

Shalom Village Annual Report 2025

The Power of Possibilities: Care in Action. Community in Motion.



A Message from Our Leadership

The Power of Possibilities is more than a theme—it is a reflection of what happens when care is put into action and community is set in motion. As we look back on 2025, we are proud to share a year shaped by compassion, generosity, and the collective belief that seniors deserve to live with dignity, connection, and purpose.

This Village Voice: 2025 Year in Review highlights what is possible when people come together around shared values. Throughout the year, we saw care delivered not only through programs and services, but through relationships—between residents and staff, families and caregivers, donors and volunteers. From innovative initiatives like Seniors Spark, to record-breaking fundraising efforts, to the everyday moments of kindness that define life at Shalom Village, 2025 was a year of meaningful progress.

Across our campus and community, investments in quality, safety, and enrichment strengthened wellbeing and created opportunities for joy and belonging. At the heart of it all were our staff—whose professionalism, compassion, and commitment continue to be the foundation of care and excellence in everything we do.

None of this work happens alone. The achievements shared in these pages are made possible by the generosity of donors, the leadership of our boards, the dedication of volunteers, and the trust of families who place their loved ones in our care.

As you read this Year in Review, we hope you see the Power of Possibilities reflected in each story—and feel pride in being part of a community where care truly makes a difference.

With appreciation,



Marianne Klein
Chief Executive Officer
Shalom Village



Kathleen Thomas
Executive Director
Shalom Village
Foundation

Our Year Of Impact

Long-Term Care Resident Experience: Care That Residents Feel and Trust

In 2025, feedback from Long-Term Care residents offered a powerful affirmation of the compassion, respect, and professionalism that define daily life at Shalom Village. The annual resident survey reflected not only high levels of satisfaction with care, but deep trust in staff and a strong sense of dignity, safety, and belonging—outcomes rooted in our ATHOME values that define daily life at Shalom Village.

Top Resident Survey Results:

100% Agree/Strongly Agree

“Staff treat me with dignity and respect”

“Staff are compassionate, friendly, and supportive”

97% Agree/Strongly Agree

“I am satisfied with the care and services I receive”

“I would recommend Shalom Village or choose to live here again”

“Staff support me to participate in meaningful activities”

94% Agree/Strongly Agree

“I trust the staff and physicians who look after me”

“If I raise a concern, it is addressed in a timely and respectful manner”

Together, these results speak to a care environment where residents feel genuinely cared for, listened to, and supported—and where quality care is experienced not just clinically, but personally.



Clinical Pathways: Strengthening Care Through Best Practice

IMPACT AT A GLANCE:

Evidence-Informed Care. Consistent Practice. Greater Confidence for Residents and Families.

In 2025, Shalom Village’s Long-Term Care Nursing Team reached an important milestone by completing Phase 1 of the Clinical Pathways initiative through the Registered Nurses’ Association of Ontario (RNAO).

Clinical Pathways are evidence-based care plans that guide how care is delivered for common health conditions and needs in long-term care. They help ensure that residents receive consistent, timely, and best-practice care, while still respecting each person’s individual preferences, goals, and circumstances.

For residents and families, this work means greater confidence that care decisions are informed by the latest research and professional standards. Clinical Pathways support clearer communication among care teams, more proactive responses when a resident’s health changes, and smoother coordination of care over time.

Completing Phase 1 reflects the dedication, professionalism, and leadership of Shalom Village’s nursing team, and their commitment to continuous learning and improvement. Ongoing participation in the Clinical Pathways initiative strengthens quality, safety, and consistency of care — helping ensure residents receive care that is not only compassionate, but also guided by evidence and best practice.



A Celebration of Tradition, Generosity, and 100 Years of Heart

IMPACT AT A GLANCE:

One Beloved Tradition. A Life of Leadership and Volunteerism. Driving Access and Independence for Seniors.

In 2025, the **Shalom Village Ladies Auxiliary Tea** was more than a beloved fundraising tradition—it was a celebration of community, continuity, and extraordinary generosity, wrapped in elegance, warmth, and joy.

This year's Tea held special meaning as guests gathered to honour **Rochelle Waxman**, who celebrated her **100th birthday** in 2025. A founding member of the Ladies Auxiliary and a lifelong champion of Shalom Village, Rochelle's legacy of leadership, volunteerism, and care has helped shape the Tea into one of the community's most cherished annual events. Her presence—and the love surrounding her—was felt throughout the room.

The Tiffany-inspired setting, beautifully curated tables, and thoughtful details created an atmosphere that felt both celebratory and deeply personal. Guests enjoyed an afternoon of connection, shared stories, and heartfelt

moments—a reflection of the relationships that have sustained the Tea for generations.

Adding to the impact of the day was a generous **matching gift from Larry Rosenberg**, which inspired guests to give even more generously.

The match transformed individual contributions into collective impact, reinforcing a powerful message: when this community comes together, generosity multiplies.

Proceeds from the Tea support programs, services, and initiatives that allow Shalom Village seniors to live with dignity, connection, and purpose. From recreation and wellness programs to meaningful moments of celebration and care, the Tea continues to play a vital role in helping **Make Moments that Matter** for seniors across our campus.

As the Tea looks toward the future, it remains rooted in the values that have guided it for decades—friendship, philanthropy, and a shared commitment to caring for one another. In 2025, those values were on full display, reminding everyone in attendance that tradition is not just something we honour—it's something we live.



Because Care Like This Is Made Possible Together

Every story shared in this Year in Review—every moment of connection, every program launched, every smile, and every step toward healing—is made possible through the generosity of our donors.

At Shalom Village, giving isn't just about funding programs. It's about creating moments of dignity, joy, and belonging for seniors and their families. It's about helping someone feel less alone. It's about supporting compassionate staff as they care for people at some of life's most vulnerable moments.

Whether it's a large gift or a modest one, every donation makes a difference. Even small contributions help bring meaningful programs to life, strengthen care, and support seniors across our campus and community.

If you are able, we invite you to consider making a gift today. Together, we can continue turning care into action—and possibility into impact.

To donate, use the slip on the last page or visit:

shalomvillage.ca/give-today/

Seniors Spark: Connection, Confidence, and Joy in Motion

IMPACT AT A GLANCE:

**One New Program. 60 New
Connections (and growing).
Lasting Impact.**

Introduced in 2025 with support from the Ontario Government and the Shalom Village Foundation, Seniors Spark quickly became a welcoming space where older adults—and their caregivers—could move, laugh, and reconnect. Offered free of charge, Spark removes financial barriers and invites participants to focus on what matters most: feeling good, feeling included, and feeling part of a community.

Designed for seniors who may feel hesitant about traditional fitness programs, Spark emphasizes gentle movement, fun, and belonging. Programs are thoughtfully adapted for different abilities and mobility levels, creating an environment where everyone feels comfortable participating at their own pace. What matters most isn't performance—it's confidence, connection, and joy.

For many participants, Spark has been a powerful antidote to isolation. Before joining, nearly half shared that they often felt left out or disconnected. Through Spark, they found a reason to get out the door, a familiar group to look forward to, and a space where laughter comes easily.

As participant Kim MacDonald shared, "We laugh, meet new people, and have fun. We don't even realize that we're also getting a good workout!"

Program lead Stacy Bennett, herself a senior, witnesses these transformations every week. "There is something deeply meaningful about creating a space where seniors feel truly seen," Stacy says. "When people feel welcomed and supported, they begin to open up—not just physically, but socially and emotionally. That's when the real spark happens."

Spark's success reflects Shalom Village's commitment to Making Moments that Matter—moments that strengthen physical wellbeing, lift spirits, and foster genuine connection.



Thanks to continued funding from the Shalom Village Foundation, Seniors Spark will continue into 2026. Seniors or caregivers interested in participating—or those who know someone who might benefit—are encouraged to contact Greg or Stacy to learn more.



The Club Fitness Centre: Strength, Confidence, and Community

IMPACT AT A GLANCE:

**Staying Active. Building Confidence.
Moving Together in Community.**

In 2025, members of The Club Fitness Centre shared overwhelmingly positive feedback about programs that help them stay active, feel stronger, and maintain confidence in everyday life. Participants highlighted knowledgeable, encouraging staff and fitness programs that feel safe, welcoming, and tailored to their abilities. For many, The Club is also an important place to connect with others—making movement enjoyable, social, and motivating.



Fitness Club Survey Highlights:

100% Agree/Strongly Agree

"Staff are knowledgeable, supportive, and encouraging"

97% Agree/Strongly Agree

"Programs feel safe and appropriate for my abilities"

"Participation helps me maintain my strength and mobility"

94% Agree/Strongly Agree

"I feel comfortable and welcome in the Fitness Centre"

"Attending programs supports my overall wellbeing"

Quality, Safety & Continuous Improvement: Because Feeling Safe Is the Foundation of Everything

IMPACT AT A GLANCE:

Safer Days. Faster Response. Peace of Mind for Residents and Families.

In 2025, quality and safety improvements translated directly into safer days and greater peace of mind for residents and families. Focused efforts in areas such as falls prevention, skin integrity, medication safety, and infection prevention helped reduce risk and support faster response when concerns arose. Regular review through the Quality Committee of the Board ensured lessons were shared and improvements were made in real time.

For residents, this meant fewer disruptions, quicker interventions, and care that felt both attentive and reassuring. For families, it meant confidence that their loved ones were being cared for in an environment where safety, dignity, and continuous learning are taken seriously.

Academic & Community Partnerships: Building Better Care Through Partnership

Partnerships with professional organizations, academic and health-care institutions, including McMaster-affiliated initiatives, the Ontario Caregivers Organization, MIRA Health Talks and more continued to strengthen our care in practical, meaningful ways. These collaborations supported staff learning, introduced evidence-informed practices, and helped Shalom Village remain connected to emerging research and best practices in senior care.

For residents and families, these partnerships mean care that evolves—informed by research, strengthened by training, and delivered by teams who are continually learning and improving in service of those they care for.



Volunteers: Time, Talent, and Heart in Action

IMPACT AT A GLANCE:

Time Given. Connections Built. Community Strengthened.

Volunteers play a meaningful role in daily life at Shalom Village, helping seniors stay connected, engaged, and supported. In 2025, volunteers of all ages shared their time across programs and departments, bringing companionship, energy, and community into everyday moments.

We were proud to partner with McMaster University programs including Seniors with Skills and Aging in Society, as well as Hillel McMaster, welcoming students who brought compassion and fresh perspective. We were also pleased to see Westdale High School students reach out independently to volunteer beyond school requirements. Alongside them, senior volunteers continued to give back, offering peer connection and lived experience.



2025 Volunteer Snapshot

57 Volunteers Total

- 49 McMaster students
- 3 High school students
- 5 Adult/senior volunteers

Volunteer Hours by Area

- **450 Hours:** Long-Term Care one-to-one visits
- **417 Hours:** Long-Term Care recreation
- **398 Hours:** Fitness Centre
- **368 Hours:** Goldies programs
- **73 Hours:** Assisted Living Apartments

Together, these contributions strengthened programs and created meaningful moments for seniors across our community. One caring person can make a difference—and that could be you. For more information, **contact Amy Klokoﬀ at 905-529-1613.**



Enrichment That Brought Joy to Everyday Life

IMPACT AT A GLANCE:

Movement, Laughter, and Connection. Supporting Health and Belonging for Seniors.

In 2025, Shalom Village's Assisted Living community experienced a season of renewed energy, creativity, and connection thanks to the generosity of Dr. Sandra Witelson and the establishment of the Sandra F. Witelson Enrichment Fund.

Over six months, this support made it possible to introduce 14 new enrichment and recreational experiences—programs that brought residents together in ways that were joyful, meaningful, and deeply human. Participation increased, smiles were plentiful, and residents frequently lingered longer, eager to see what was coming next.

Live music performances, interactive karaoke sessions, and themed social events invited residents to sing along, share memories, and express themselves. Cultural cooking programs brought people together around food and tradition, while shared meals and festive celebrations added comfort, fun, and a sense of occasion to everyday life.

Gentle animal visits proved especially powerful, offering moments of calm, delight, and connection—particularly for residents who are more socially withdrawn. These experiences encouraged conversation, touch, and engagement, helping residents reconnect with one another and their surroundings.

Behind each of these programs was the thoughtful coordination and care of Tracy Humphreys, whose leadership ensured that every activity was inclusive, purposeful, and tailored to what residents value most.

Together, these experiences reflected Shalom Village's commitment to Making Moments that Matter—not through grand gestures, but through everyday opportunities for joy, dignity, and belonging. The Sandra F. Witelson Enrichment Fund stands as a powerful example of how targeted generosity can transform daily life for seniors and create moments that truly matter.

Assisted Living Resident Experience: Feeling at Home, Supported, and Connected

In 2025, feedback from Assisted Living residents reflected a strong sense of satisfaction, security, and belonging. Survey results highlighted the importance of supportive staff relationships, feeling at home in one's environment, and having opportunities to stay engaged and connected. Together, these responses affirm that Assisted Living at Shalom Village is more than a place to live—it is a community where residents feel respected, supported, and cared for.

Top Assisted Living Resident Survey Results:

100% Agree/Strongly Agree

"Staff treat me with dignity and respect"

"I feel safe and secure in my home"

97% Agree/Strongly Agree

"Staff are friendly, caring, and responsive"

"I am satisfied with my overall experience in Assisted Living"

"I feel comfortable and at home in my apartment"

These results reflect an environment where residents feel confident, valued, and supported—balancing independence with the reassurance that help is always close at hand. Most importantly, they speak to the everyday relationships and attentiveness of staff, which continue to be central to residents' positive experiences.





Bubie's Café: A Place for Connection, Comfort, and Community

IMPACT AT A GLANCE:

A Life Well Loved. A Place to Gather and Belong. Kindness that Endures.

In 2025, a beloved gathering space at Shalom Village was given new life—and a new name—thanks to the extraordinary generosity of the Bergart & Hannon families. Their meaningful gift reimaged Bubie's Café as a warm, welcoming space that reflects the values, spirit, and legacy of Maureen Bergart.

Maureen was a devoted member of Shalom Village's Board of Directors and a passionate advocate for seniors, families, and staff. With both of her parents having lived at Shalom Village, her connection to this community was deeply personal. She understood the importance of dignity, comfort, and human connection—and she carried those values into everything she did.

The refreshed Bubie's Café honours Maureen in a way that feels both intimate and joyful. From its new look and logo to the loving choice of its name—spelled the way Maureen's grandchildren called her—Bubie's is filled with the warmth she so naturally shared with others. A special dedication gathering brought together Bergart & Hannon family members, residents, staff, families, and friends to celebrate Maureen's life and the enduring impact of her kindness.

More than a café, Bubie's is a place where stories are shared, friendships are nurtured, and small moments become meaningful ones. Whether enjoying lunch with a loved one, meeting a friend for coffee, or simply pausing for a quiet moment, Bubie's invites everyone to feel at home.

The Shalom Village community extends its deepest gratitude to the Bergart & Hannon

families for their heartfelt gifts—and for ensuring that Maureen's legacy continues to live on, one warm conversation at a time.

We invite you to visit Bubie's Café whenever you're looking for a cozy place to enjoy a meal, a snack, or a coffee—surrounded by comfort, connection, and community.

Jewish Life at Shalom Village: Tradition, Choice, and Joyful Connection



Jewish life continues to be a vibrant and meaningful part of daily life at Shalom Village, creating opportunities for residents to connect through tradition, creativity, and shared experience.

Thanks in part to funding from the Hamilton Jewish Federation, Andrea Levy returned to Shalom Village in 2025 to serve as our Balabusta—bringing warmth, energy, and thoughtful programming that invites participation at every level. In addition to monthly Shabbat services and Kiddush, Andrea has led a wide range of Jewish Life activities open to all residents, regardless of background or familiarity.

Many programs centre on food, music, and hands-on creativity—always with an emphasis on choice and personal expression. Residents have baked challah in a variety of shapes and toppings, prepared kosher perogies and pita pizzas with customized flavours, and decorated Chanukah cookies with colourful icings and festive designs. Holiday programs such as Rosh Hashanah simanim salad bars and Tu B'Shvat seders invite reflection, learning, and conversation, while also celebrating seasonal rhythms and shared values.

Music plays a special role as well. Jewish singalongs and "Jewsic" sessions feature familiar melodies and strong rhythms that encourage toe-tapping, hand-clapping, and even dancing—creating moments of joy that are welcoming whether or not someone knows Hebrew or Jewish traditions.

Together, these experiences reflect the heart of Jewish Life at Shalom Village: inclusive, joyful, and rooted in connection—where tradition is lived, shared, and enjoyed together.

Carnival for Care: One Joyful Day, A Community United

IMPACT AT A GLANCE:

One joyful day. Countless smiles. Neighbours, families, and friends supporting local seniors.

In **June 2025**, Shalom Village proudly introduced **Carnival for Care**, reimagining the long-running Hustle 4 Health into something even more inclusive and joyful. While people came to walk and fundraise, they stayed to connect—families lingered, children played, and seniors smiled.



What made the inaugural Carnival especially powerful was the way it welcomed everyone. Seniors, children, families, volunteers, staff, and supporters came together not as separate groups, but as one community—celebrating life, caring for one another, and creating memories side by side.

Yes! I would like to support Shalom Village Seniors through *The Power Of Possibilities*.

I've enclosed a cheque payable to Shalom Village Foundation.

I prefer to use my **Visa** or **Mastercard**

Card #: _____

Signature: _____

Address: _____

Donation Amount: _____

Expiry: _____ CVV: _____

Please mail your donation form to:

Shalom Village
70 Macklin St N., Hamilton, ON L8S 3S1



Shalom Village | 70 Macklin St N., Hamilton, Ontario | **Phone:** (905) 529-1613 | **Email:** info@shalomvillage.ca

Save the Date!

Carnival for Care 2026

Become a Carnival For Care Sponsor!

Sponsorship Opportunity

Carnival for Care offers sponsors visibility with a highly motivated, values-driven audience of thousands—spanning ages 8 to 88 and beyond—in a warm, family-friendly environment where community, generosity, and connection take centre stage.

Join us as this joyful tradition returns—bringing our community together once again in support of seniors on **May 31st, 2026!**

Contact Kathleen or Laurie at Foundation@ShalomVillage.ca for more information.

Why Sponsor Carnival for Care?

- Reach thousands of engaged attendees
- Connect with families, professionals, and seniors in one place
- Align your brand with care, community, and joy
- Support programs that make a real difference for local seniors