



# 2021 ANNUAL REPORT



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# MESSAGE FROM THE CEO

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The last year and a half at Menno Place have been focused on the prevention of COVID-19 and the response to outbreaks on our campus. These months have been extremely difficult, and I can honestly say that this has been the hardest period of my 46-year career in healthcare.

Our first COVID-19 positive case was identified in Menno Home East 2 on November 17, 2020. The outbreak in Menno Home resulted in 42 positive residents and 25 positive staff. Tragically, we lost 15 residents on that unit.

Due to the dramatic reduction of staff, we reached out to families and

friends of residents to fill positions in the housekeeping and dietary departments. Nine family members were hired and trained, and several media outlets took an interest in this innovative staffing solution.

## **The effects of the pandemic have been felt by all those who live and work at Menno Place.**

In early 2021, one resident from Menno Home West 1 and one resident from the Pavilion Independent Living Apartment passed away from COVID. Containing the virus has also proved difficult in the fall of 2021. Outbreaks in Menno Home East 1 and Terrace East Assisted Living were declared in September and in Terrace West Independent Living in October. We grieve the residents who have succumbed to the virus.

The effects of the pandemic have been felt by all those who live and work at Menno Place. Public Health Orders restricting social visitors remained in place for all long-term care homes until April 1, 2021. At that

# MESSAGE FROM THE CEO cont.

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time, resident communal dining was also reinstated, and small group recreational and spiritual activities resumed.

We miss the face-to-face interaction with families and friends and are grateful for their support and passionate advocacy for their loved ones. We are committed to engaging with families and friends to provide excellent resident and family-centred care.

**Together, we can reflect God's love and enable residents to live with hope and dignity.**

We also recognize the resilience and courage of our staff in caring for the most vulnerable throughout the pandemic. Over these past 18 months, they continued to provide compassionate care to our residents while also facing the challenges of COVID-19 in their personal lives.

We are grateful for an engaged Board of Directors, who have

skillfully guided our organization through this difficult time. Alongside the Executive Leadership Team of Menno Place, the Board of Directors has set these overarching goals:

1. Provide continuous quality improvement and excellence in care and services.
2. Provide support for residents to live with hope and dignity.
3. Create a master plan for the Menno Place campus.
4. Have the right people with the right skills in the right positions.
5. Ensure operational efficiencies and viability.

Thank you for your investment in the lives of our elders. Despite the challenges we've faced—and will continue to face—throughout the pandemic, we trust in the goodness of our God. Together, we can reflect His love and enable residents to live with hope and dignity.

It is a privilege to serve our community and our seniors,

**KAREN BIGGS, CEO**

## ZOOM CALLS

4,931 Zoom Calls were facilitated by Menno Place's Recreation Team since the outset of the pandemic. This service has allowed family and friends to see and converse with their loved ones in Menno Home and Hospital and has been a vital connection for all involved, especially for those living at a distance from their loved ones.



## SAFE VISITS

From April 1 to July 18, 2021, Menno Place facilitated 2,207 Safe Visits for designated visitors and residents in Menno Home and Hospital and Terrace East Assisted Living. These supervised and distanced pre-booked visits provided limited contact, however, they were very meaningful connections for many.

## SOCIAL VISITS

13,839 Social Visits have taken place at Menno Home and Hospital and Terrace East Assisted Living from July 19 to October 1, 2021. Family and friends were able to hug and meet with residents in their rooms and common spaces. It is a joy to see families reunited!





“

Dear Staff, thank you for the care you give every day. May God bless you and continue to give you renewed strength and courage as you continue to bless those in your care with your compassion and love.

”

**Menno Place  
CEO, Karen  
Biggs, being  
interviewed  
by CTV News  
Vancouver**



2,639 messages of love have been sent in from families and friends since the pandemic began. Each message and picture is printed and hand-delivered to residents across the campus.



## Menno Place honours residents who passed away during the Home East 2 outbreak

In December 2020, Menno Place invited family and friends to decorate the campus for Christmas. Hundreds of people strung lights and ornaments and brought Christmas cheer and joy to residents and staff throughout the holidays.



## Families and residents in long-term care are reunited in April 2021

# CHAPLAINS REPORT

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**Give thanks to the Lord, for God is good; God's steadfast love endures forever.** Psalm 107:1

The word translated steadfast love in this verse is "Hesed" in the Hebrew. It is a big word meaning undeserved kindness, covenant faithfulness, mercy, and generosity.

The psalm goes on to speak of situations where God comes to the rescue in the life of the people of Israel, showing that steadfast love is an action word. God sees our need and comes to the rescue, sees our hurt and shares compassion, sees our fear and shows us mercy in Jesus Christ. This has been our experience in the midst of COVID-19. It has been such a challenging year for our elders, their families, and the staff and yet at every turn we have experienced God's steadfast love, mercy, and kindness.

God has shown "Hesed" love to the Chaplain Team in the past year through:

- Our livestream services on Menno TV as a vehicle of sharing

chaplain programs and communicating with residents across the campus. We are grateful to Danielle Kinvig for her tireless work in downloading programs.

- Local churches who share their church services so we can livestream them on Menno TV.
- The opening up of Menno Home and Hospital to in-person chaplain programs. It has been a joy to worship with residents again!
- Interns serving at Menno Place: Vika Franko (MCC service worker from the Ukraine), Genoa Bramhall (Columbia Bible College), Stephen Whelpton (Columbia Bible College), and Shawna Reed (ACTS Seminary). Our interns visited residents and helped with livestream and in-person programs.
- The return of our amazing palliative volunteers as they were deemed essential visitors.



- The support of Chaplain Scott Mackenzie, our team member, who provides support when chaplains are ill, recuperating from surgery, or on vacation.
- A memorial video honouring Menno Place residents who died of COVID-19 and a butterfly release for family members and residents of the units affected.
- Three livestream memorials in September for Menno Hospital, Menno Home, and Menno Apartments. We are grateful for the music of Crystal Hicks and Carolyn Simpson in making these services so meaningful.
- The opportunity to honour residents who passed away through leading many passing quilt processions, funerals, and graveside services.
- The faithful ministry of the Menno Place knitters who've knitted hundreds of prayer shawls. We celebrated this ministry in an outdoor thanksgiving event for Betty Horch who began the program with her daughter Ruth Neufeld. Leona Krause and her daughter Jackie Rempel are carrying the ministry forward with assistance from Tina Dyck and her daughter Doris Froese. These shawls have provided comfort, hope, and beauty in a difficult year.



Butterfly Release 2021



Ingrid Schultz during the filming of the Memorial video.

It is a privilege to serve our God of steadfast love as a chaplain team and we are grateful for the support and prayers of the leadership team, board, and Mennonite Benevolent Society members.

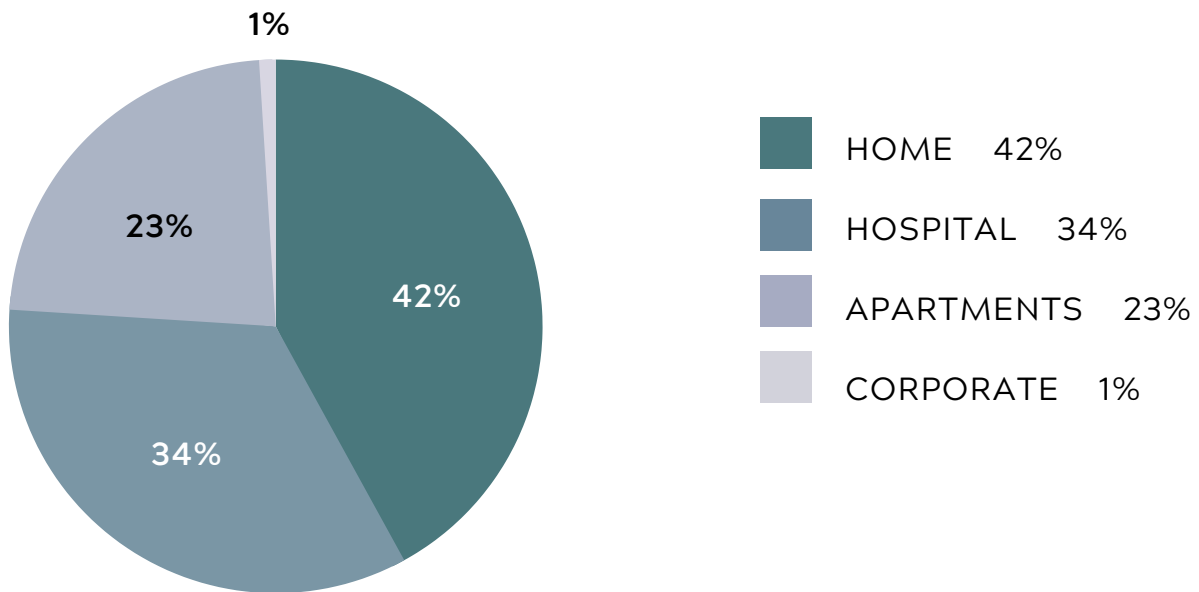
***Gratefully,***

John Dyck, Ingrid Stahl,  
Ingrid Schultz

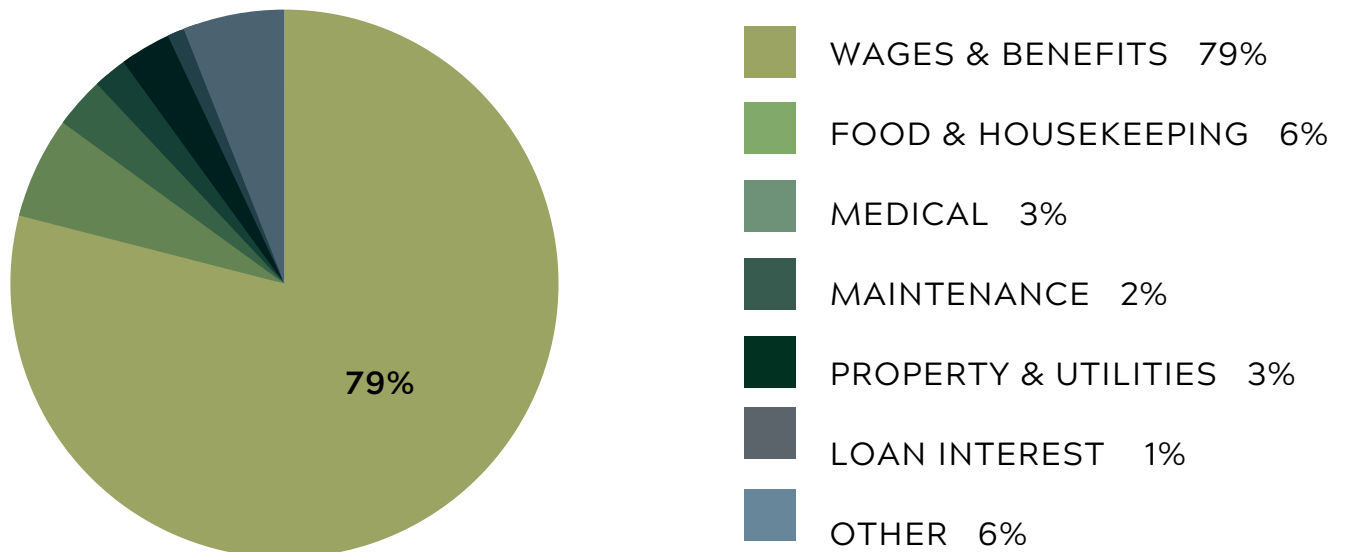
# MENNO PLACE FINANCIALS

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## TOTAL BUDGET \$42 MILLION



## TOTAL EXPENSES

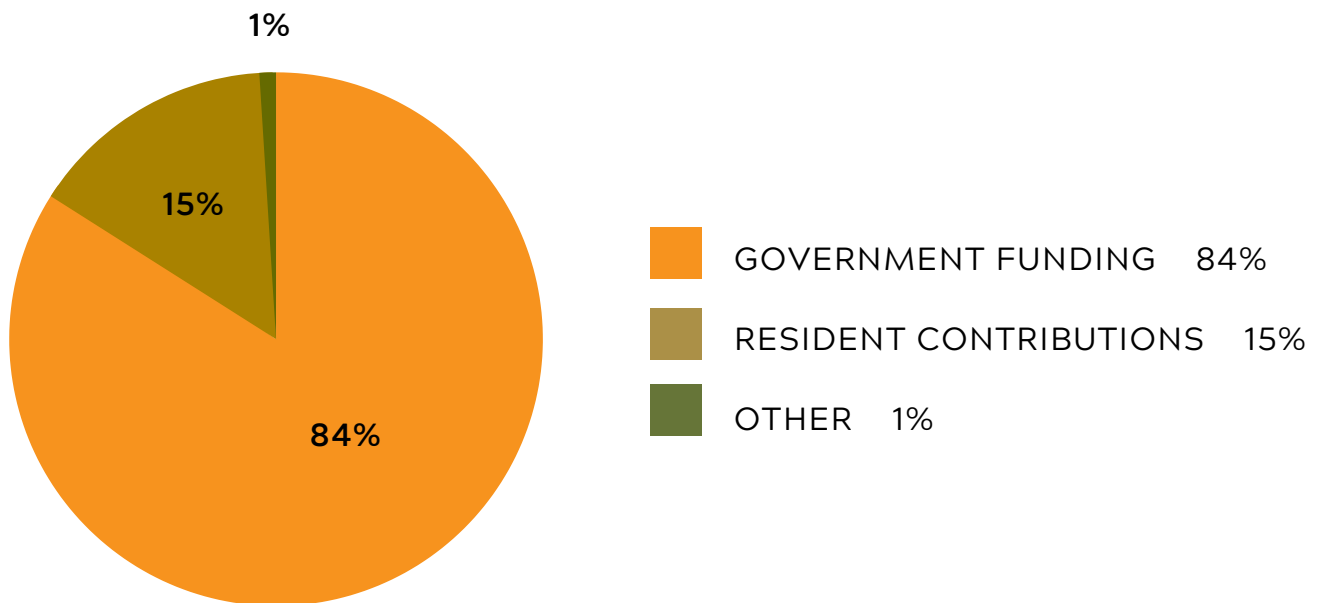


To the Members of Mennonite Benevolent Society,  
In our opinion, the financial statements present fairly, in all material respects, the financial position  
of Menno Home, Menno Hospital, Menno Apartments and MBS Corporate as at March 31, 2021,  
and its results of operations and its cash flows for the year then ended in accordance  
with Canadian accounting standards for not-for-profit organizations.

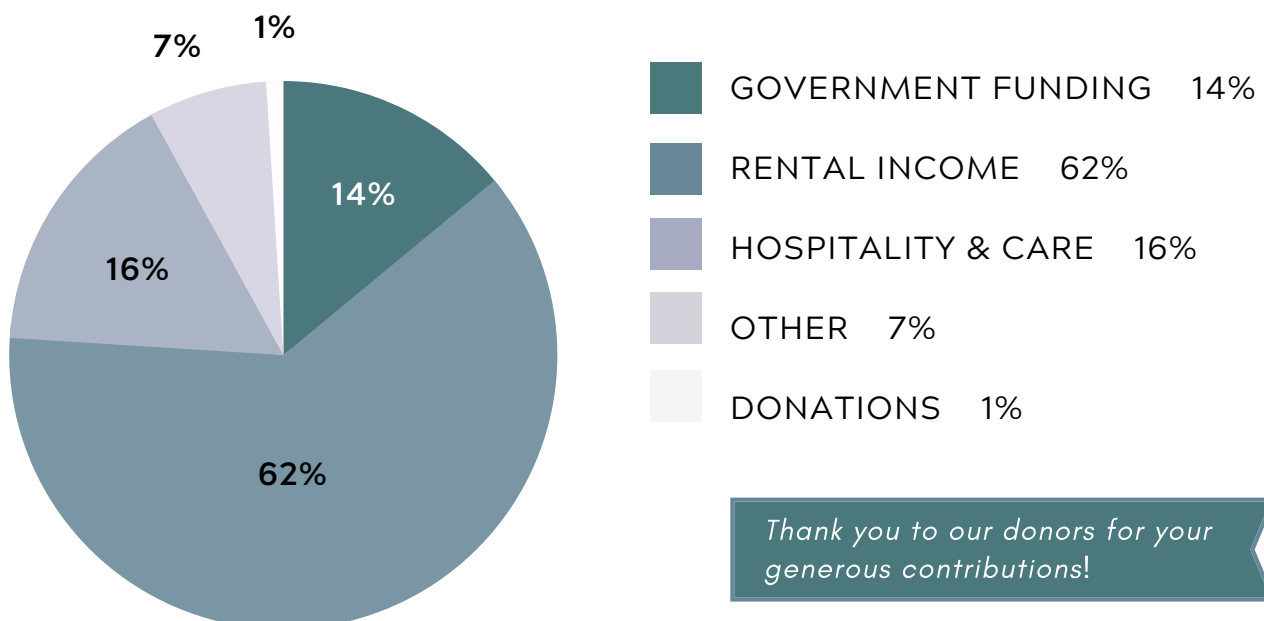
Excerpt from audited financial statements for the year ended March 31, 2021 by KPMG LLP Chartered Professional Accountants

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## LONG-TERM CARE REVENUE



## APARTMENTS & CORPORATE REVENUE



*Thank you to our donors for your  
generous contributions!*

# Thank You

to all of the engaged members  
of our community!

871

MENNO PLACE LIFE  
FACEBOOK GROUP  
MEMBERS

212,377

MENNOPLACELIFE.COM  
PAGE VIEWS

1,696

EMAIL SUBSCRIBERS  
84% ARE HIGHLY  
ENGAGED



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