 days, reinforcing our commitment to continuous learning and professional growth.
- **Revamped Employee Orientation Program**—More than 49 new hires successfully completed our updated orientation, ensuring they are well-equipped to provide the highest level of care to our residents.



92%+

occupancy in Assisted Living Apartments, demonstrating the continued demand for our high-quality housing and care services.

85%

of LTC residents would recommend Shalom Village to friends and family.

- **Family/Caregiver Experience Survey**—Our 2024 survey revealed overwhelmingly positive feedback from families and caregivers, with many expressing deep appreciation for the compassionate care and strong communication provided by our staff.
- **Staff Antisemitism Training**—We're proud that 211 staff gained a deeper understanding of Jewish history and values, along with tools and strategies to recognize, address, and combat bias and antisemitism—helping to foster a more inclusive workplace for all.
- **Updated LTC Welcome Package**—Newly finalized materials ensure that incoming residents and their families receive the information and guidance they need for a smooth transition into our community.





PoET Training for LTC Nursing Staff

In 2024, our teams prioritized on training and development. PoET Training was an important part of training for our Long Term Care nursing staff. PoET (prevention of error based transfers) Training & Certification Program helps Long Term Care Homes and staff align their habits, practices and policies with Ontario consent obligations. It improves the understanding of consent, capacity and substitute decision making and promotes alignment with Ontario's Healthcare Consent Act.

This quality program assists long-term care homes align with Ontario's *Health Care Consent Act*, helping to:

- ✓ Avoid unnecessary or unwanted **transfers to acute care**
- ✓ Provide **care in the home** that is in line with the **resident's wishes**
- ✓ Meet related requirements under the **Fixing Long-Term Care Homes Act**

We are delighted to share that 100% of our Registered Nursing staff and 80% of our RPN's participated in training and received their PoET Certification.

This training benefits our residents by incorporating their specific wishes for end of life, and/or wishes about hospital transfer when they are admitted into LTC (or at care conferences if there are any changes). This allows our team to better understand the resident goals for their care and ensures we continue to provide a resident

centered care plan according to the resident's specific requests. This can include things like:

- Music preferences so we know what to play at end of life when they cannot tell us.
- If the outdoors is or was very important to them, we can adapt their care plan to incorporate as many outdoor activities as possible.
- If they wish to be sent to hospital for treatments, or they wish to stay in LTC and receive care within our resources.

This approach, helps us ensure the resident (and/or their POA) is fully involved in providing input about their care, giving them meaningful control over their care and experiences. Using the award-winning PoET framework, and working together with our residents, we are able to co-design and implement ideas that result in lasting cultural change towards alignment with resident wishes, values and beliefs, and what is clinically indicated.

This allows us to directly support resident access to care that they both want and can benefit from.



Looking Ahead

The successes of 2024 reaffirms our commitment to delivering **exemplary senior care** while embracing innovation and community engagement. We look forward to further enriching the lives of our residents, deepening our connections with families, and continuing to evolve to meet the needs of our growing community.

We extend our deepest **gratitude** to our residents, families, staff, volunteers, and donors—**your unwavering support** makes Shalom Village the exceptional place that it is today. Together, we will continue to grow, thrive, and honour our mission for generations to come.

Thank you for being part of our journey!

Remember to save **June 22nd**, to join us with family and friends for our First Annual Shalom Village Carnival for Care event.

Shalom Village in 2024: A Year of Impact

Community & Resident Engagement

- **Fabulous 50th Anniversary Jubilee Celebration**—A momentous occasion celebrating five decades of excellence in senior care, bringing together residents, families, and the wider community to commemorate our shared journey and achievements.
- **Return of In-Person Gatherings**—The **Ladies Auxiliary Tea** was a heartwarming success, reintroducing an in-person gathering that strengthened community ties and created joyful memories for all in attendance.
- **Enhancing Memory & Engagement Through Technology**—Thanks to the generous support of the **Dundas Legion Poppy Fund**, our **Snoezelen Room** received a major equipment update, providing our seniors with interactive, engaging activities designed to improve memory, decrease cognitive decline, and create a joyful social experience. These tools help residents struggling with dementia and Alzheimer's by reducing agitation, anxiety, and depression, while fostering a sense of belonging and purpose.



- **Intergenerational Connections**—Our **Volunteer & Recreation Therapy** teams partnered with **Kehila Kids Art** and the **Hamilton Hebrew Academy Pen Pal Program**, creating meaningful exchanges between students and seniors. The letters and artwork shared between generations brought immense joy and emotional enrichment to our residents.
- **Bringing Tradition to Life**—Our incredible volunteer, **Boris**, launched our **monthly Challah baking program** in December 2024. This program has already brought residents together in a warm, communal setting, celebrating tradition, and we look forward to its continued success in 2025!





- **The Tri-Shaw Bike Program**—This beloved initiative continues to be a **resident favourite**, encouraging seniors to get outside, engage with their community, and create lasting memories. Our dedicated volunteers not only take residents for rides but also share stories and historical insights along the way, making each ride a unique and enriching experience. Residents are also welcome to bring family and friends along for these adventures, helping to keep families connected. We eagerly anticipate another fantastic year of Tri-Shaw rides in 2025!
- **Revitalizing Our Apartment Gazebo Garden**—Donna Lewis shared her love for gardening, transforming our **Apartment Gazebo Garden** into a flourishing oasis. By bringing plants from her own home and dedicating time to cultivating new blooms, she helped create a peaceful retreat filled with colour and charm. Cozy cushions and garden lights completed the transformation, turning the space into the **Lemonade Lounge and Coffee Corner**, where residents now gather to socialize and relax outdoors.



- **Marmie Wolfson Awarded the Cathy Kohler Healthy and Active Living Award at the Hamilton Senior of the Year Awards**—This award recognizes Marmie's 50 years of volunteerism at Shalom Village. Over the years Marmie has contributed many hours as a dedicated volunteer at Shalom Village in Hamilton, making her an integral part of the community. Her involvement spans a wide range of activities, all aimed at enhancing the well-being of the residents and program participants. Marmie's support of fundraising is a vital contribution to the continued development and success of Shalom Village. Marmie is also the leader of the "Walkercise" program, a fitness class designed for residents who use walkers, emphasizing the importance of physical activity and wellness. We were thrilled to celebrate Marmie, alongside the other outstanding seniors honoured at the Hamilton awards ceremony.

