



Annual Report

2023/2024



For 70 years, Menno Place has provided hope, dignity, and compassion to more than 27,500 seniors in Abbotsford.

Compassionate Christian Care For All



Isaiah 46:4

"Even to your old age and gray hairs
I am He, I am He who will sustain you.
I have made you and I will carry you;
I will sustain you and I will rescue you."

Menno Place is one of the largest senior care campuses in British Columbia. There are nearly 700 seniors living on 11 acres across from the Abbotsford Regional Hospital. Menno Place is governed by the Mennonite Benevolent Society which founded faith-based senior care in this location in 1953.

Menno Place

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Message from the Board Chair

Carol Dyck, BSc

As we reflect on this past year, our hearts are full of gratitude and anticipation for what the Lord has done, is doing, and will do here at Menno Place. The Mennonite Benevolent Society, steadfast in its mission "To reflect God's love by providing facilities and services that express our commitment to excellent resident and family-centered care and enable residents to live with hope and dignity," reached a monumental milestone - the 70th Anniversary of Menno Place.

This celebration is not just a mark of time, but a testament to the unwavering dedication and love that have been the foundation of serving over 27,500 elderly seniors in our community since our inception. The 70th Anniversary was commemorated with a celebratory tea, attended by over 100 people. This event was a reflection of our rich history and an affirmation of the deep connections within our community.

We stand on the threshold of an exciting future, inspired by our past and motivated by the mission our Lord and Heavenly Father has laid out for us - to serve seniors with love and excellence.

In an impactful homage to our roots, the Mennonite Benevolent Society Board, along with the Executive Team and Chaplains, participated in a prayer walk around the Menno Place campus. This walk mirrored the actions of our founders in 1954, as recalled by Jake Baerg, who shared their prayerful consideration for this land - that the Lord would bless it - highlighting our ongoing reliance on God's wisdom and guidance for our mission.

Our heartfelt thanks go out to the 765 staff members whose dedication, love, and service breathe life into our mission, enabling our residents to live with hope and dignity each and every day.

Looking ahead, we are working together with our new CEO, Sujata Connors, to embark on an era of growth and redevelopment. The development of a Master Site Plan will bring with it both a blueprint for the physical redevelopment of our oldest buildings and a vision for the next 70 years of care, showcasing the best practices in caring for and supporting the frail and elderly.

As we move forward, our commitment to the Lord's will for Menno Place remains firm, our gratitude deep, and our anticipation for the future palpable. Together, we continue to embody how the love of God makes a meaningful difference in both the lives of those we serve, and in our own lives, as we trust Him to lead us forward.



Message from the CEO

Sujata Connors, M.PA, R.N., B.N.,
B.Sc., Dip CN, EXTRA Fellow

I am filled with gratitude for the privilege of serving as CEO of Menno Place this past year. It has been a profound journey of learning about our organization's legacy, how we serve residents and families, and the opportunities to foster continuous improvement in all areas of care and service.

My central focus has been on building a strong, healthy workforce. By reevaluating leadership needs to support our staff, we aim to develop organizational structures and practices that will improve stability. We are still early in this work and are continuing to develop initiatives to ensure Menno Place is a preferred workplace, capable of responding and adapting to the evolving care needs of our residents.

Our key accomplishments in 2023/2024 include:

- Revising our leadership structure to enhance our ability to provide resident and family-centered care.
- Establishing a site-wide Quality Improvement and Risk Management Committee to ensure comprehensive reporting to the MBS QIRM Committee.
- Investing in our People and Culture team to support leadership, implement proactive recruitment and retention strategies, and develop a wellness framework.
- Launching multiple clinical improvement initiatives, such as falls and wound prevention.
- Developing a robust complaints and concerns process for better clarity, learning, and follow-up.
- Opening a 16-bed Convalescent Care Unit, offering a transition for individuals post-acute care admission.
- Laying the groundwork for redevelopment by creating a Strategic Master Site Plan.

I am humbled and grateful to serve this incredible organization, ensuring our mission is not only carried out, but also flourishes for generations to come.

Our leadership and staff are motivated, caring, and capable. It is a pleasure to work alongside these talented individuals and our dedicated and experienced Board of Directors. Together, we seek and follow God's guidance, embodying His love for those we serve so that all who live and work at Menno Place will experience God's compassionate care through us.

Sujata Connors

**Sujata Connors, M.PA., R.N., B.N.,
B.Sc., Dip CN, EXTRA Fellow
Chief Executive Officer**

Menno Place By the Numbers

As of January 2024

347

**LONG-TERM CARE
RESIDENTS**

135 residents in Menno Hospital
196 residents in Menno Home
16 Convalescent Patients

54% of Long-Term Care Residents
identify as Christian

3 INDEPENDENT LIVING APARTMENTS

219 SUITES



Primrose Gardens

Built in 2010, Primrose Gardens features 97 one-bedroom and 8 two-bedroom apartments



Terrace West

Built in 1998, Terrace West features 55 one-bedroom apartment suites



Pavilion

Built in 1983, with an addition in 1992, the Pavilion features 59 suites

**AVERAGE AGE OF
INDEPENDENT
LIVING RESIDENTS**

88

Ages ranging from 50 - 103

83

Average Age of
Long-Term Care
Residents

**Ages ranging
from 50 to 100+**

**Average Age of
Assisted Living
Residents**

89

Ages ranging from 64 - 101

243

**INDEPENDENT
LIVING RESIDENTS**

♥ 38 ♥

**Married couples
live on the Menno
Place campus**

96

**Apartment Suites
in Terrace East
Assisted Living**





765

STAFF MEMBERS

**MENNO
PLACE
RECEIVES** **52,000**
visits per year



107

Recreation &
Rehabilitation
Volunteers



10

Pastoral
Volunteers



Menno Place Strategic Framework

The Mennonite Benevolent Society is committed to providing excellent care and service in an atmosphere of warmth and compassion, based on principles of the Christian faith. Housing and care is provided to residents regardless of ethnic, religious, or national background.



Lens

Seeing the Issues of Aging through a Christian Perspective which includes respecting the sanctity of life.

Vision

We will be the innovative leader in senior living that empowers older adults to live well.

Mission

To reflect God's love by providing facilities and services that express our commitment to excellent resident and family-centred care and enable residents to live with hope and dignity.

Values

Stewardship

We are trustworthy managers of our resources for the benefit of our residents, families and staff and the long-term sustainability of our operations. *1 Peter 4:10*

Excellence

We apply ourselves to learning and continually improving to the highest standards. *Colossians 3:23*

Respect

We honor and dignify all who live, work or visit our community. *Romans 12:10*

Values Sanctity of Life

We demonstrate our commitment to the sanctity of life through exceptional, holistic palliative care until natural death. *Psalms 139:16*

Innovation

We open ourselves to creative ideas through colleagues, partners and God's leading. *Proverbs 9:9*

Compassion

We extend God's care through kindness, empathy and graciousness. *Colossians 3:12*

Encouragement

We devote ourselves to instructing, supporting and building up one another, by recognizing and celebrating excellence, effort and success. *1 Thessalonians 5:11-14*

Drivers

The key priorities

Leadership

People

Service

Quality

Safety

Sustainability

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

Board of Directors



Carol Dyck
Chair



Deanna Klassen
Vice-Chair
Chair, Board Development



Jay Teichroeb
Treasurer
Chair, Finance Committee



Laura Loewen
Secretary



Martina Klassen
Director
Chair, QIRM



Mark Rempel
Director
Chair, Redevelopment



Terry Christie
Director



John Dick
Director



Arnie Friesen
Director



Rudy Klassen
Director



Gary Schellenberg
Director



Ingrid Schultz
Director

Executive Team



Sujata Connors
MPA, RN, BN, BSc, Dip CN,
EXTRA Fellow
Chief Executive Officer

Sujata Connors has over 27 years of clinical experience. Her leadership experience has predominantly focused on supporting seniors and providing high quality health services that promote wellness, independence, and choice. Sujata joined Menno Place in 2023 and leads the overall management and delivery of health programs and services.



Dr. Pooja Mishra
MBBS, DLO, DHA
Executive Director,
Care Services

Dr. Pooja Mishra practiced as a physician for 10 years before completing her postgraduate education in hospital administration. She joined Menno Place in 2023 and provides executive and strategic leadership to clinical services teams across the campus.



Ron Willms
BComm, MA, CPA, CMA
Director, Finance

Ron Willms is a results-driven professional accountant and leader focused on stewardship. He brings 25 years of expertise in leading and managing non-profit organizations. Ron leads the financial administration and IT teams.



Sharon Simpson
BA
Director, Community
Enrichment

Sharon Simpson has been a senior communications consultant for 10 years with a focus on strategic planning and implementation. Sharon leads strategic and tactical public affairs, media relations, organization communications, and stakeholder engagement.



Bas Kervel
Director, Support
Services

Bas Kervel came to Menno Place in 2000. He has implemented many innovative systems to support the campus. He leads the Maintenance, Stores, Dining Experience, Housekeeping & Laundry teams.



Pearl Nucich
Executive
Administrator

Pearl Nucich joined Menno Place in 2013. She has many years of experience in healthcare. Pearl supports the CEO and the Board of Directors.

Leadership Team



Kim Scott
Director of Care, Menno
Home & Infection
Control Lead



Smitha Varghese
Director of Care & Quality
Improvement, Hospital &
Assisted Living



Kahan Rekhia
Manager of Care
Menno Hospital



Anitha Thomas
Manager of Care
Menno Home



Pardeep Kaur
Nurse Manager
Menno Hospital
Pro Vita



Jacob Doss
Manager, Dining
Experience



Nik Van Egdome
Manager, Housekeeping
& Laundry



Leonard Klassen
Manager, Community
Enrichment



Linda Weatherly
Manager, Recreation &
Volunteers



Jessy Manhas
Manager,
People & Culture



Garry Janzen
Life Enrichment Coordinator
Home & Hospital

70 Years of Compassionate Care



MBS Board Chair Carol Dyck celebrates with staff and special guests at the Menno Place 70th Anniversary Tea in November 2023.

Over the past 70 years Menno Place in Abbotsford, BC has provided trusted care for more than 27,500 seniors. Now they look forward to redeveloping the campus to meet the needs of the next 70 years.

Menno Place has been a key part of the Abbotsford community since before the city was incorporated. In 1953 a small group of Mennonites motivated by faith in God and concern for the elderly formed the Mennonite Benevolent Society (MBS). The first building was home to 26 residents. Two years later they doubled its capacity. In 1960 they built Menno Hospital, and after several more additions in 1982 added the first of four apartment buildings. Since then MBS has grown to become one of the largest long-term care and housing organizations in the province. It is currently home to nearly 700 seniors.



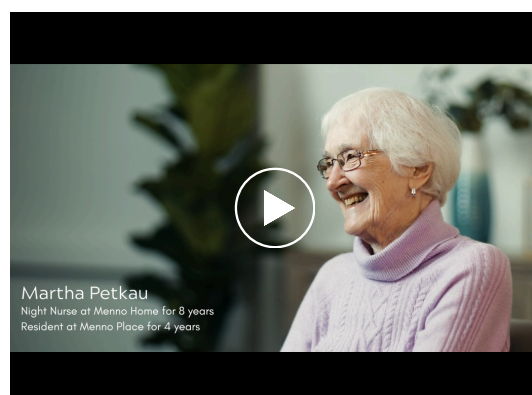
Brothers Gerd and Martin Bartel reminisce about their father and their family's dedication to senior care.



Menno Apartments resident Helena Friesen remembers her time as a care aide at Menno Place in the 1980s.

At an event celebrating the 70th milestone, guests watched videos of current and former staff and residents talking about the impact Menno Place has had in their lives. One resident spoke of the four generations of her family who have called Menno Place home, while another described how Menno Place staff had gently walked with his father in the final days of his life. Each one spoke of the care and connection they experienced on the campus.

That personal, entrusted, resident-centred care has been at the heart of Menno Place for 70 years and continues to be the bedrock on which all decisions are made. Speaking at the event Sujata Connors, Menno Place CEO repeated her ongoing commitment to working alongside families in the care of seniors saying, "We are a powerful, hopeful and unstoppable force for good. To all our residents and families, if it matters to you, it matters to us. It matters to me."



Watch the Menno Place
70th Anniversary Videos!





Resident & Family-Centred Care

If it matters to you, it matters to me

In Atul Guwande's book, *Being Mortal: Medicine and What Matters in the End*, readers are challenged to consider that aging is not a disease that must be cured, but rather a condition of living. What matters most is having a good or quality life, from the perspective of the person living that life.

Guwande stresses that choice is vital to creating the right conditions for this and that each resident must be asked about their goals of care.

Previously, Menno Place, like most care homes, operated under a medical model of care – physician knows best. In person-centred care, which in the Menno Place context became resident and family-centred care, the person

being cared for knows best. The people that love him or her know best. Goals, decisions, and treatment options are all filtered through the lens of the person first. Everything starts with asking, “*What matters to you?*”

Resident and family-centred care at Menno Place starts with asking residents and their families, “*What matters to you?*” The staff of Menno Place are committed to respectful engagement, collaboration, and communication so they can support each resident in achieving their best days possible.

A new tagline came out of this question: *if it matters to you, it matters to me.*

Whether it's a favourite kind of food, what time of day visitors come, or even a preferred ritual at the end of life, the resident's needs and wishes are sought out. This ensures that the resident stays in control as long as they are able to. It gives families a voice to speak up when the resident cannot.

This tagline was printed on bright pink t-shirts that staff wear on Fridays. It's a reminder to every member of the community that the residents are at the heart of everything that happens at Menno Place.

Care is personal.
It has to be.
It matters.

Listening to Our Communities

Community Meetings,
Resident & Family Councils



Long-Term Care

Resident Council Meetings

In Long-Term Care, Resident Council Meetings create an opportunity for the residents to share their comments, questions, and concerns with the staff who are there to listen, follow up, and find solutions.

In a recent meeting a resident noted a tripping hazard they had observed in the courtyard. This concern was brought to the maintenance team who then put together an action plan to make the repair. Residents also get the opportunity to request the Resident's Choice Meal of the Month. Residents make their request and the dietary team makes it happen.

Resident council meetings create clear pathways from the residents to the staff ensuring that each member of the community knows that they are heard and valued.

Family & Friends Council

Every quarter the social work team hosts the Family & Friends Council. This meeting is specifically for the caregivers and loved ones of the residents. This forum is a place for family members and advocates to ask questions about care or any other aspect of life at Menno Place. Long-Term Care can be a hard and sometimes lonely road to walk. This meeting serves as a place of encouragement for caregivers to come alongside each other and share their experiences. It's also a place for caregivers to get access to resources and strategies for the caregiving journey.

Family & Friends Dinner

Once a year Menno Place hosts the Family & Friends Dinner where caregivers and staff meet over a meal to listen, learn, and connect. In 2023, 40 guests and 20 staff members attended this special gathering.

Independent & Assisted Living

Community Meetings & Dining Experience Meetings

Community meetings are held regularly in each of the apartment buildings. Any topic is fair game – except for food. The dining experience is such an integral part of life in the apartments that it gets a meeting of its own. Anywhere from 30–60% of the residents attend community meetings. Each meeting has a guest speaker, followed by updates from the recreation team and the chaplain so residents know what to look forward to in the coming weeks. There's a time for the Manager of Community Enrichment to provide updates

to keep the residents informed and then an open question time. Residents can suggest an idea, ask a question or raise any concerns they have.

Resident Council

In Assisted Living there is also a Resident Council made up of ten residents who meet every other month. This meeting is a place to raise any questions or concerns that are related to care and also an opportunity for residents to raise any issues they might not be comfortable discussing in the larger group setting.

Life Enrichment Team

The Life Enrichment Team's primary role is to be there for residents and their families in times of transition. Whether it's the first day of moving into a new apartment, a transition into higher care, or time to say goodbye, the Life Enrichment Team is there to make sure that every member of the community knows where to find answers to their questions.

Menno
Home
averages **52** visitors
per
day
Approximately 19,000 per year

Menno
Hospital
averages **55** visitors
per
day
Approximately 20,000 per year

Menno
Apartments
averages **36** visitors
per
day
Approximately 13,000 per year



Leonard Klassen, *Manager, Community Enrichment, Menno Apartments*

Manager, Community Enrichment *Menno Apartments*

Leonard Klassen provides leadership for occupancy and life enrichment at Menno Place apartments. Along with the Life Enrichment Associates, he provides support and ongoing help for residents on our campus of care. Leonard also provides leadership in both Aging in Place and Resident & Family-Centred Care initiatives.

Life Enrichment Associates *Serving the Menno Place Campus*

The Life Enrichment Team is responsible for providing concierge services for residents and their families primarily as they move in and out of the four apartment buildings – Terrace East, Terrace West, Pavilion and Primrose Gardens. One highlight of the year was having all three independent living buildings 100% full at the same time. This is rare as there are approximately six moves in and out per month. The team was also able to reopen the guest suites that had to close during the early days of the pandemic. These suites provide temporary on-campus accommodation for out of town guests, making it easier for family and loved ones to come and visit the residents. The Life Enrichment Associates serve the needs of the entire Menno Place campus as required.



Ange Kovacs, Judith Sung & Angela Hayward,
Life Enrichment Team Associates



Sam Sahota, *Visitation Host Lead*

Visitation Hosts

The visitation host team sits at the six entrances to Menno Home, Menno Hospital and Terrace East to provide exceptional customer service. Families and visitors have expressed how much they appreciate the listening ear, quick guidance, and connection when arriving at Menno Place. The visitation hosts also educate visitors and families about the importance of infection control best practices. This creates a front line defense to protect residents and staff from new infections being brought into the buildings.

Pastoral Care

In 2023 two chaplains joined Ann Thakker, Chaplain of Menno Home, to round out the complete chaplain team – Andy Capesinio for Menno Hospital and Kerry Dyck for the Menno Apartments.

The chaplains lead a variety of large group pastoral programs, including hymn sings and on-campus communion services as well as providing one-on-one pastoral care for residents, their loved ones, and staff.

The three chaplains collaborate to create a monthly in-person worship service for all of the residents on the Menno Place campus and a weekly prayer gathering on Tuesdays for the staff.

During the Christmas season the chaplains held a “Blue Christmas Service” specifically to minister to those for whom the Christmas season is painful. The response from residents was very positive with several expressing their gratitude for being able to acknowledge their grief in the midst of the Christmas season’s festivities.



Prayer Shawls

The chaplain team gifts each new resident with a Prayer Shawl, lovingly knit by a small group of women, who pray as they knit. The residents are deeply touched by this gift particularly when they learn that the shawl was made for them as a gift of our gratitude for their presence with us. Prayer Shawls are also brought to each resident who becomes palliative in Menno Home and Menno Hospital. When the chaplain meets with the family of the palliative resident they offer the shawl to them for comfort while they accompany their loved one and as a gift of remembrance to take with them when the resident’s journey with us is over. This reminds the family that they are not alone in their grief and that their loved one is part of a larger community who has cared deeply for them.



Palliative Care

Palliative care at Menno Home and Menno Hospital in particular is a critical aspect of the chaplains' role as they seek to provide compassionate Christ-centred care. It is a time full of intense emotions, memories, and often complex family dynamics that need to be navigated with grace and wisdom and time. Palliative care cannot be rushed and the team is grateful for the volunteers who give of their time to sit vigil with the dying.



Over 350 prayer shawls were gifted in 2023!

More volunteer knitters (or crocheters) are needed to keep up with the demand. Scan this QR code to find out how you can volunteer with us!



Passing Quilt Ceremony

The Passing Quilt ceremony is a very significant moment for the Menno Place family and community as we say goodbye to beloved residents who have passed away. The ceremony gives the staff at Menno Place the chance to honour the one they have cared for and allows the resident to leave the campus with dignity and respect.

An average of **40** residents attend

Weekly Hymn Sings and Communion Services

Grandparent's Day

September 2023



Joy around campus!



Long-Term & Convalescent Care

Convalescent care provides temporary nursing and rehabilitation services to prepare seniors to return home after an illness or injury. In 2023, Menno Place opened a 16-bed convalescent care unit that shares common spaces with Menno Hospital Long-Term Care on West 2.

A Care Aide Lead was assigned to the convalescent care unit which has resulted in a more focused team and greater satisfaction among patients. The unit is at full capacity.

The Long-Term Care team expanded with the successful recruitment of an Executive

Director of Care Services (Dr. Pooja Mishra), Managers of Care for both Menno Home (Anitha Thomas) and Menno Hospital (Kahan Rekhia), and a change in nursing partners from SimpeQ to Provita Care Management.

Staff, residents, and visitors are very conscientious of looking out for each other by doing their hand hygiene and staying home when they are sick. Staff are quick to mention when they notice even mild symptoms in a resident so the resident can be cared for as needed.

The Long-Term Care teams worked on several quality improvement projects including falls prevention, urinary tract infection (UTI) reduction, and polypharmacy reduction. The team saw a 50% reduction in falls from Jan – Dec 2023 and almost as large a drop in incidents of UTI.



Garry Janzen, Life Enrichment Coordinator

Families bringing a loved one into care can be navigating an unfamiliar system. The Life Enrichment Coordinator (LEC) provides support by listening, coaching, and orienting families and residents as they move into Menno Home and Menno Hospital. The LEC connects them to their new community and is there to help as they make the adjustment to living in care.



Gray hair is a crown of glory;
it is gained in a righteous life.

Proverbs 16:31

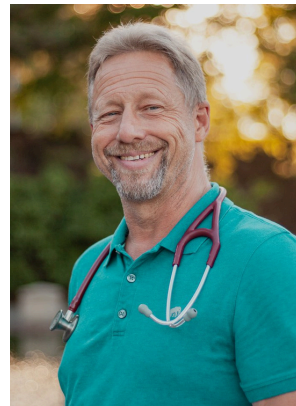
Medical Director & Physician Team

From the new convalescent care unit to planning towards on-site physician services in Assisted Living, it's been a busy and productive year of care across the campus.

In partnership with the Fraser Health Authority, Menno Place developed and launched a new 16-bed convalescent care unit on Menno Hospital West 2. Convalescent care provides people with intensive rehabilitative support to allow them to successfully transition from hospital back to home.

Most patients spend anywhere from 2 to 12 weeks in convalescent care. This type of care is a key piece of Fraser Health's larger strategy of Aging in Place, helping more people stay in their preferred home for as long as possible. The unit was opened in the spring and was at full capacity by the end of the summer.

When asked what gives him confidence in Menno Place's ability to care for their residents Dr. Ken Dueck, Medical Director, noted the exponential growth in the staff's capacity to work as team.



"The people who work here are people with heart. These are people who care and you cannot train that. We've got a good bunch."

Dr. Ken Dueck, Medical Director

This year also saw a switch in pharmacies for our Long-Term Care residents to our on-site partner Apex Pharmacy. This change has resulted in the return of an in-person pharmacist at care conferences to help physicians facilitate medication reviews and reduce polypharmacy (the prescription of multiple medications to treat a single condition).

Menno Place is thrilled to partner with Fraser Health in the implementation of on-site physician services for Assisted Living residents. Seniors often have more complex health concerns and finding a family physician can be a challenge. Bringing these services on-site will mean

better access, better continuity of care, and more ways to help the residents stay as independent as possible, as safely as possible, for as long as possible. The goal is to have this service in place by the end of 2024.



Quality Improvement Projects

QIRM Initiatives

Quality Improvement, Risk Management (QIRM) has an operational team that meets monthly and reports to the QIRM Board Committee. This process ensures that we address, monitor, and continuously improve the quality of care for our residents.

Urinary Tract Infection Reduction

The aim of this project is to reduce the incidence of care community acquired UTIs below 1.4% (provincial benchmark) by Sept 30, 2024, through targeted interventions. The interventions are focused on improving catheter care, standardized education, enhanced surveillance, and early detection practices. Comprehensive education has been provided to staff with a focus on prevention rather than treatment. Additionally, the team is developing a pamphlet for residents and their families, which will provide a better understanding of UTI reduction strategies.

Save Our Skin

The focus of this group is to improve communication amongst members of the care team that will result in proactive skin care for residents at risk of developing pressure ulcers or those with existing ulcers. Six members of the care team attended two days of education and a new tool has been rolled out on select units at the Home and Hospital.

Falls Prevention

This project aims at reducing falls and related injuries among residents with the help of falls prevention devices like wireless monitors, cordless bed pads, and sensor floor mats. The goal of the project is to reduce incidence of falls <10.7% (provincial benchmark) by end of 2024.

Allied Care



Occupational Therapy

Our Occupational Therapist (OT) conducts assessments and offers recommendations for residents in Long-Term Care. Their focus is to improve the ability of our residents to perform daily living activities. Over the past year, the OT evaluated all existing equipment and procured new items to best suit the needs of the residents.

Physical Therapy

The Physical Therapist operates through referrals within the newly established convalescent (CV) care team. Collaborating with the rehabilitation team, they've established a rehabilitation gym for residents aimed at enhancing or recovering lost physical function after a significant injury or illness.

Dietician

The dietitian collaborated with the dining experience team in Long-Term Care to design a menu consistently aligned with protein and antioxidant guidelines. Additionally, the dietary team focused on broadening vegetarian offerings in response to growing demand for this dietary choice.

Recreation & Rehabilitation



8,400

Recreation activities
provided across
campus in 2023

In 2023 the Recreation and Rehabilitation teams were able to return to in-person activities and events both inside and outside. The whole campus could be together again! The team was thrilled to see many of their volunteers return to campus after many programs had to close during the pandemic.

The Menno Place bus was put to good use taking residents from all across campus on 250 trips throughout the year – many to new and exciting locations such as the Canadian Museum of Flight, Krause Berry Farm, and a return to the beach at White Rock.

One of the best days of the year was the return of Grandparent's Day. This event combined food, fun and activities – like a bouncy castle, photo booth, lawn games and face painting – in a space that was accessible for both residents and their families. The turnout surpassed expectations. The team served over 700 hotdogs and the activity stations were full of laughter all day.

Recreation and Rehabilitation staff and volunteers also brought a group of residents to take part in the Abbotsford Canada Day parade. Some residents rode the bus while others were in the electric Gem car or rode along on the duet bikes – specialty bikes that let a resident safely ride in a seat up front while a friendly volunteer pedals. The smiles on everyone's faces were a real highlight.

Support Services

Facilities Team

The facilities team gained a new projects coordinator (Jeff Derbyshire) and completed several major upgrades including the exterior renovation of Terrace West and installing over \$300,000 of air conditioning across the campus. New windows and doors were also installed to keep residents more comfortable year round. The team was heavily involved in the renovation of one end of Menno Hospital West 2 into a convalescent care unit. They installed a state-of-the-art ceiling lift system in each room and in the new rehabilitation gym.

The team partnered with Fortis BC to implement an energy savings project in the Menno Hospital laundry facilities. They installed a LUX laundry system that reduced gas consumption by 20%, cut hot water storage for laundry by 67%, and resulted in \$11,000 a year in energy savings. They are looking into future energy savings projects for the coming year.

Housekeeping & Laundry

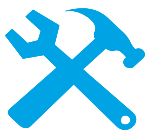
The housekeeping and laundry teams saw a big transition this year as their former leader (Leanne Tanner) retired and a new manager (Nik Van Egdom) and coordinator (Laura Fast) were brought on board. Over the course of the year the teams have really come together, supporting both new and existing staff in their desire to do their best job possible to have a clean environment and clean laundry for the residents.

The teams realize they play a key role in infection control and keeping both residents and staff safe. A new onboarding process for incoming staff has made the transitions easier and helped to ensure the whole team works together for the same outcomes.

Dining Experience

Angela Ross-Fehr retired after a long career at Menno Place and Jacob Doss was hired as the new Manager of Dining Experience. Jacob brings with him extensive experience in restaurant, cruise ship, and care home food service. Kara McIver, formerly Head Chef for the Terraces, was hired in a new position as Dining Experience Coordinator. She works alongside Jacob to plan, cook, and serve over 1,400 meals a day.

The dining experience team returned the dining room back to its pre-pandemic look and feel which made it easier for residents to have the freedom to socialize. The biggest improvement came when the team was able to bring morning coffee time back to the dining room. This was very popular with the residents. The team faced challenges with the food shortages that affected the whole food industry in 2023. They were creative in coming up with alternates and trying new products and a wider array of cuisines to ensure the residents had excellent uninterrupted service.



16,000

Maintenance & facility
work orders completed
in 2023



1,444

Meals served by the
dining experience
team each day

Accreditation

In July 2023 Menno Place received the results from the Accreditation Canada on-site survey which took place in October 2022. After a robust assessment of the Long-Term Care program, **Menno Place was Accredited with Exemplary Standing.**

This achievement demonstrates Menno Place's determination and commitment to ongoing quality improvement. Accreditation Canada applauded the Menno Place leadership, staff, and accreditation team members for their efforts and dedication to the provision of safe, quality health services for our residents.



Certificate of Recognition from BC Municipal Safety Board

Menno Place once again completed and passed a comprehensive external audit on its Occupational Health and Safety Program and received a Certificate of Recognition through the BC Municipal Safety Association. This was a grueling five day process with 41 staff interviewed on the safety practices at Menno Place and evidence provided that we follow through on safety initiatives.

Education

Professional Violence Prevention Curriculum workshops ran throughout the year. Presented in partnership with SafeCare BC, these workshops help keep staff and residents safe by teaching staff how to de-escalate unpredictable and potentially dangerous situations.

Several mentorship initiatives were relaunched on campus including transfer coaches and safe resident handling mentors. Having quick access to mentors on all units has resulted in staff feeling much more heard and supported. The Surge learning system was refreshed, making it easier for staff to locate and complete their ongoing training modules.



Independent & Assisted Living

Independent Living

The care team continued to expand services into one of the Independent Living apartment buildings (Terrace West). The team offers pendant response, medication assistance, shower assistance, and wellness visits in addition to nurse consults, advocacy, and education. As residents age they may not be aware of all of the service options available to help them stay in their preferred apartment. The Enrichment Case Coordinator can help navigate these options and educate residents and families about when to seek an assessment or referral, what questions to ask at the doctor's office, and how to start the process if it is time to move into care.

Assisted Living

The Assisted Living team added a new position – Operations Coordinator – which has improved communication and increased teamwork and follow-ups. These are essential aspects of care in any setting, especially in Assisted Living where coordination and collaboration are crucial.

The team has noticed that more of the residents joining the community have decreased mobility and more complex medical needs. They adapted strategies like comprehensive assessments, tailored care plans, regular monitoring and reassessment, along with collaborating with other health care professionals to help address these increased care needs.



"Honor your father and your mother,
that your days may be long in the land
that the Lord your God is giving you."

Exodus 20:12

Aging in Place

A Framework for Independent & Assisted Living



More and more of BC's seniors want to live in their preferred home for as long as possible.¹ Aging in place strengthens community bonds, increases independence, and prevents the stress associated with a move. Early in 2023 Menno Place formed a working group to assess the services currently available for residents in Independent and Assisted Living and to look into options that could allow residents to avoid a transfer into Long-Term Care.

Menno Place is focused on helping seniors extend their independence and maintain their quality of life so they can age in place with confidence.

A team from Menno Place worked with a consultant to develop a tool to help staff, residents, and family members discover and use of all of the aging in place supports that exist on campus. Focus groups of current residents* in both the Independent and Assisted Living apartments were interviewed to gain insight into their current experiences and their hopes and fears for the future as they age.

Unsurprisingly, the residents share concerns about what a move would mean and expressed a strong preference for the ability to add services as needed to be able to stay in their current apartment.

The Independent and Assisted Living options provided by Menno Place offer safe accommodations for seniors to live and flourish. Many aging in place supports currently exist in this environment, however, there are others that could be explored and expanded.

Aging in Place is a priority for residents in both Independent and Assisted Living, based on resident feedback, making it a sound investment for Menno Place as we look to the future.



Visit the Menno Apartments website for more information on Independent & Assisted Living at Menno Place.

1. Pani-Harreman, et al. (2021). *Definitions, Key Themes and Aspects of Ageing in Place: a Scoping Review*. *Aging & Society*.

* Although those who live at Menno Apartments are tenants, we use their preferred term, resident, when referring to them.



"My time on campus reminds me to intentionally
communicate with everyone in my life."

Menno Place Volunteer

Volunteers

117

Volunteers

4,663

Hours of Service

Volunteers are at the very heart of Menno Place.

Volunteers assist residents one-on-one or in groups for recreation, rehabilitation, and spiritual care. Volunteers visit with residents and read to them, accompany residents on bus trips or go on walks. Others are involved in palliative care and sitting vigil.

This year, 19 volunteers took an 8-week Spiritual Care Course learning how to understand the aging process and how to communicate with and support seniors as they transition into new health realities and process grief and loss.



Volunteer with us!
Learn more about volunteer
opportunities at Menno Place.



Staff Appreciation

The Menno Place team is comprised of hundreds of dedicated and caring individuals, from front-line staff to those working behind-the-scenes in Maintenance, Staffing, People & Culture, Finance, Payroll, Communications, and other teams.

In 2024, Menno Place celebrated 79 staff members, representing 840 cumulative years of service to seniors! Sixteen staff members were also honoured with Special Recognition for Outstanding Contribution awards for their heroic efforts during two fires that occurred on campus in 2023. Their training, clear thinking, and swift actions kept residents and staff safe. Menno Place also extended our thanks to Assistant Fire Chief Thiessen, Captain Cusworth, Captain Holt, and the entire Abbotsford Fire Department.

Five Team Member Appreciation Awards were given out for Best Leader, Living Our Values and Everyday Hero. There were 58 nominations from staff, residents, and family. This year's nominations were so good the selection committee chose to recognize two Living Our Values winners and two Everyday Heroes.

Menno Place
also recognized
5 staff members
for 30 years of
service and 3
staff members
for 35 years of
service!



Baljeet Brar

Everyday Hero

"Her caring and compassionate personality extends to anyone she encounters. She has always been available for advice and assistance in problem-solving. Baljeet has a beautiful understanding of nursing care."



Elena Bauch

Everyday Hero

"Her willingness to put the resident's comfort first has a big impact. She cares about people, and treats my mom as a person, not a job that needs to be done. She's a treasure."



Sam Sahota

Best Leader

"He's very polite and respectful. He's always present for his team. Sam is very uplifting."



Nikki Alamwala

Living Our Values

"She has an amazing ability to show up every single day with her best self. She demonstrates a caring, loving attitude to all around her. She makes my mother-in-law smile."



Claire Colvin

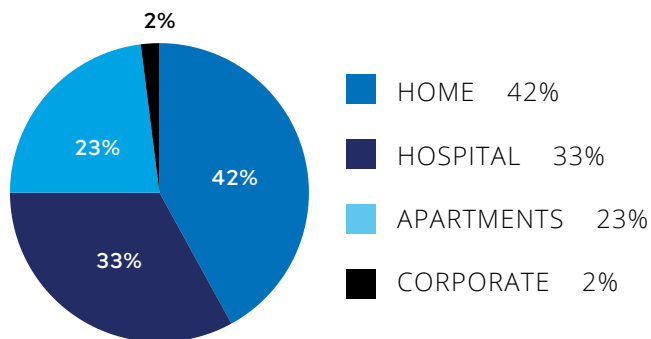
Living Our Values

"She always shows compassion for those around her. Claire's kindness and patience are legendary!"

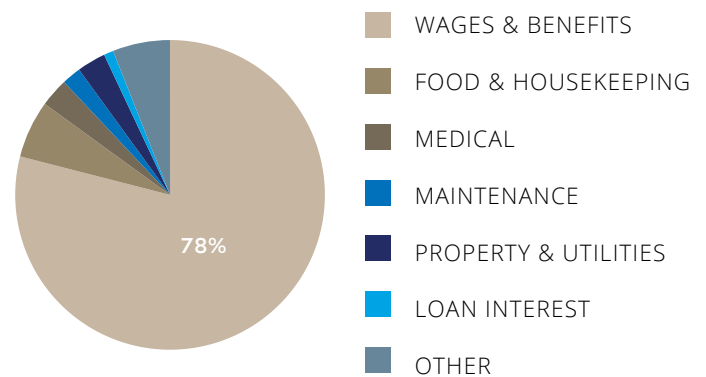
Financials

2023/2024

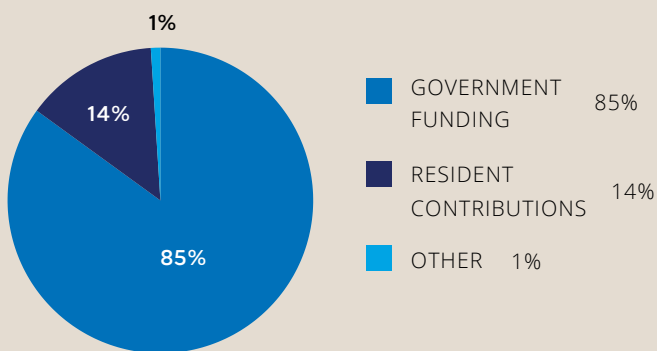
TOTAL REVENUE \$49.8 MILLION



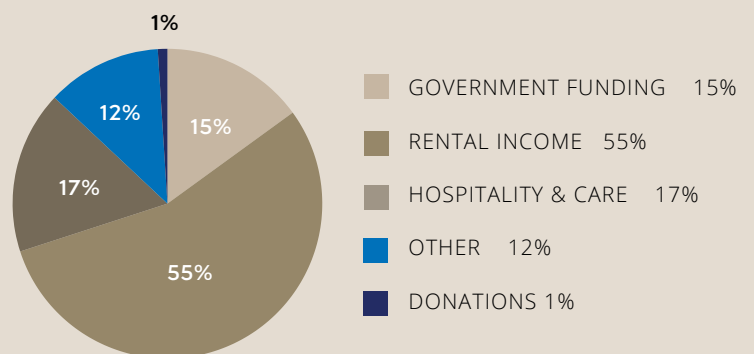
TOTAL EXPENSES



LONG-TERM CARE REVENUE



APARTMENTS & CORPORATE REVENUE



To the Members of the 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, 2024, 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.

Donations Received

\$55,350

Donated in 23/24

\$10,000

Largest Donation in 23/24



Together, we can
accomplish more.

Donations provide the extras at Menno Place.

When the founders of Menno Place gathered under the big douglas fir trees, they prayed that “if it was the Lord’s will to buy this property, that He would make it successful and bless it.” The following year, 26 elders moved in.

When you give to Menno Place, you are providing new equipment and technology, pianos, duet bikes, recliners, benches, buses, flowers, and even putting greens!

Thank you to our founders who planted this “tree” called Menno Place that has grown beyond what they could ever ask for or imagine.



A society grows great when we plant trees under whose shade we will never sit.

Thank you to the Menno Place founders
who established this campus of care in 1953.

Invest in Compassionate Care



Charitable Giving

Your gift enriches the lives of all those who live and work at Menno Place. Over the years, our generous donors have provided funding for music and audio systems, wellness and spiritual care programs, and beautiful fountains, gazebos, and walking paths for residents to enjoy. Whether large or small, your gift makes a tangible difference in the quality of life for our residents!



Legacy Giving

A legacy gift is a significant and lasting contribution to the compassionate care of seniors in our community. When you leave a gift to Menno Place in your will, you are ensuring the longevity of personal, trusted, resident-centred care that has been at the heart of Menno Place for 70 years.



Memorial Benches

Honour your loved one by donating a bench on the Menno Place campus. As residents, families, and friends explore our courtyard and walking paths, these benches help them to enjoy the outdoors and take a break to chat and connect with one another. Memorial benches are 4ft. long and include an inscribed bronze plaque to pay tribute to your loved one or honour their memory.

Donate Today

Interested in making a legacy gift or donating a memorial bench? We would love to speak with you!

604.859.7631 ext. 2232

Give
Securely
Online!



The Mennonite Benevolent Society is a non-profit, registered charitable organization. Donations over \$20 are tax deductible.

It's time to rebuild.

Menno Place stands not just as a physical structure, but as a testament to compassion, empathy, and the value of supporting our seniors. The MBS Board is dedicated to the continued quality of compassionate Christian care that Abbotsford seniors deserve.

Menno Home and Menno Hospital long-term care buildings are aging and expensive to maintain. What was built in the 1950's, 60's and 70's has served us well, but no longer meets evidence-based design standards. This past year, the MBS Board and Executive Team embarked on creating a strategic Master Site Plan to set in motion a vision for excellence in rebuilding our long-term care homes and developing our campus of care.

“ Our vision is clear and unwavering: we stand as a powerful, hopeful, and unstoppable force for good. Building on the legacy of care, it's time to update our care homes. With faith guiding our path, we look to God to lead us forward for the next 70 years. Our commitment is steadfast - to demonstrate to the people of Abbotsford that everything that matters to them matters deeply to us.

Sujata Connors, CEO, Menno Place



In September 2023, the MBS Board did a prayer walk around the Menno Place campus emulating the founders who called on God to guide us, make this place successful, and to bless all who work and live here.





"O God, from my youth you have taught me, and I still
proclaim your wondrous deeds. So even to old age
and grey hairs, O God, do not forsake me, until I
proclaim your might to all the generations to come."

Psalms 71:17-19

AFFILIATIONS



CERTIFICATIONS



STUDENTS AT MENNO PLACE



**WESTERN
COMMUNITY
COLLEGE**



Join the Menno Place Community



For Bill and Ena Van Dam the move to Menno Place in 2011 was all about staying together.

Bill had noticed changes in Ena's memory. After years of caring for her at home he could see that a time would come when she would need more care than he could safely provide. They chose to move into an apartment at Menno Place where more care would be available.

When the day came that Ena needed full time nursing support she moved across the campus – a quick three minute walk for Bill – so they could still spend their days together. And together they remained until Ena passed in 2018. Although he did not need care himself, Bill chose to stay at Menno Place and live in the community they called home.



MENNO PLACE

If it matters to you,
it matters to me

*"Moving to Menno Place
was the best decision
Ena and I made."*

Bill Van Dam

Menno Place Resident 2011-2024



Live at Menno Place
Apartments



Work with us



Volunteer with us