



MENNO PLACE

Annual Report

2025/2026



Compassionate Christian Care For All



Menno Place is one of the largest senior care campuses in western Canada with 700 seniors living on 11.5 acres across from the Abbotsford Regional Hospital. Menno Place is governed by the Mennonite Benevolent Society which founded Christian-based senior care in this location in 1953.

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.

Vision

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

Menno Place

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MennoPlace.ca

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*

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Message from the CEO & Board Chair



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

We are pleased to share the 2025–2026 Annual Report of the Mennonite Benevolent Society. This year reflects not only meaningful progress across our four Strategic Objectives—Christian Values, Home of Choice, Service Excellence, and People & Culture—but also the steady faithfulness of a community committed to caring well for seniors in Abbotsford.

At the heart of our work is a clear and enduring mission: to reflect God’s love by providing facilities and services that express our commitment to excellent resident and family-centred care, which enables residents to live with hope and dignity. This mission continues to guide our decisions, our investments, and the way we show up for one another each day.



Carol Dyck, BSc
Chair, Mennonite Benevolent
Society Board of Directors

Scripture calls us to “encourage one another and build each other up” (1 Thessalonians 5:11) and to “spur one another on toward love and good deeds” (Hebrews 10:24–25). Over the past year, we have seen this lived out in practical and deeply meaningful ways. These values are embodied through strength in community, through staff who support one another, through families who place their trust in us, and through a broader community that continues to walk alongside Menno Place with generosity and care.

We are deeply grateful for our donors, community partners, and the Friends of Menno Place. During our

Let's Rise to Lift Others Christmas campaign, the response to our need for state-of-the-art lifts was both swift and humbling. These gifts directly support dignity, safety, and compassionate care for elders, and they reflect a shared belief in caring for one another well.

This year also required steady leadership during a period of challenge. Following a police investigation at Menno Home, our staff and leadership worked closely with authorities while continuing to provide consistent, compassionate care for residents. Fraser Health has now concluded its investigation with no further action required. We remain confident that Menno Place is a safe and caring environment for both residents and staff, and we are grateful for the professionalism and commitment shown throughout this process.

Menno Place continues to be the largest provider of senior care in Abbotsford, serving residents across the full continuum of needs. This includes the sacred responsibility of end-of-life care.

Each year, we accompany over 150 seniors and their families as they pass from this life to the next, providing presence, comfort, and compassionate Christian care. This work is among the most profound expressions of our faith and calling.

Looking ahead, we are stewarding our mission and land with intention. Our 30-year campus plan for the 11.5-acre Menno Place campus includes a new care home, additional seniors housing, and a central chapel designed to gather residents, families, staff, and the broader community for worship and connection. This vision reflects careful planning, long-term responsibility, and a commitment to serving future generations with excellence.

As we move forward, we do so with humility and trust, remembering that "unless the Lord builds the house, the builders labour in vain" (Psalm 127:1). Like our founders 73 years ago, we rely on God's guidance and on the faithful investment of the Christian community as we prepare for the future of senior care at Menno Place.

Thank you for walking with us—in faith, in service, and in hope—as we continue this shared work together. May God bless you, and may God bless Menno Place for generations to come.

On behalf of the Board of Directors and the Executive Team,



Chair, Mennonite Benevolent Society Board of Directors

Carol Dyck
BSc.



Chief Executive Officer

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

If it matters to you, it matters to us.

Building for the Future

Our Strategic Framework 2025-2028



Our Strategic Priorities

Christian Values

Home of Choice

Service Excellence

People & Culture



PRIORITY

Christian Values

how we live them

We are committed to upholding our Christian values, ensuring compassionate Christian care for all.

At Menno Place, our Christian faith informs everything we do. We believe in care for the whole person, which includes one's spiritual being and core beliefs.

Our chaplains engage with every resident when they arrive at Menno Place, seeking to understand and learn about the unique life journey and spiritual experiences of each person. The chaplains provide a caring, non-judgmental presence, listening to understand rather than to prescribe.

Menno Place chaplains support one-on-one exploration of spiritual matters, pray with residents, families and staff, provide support in grief, and participate in relationship reconciliation. They also provide activities to help residents and families connect to a caring community.

At the end of each resident's journey the chaplains and staff provide a Passing Quilt Ceremony to honour the resident and help bring closure to the family, fellow residents, volunteers and staff.



Menno Home Chaplain, Andy Capesinio, engages with residents at the annual Butterfly Release.

Christian Values Matter to Me

Chaplaincy affirms every life is worthy of care



Kerry Dyck, Chaplain, Menno Apartments

Chaplaincy at Menno Place is rooted in presence, relationship, and deep respect for every resident.

Christian values are lived out in the moment. At Menno Place, those moments are resident-focused. The chaplains take the time to show up and be there, meeting residents where they are and allowing their stories, questions, joys, and grief to lead the conversation.

Trust is built through everyday interactions—often beginning with simple moments of connection over meals or casual conversation—creating space for meaningful dialogue about what truly matters.

For Kerry Dyck, a chaplain at Menno Place, “Small talk leads to big talk. And big talk is where we talk about things that matter.”

As relationships deepen, chaplains walk alongside residents and families through moments of loss, transition, faith, and end-of-life reflections. This ministry is not about providing quick answers, rather it’s about offering companionship, listening, and providing spiritual care that is grounded in compassion and dignity for all.

“It’s a privilege to step into these holy moments,” adds Kerry.

Whether through prayer groups, quiet conversations, or simply sitting together in silence, the chaplains honor each resident as a whole person. They affirm that every life at Menno Place is valuable and worthy of care, presence, and respect—from the first conversation to the final moments.

Achieving our Strategic Objectives

- ▶ Develop a Spiritual Care Framework outlining how we live out our Christian values

One of the ways Christian values are integrated into our care practice is by hosting **weekly chapel services** on campus along with special services during Christmas and Easter. Family and friends are invited to attend alongside the residents.

These services would not be possible without volunteers from the local church community. In 2025, 20 volunteers from 12 churches came to speak at the services and another 13 came to provide music.

Volunteers come from a range of denominations: Mennonite, Catholic, Alliance, Christian Reformed, Anglican, Pentecostal and more.

- ▶ Redevelop sacred spaces

A key feature of our Master Site Plan is **a new chapel** that will sit at the heart of our campus. This \$15M chapel will be easily accessible for all Menno Place residents with improved access for those who use adaptive equipment.

The building will have the option to open large doors to the outside creating even more space for events like the annual memorial and butterfly release and will accommodate a full floor of administrative office space above the chapel.

This is a bold plan and we are excited to welcome the broader Abbotsford community into the work of securing Christian care for generations to come.



Residents and loved ones honour those who've passed at the annual Butterfly Release in the Menno Place courtyard.



A butterfly, released in remembrance of a loved one, is a symbol of rebirth and the redeeming work of God.

► Enhance Spiritual Care Volunteer Program

The chaplain team is focused on continuing to **build partnerships with local churches** and expanding their awareness of how pastors and congregations can be involved.

Spiritual care volunteers have logged almost a thousand hours over the past year.

This year, 35 youth from three groups—two from churches and one from MEI—came to volunteer at Menno Place. The students visited with residents and helped with recreation activities like indoor bowling and chess.

We are always looking for spiritual care volunteers to assist with chapel by preaching, sharing devotionals or leading worship. We're also looking for volunteers for palliative visits, sitting vigil, and praying with our residents.

To apply go to:
mennoplace.ca/volunteer

► The Passing Quilt Ceremony

The **Passing Quilt Ceremony** is a sacred way of honoring a resident at the end of their life. When a death occurs, the gurney is covered with a handmade quilt and the community gathers to accompany the resident as they leave Menno Place for the final time.

More than a ritual, this ceremony is a vessel that holds love, grief, gratitude, and peace. It is an expression of our compassion and respect allowing families, staff, and fellow residents to say goodbye to a life that was deeply valued.



The Menno Place Butterfly Quilt



"I give God thanks for the caring staff at Menno Place who so willingly go the second mile in providing compassionate Christian care. I give thanks that Menno Place desires to make spiritual care a priority."

Ingrid Shultz,
MBS Board Member, Menno Place Chaplain (Ret.)



PRIORITY

Home of Choice

welcoming, comfortable & trusted

We are committed to being a welcoming, comfortable, and trusted home for seniors.

We are focused on enhancing the living environment, ensuring that the physical buildings match the resident and family-centred focus at Menno Place that has been trusted for generations.

To continue providing exceptional care, we are planning a strategic redevelopment of our 11.5 acre campus. This includes modernizing facilities, optimizing space for resident needs, and integrating best practices in senior living design.

The redevelopment will ensure that Menno Place remains a leader in senior care, offering a safe, comfortable, and engaging environment for all residents.

Maintaining and improving current infrastructure is essential to sustaining a high-quality living environment. We are prioritizing the advancement of energy-efficient technologies and exploring renewable energy sources. This investment will reduce environmental impact, improve cost efficiency, lower greenhouse gas emissions, and reduce our carbon footprint.



An architectural rendering for long-term care redevelopment.

Choosing My Home Matters To Me

Making thoughtful decisions with confidence



Marie Klassen, Resident, Primrose Gardens

When Marie decided it was time to move, she wanted to make the choice thoughtfully while she still felt confident and independent.

Together with her children, Marie began looking for a place that would feel like home, reflect her values, and support her well-being. After prayerful consideration, Marie chose Menno Place, and she has never looked back.

From the moment she arrived, Marie felt she was in the right place. She speaks with gratitude about the warmth of the community, the kindness of staff, and the sense of respect she experiences every day.

Simple but meaningful details—shared meals, faith-centred moments, and staff who take time to truly connect—have helped her settle in quickly. Marie describes herself as feeling better physically, moving more easily, and, most of all, being “just plain happy.”

“I feel a lot better. I move a lot better and I’m just plain happy.”

Her family feels the same sense of reassurance. Knowing their mother is safe, cared for, and genuinely content brings them deep peace.

As Marie’s children say, “Mom’s in a good place”—and Marie couldn’t agree more.

Achieving our Strategic Objectives

- ▶ **Redevelopment of the Menno Place Campus**

We've developed a Master Site Plan for the next era of senior care on our 11.5 acre campus.



The focus of the campus is the inviting chapel located at the heart of the community.



Elevated Apartment Living

Menno Place is working with a contractor to elevate the décor of the apartment suites and common areas. Residents and families participated in focus groups to share their vision for the future, and plans are underway to meet the needs of the next generation of seniors moving into Independent and Assisted Living.

► Advance energy systems that will create resilient, dependable and efficient power

An initiative of the Sauder School of Business at UBC, the **BMO SME Climate Clinic** matches students with companies to better understand their climate impact, risks, and strategies for navigating a net-zero economy.

As a result of our participation, Menno Place received an actionable Emissions Reduction Plan to guide future projects as we seek to be good stewards of both our resources and the environment. Every improvement we make to our systems and infrastructure helps us use energy and resources more efficiently.

In September, Shift Energy Group installed an array of **solar panels** on the roof of Primrose Gardens. This upgrade is a significant step toward ensuring the well-being of our residents with essential, sustainable and renewable energy sources.

The solar panels project is part of a BC Hydro incentive designed to improve

energy efficiency. The panels help offset the building's electrical load. During periods of high energy consumption it also feeds surplus power back into the grid.

Our investment in resilient energy systems will reduce environmental impact, improve cost efficiency, lower greenhouse gas emissions, and reduce our carbon footprint, supporting both our community's energy needs and broader environmental goals.

► Secure additional resources that will support excellence in care and quality of life

In April, **new operations software** was rolled out across campus making it easier to track and prioritize maintenance, housekeeping, laundry, and central stores requests.

“This work supports a long, responsible future on our campus while reducing our carbon footprint and contributing to a healthier community and world.”

Bas Kervel, Director, Support Services





PRIORITY

Service Excellence

resident-centered, continuous improvement

We are committed to striving for the highest quality of care and operational effectiveness.

We are implementing a social relational model of care that prioritizes meaningful connections between residents, families, and staff. Safety, dignity and well-being are at the heart of every interaction.

This approach fosters a sense of community, promotes emotional well-being, and enhances the overall resident experience.



Candace Crowley, Recreation Aide, and Linda Weatherly, Manager of Therapeutic Recreation and Volunteer Services.

As the long-term care sector evolves, we are proactively adapting to new service models to meet changing regulatory and resident needs. A commitment to continuous quality improvement is embedded in all aspects of care and how we manage our operations.

By fostering a culture of excellence, we are enhancing staff training, implementing best practices, and engaging in ongoing performance evaluations to ensure the highest standards of care.

Medical Director's Report

This past year has been marked by meaningful progress, thoughtful reflection, and a renewed commitment by the physicians serving the residents of Menno Place. Together, we have continued to strengthen the quality, safety, and compassion of the care we provide.

Strengthening Care Through Technology

Electronic Medical Records: Significant progress has been made in transitioning physician documentation from paper charts to the Point Click Care (PCC) Electronic Medical Record. While implementation remains ongoing, this transition is already enhancing access to critical clinical information and supporting safer, more coordinated care, both for physicians working onsite and those providing on-call support.

Electronic Secure Communication: In addition, the introduction of the Secure Conversations Messaging Platform within Menno Home long-term care has replaced traditional fax-based communication. This encrypted, real-time messaging platform has improved the timeliness and clarity of collaboration between physician leads and the nursing teams. Plans are underway to expand this platform across the broader long-term care site in the coming year, further strengthening communication, consistency, and continuity of care.

“Collectively, these technological advances reflect our commitment to Service Excellence and to ensuring that Menno Place continues to be a home of choice for residents and their families.”

Continual Quality Improvement

Safeguarding Our Residents: Through a quality improvement approach with resident safety at the core, additional safeguards were implemented to continue to strengthen resident safety and security.

As physicians, we remain firmly committed to vigilance, collaboration, and early intervention whenever concerns arise, understanding our key role within the interdisciplinary team.

Our Christian values, expressed through prayer and mutual support undergird our shared and unwavering commitment to providing care that is safe, dignified and person-centered.



Dr. Ken Dueck
Medical Director

“Grounded in our Christian faith this is a journey of genuine teamwork, as we work together with dedicated professionals to provide compassionate and respectful care for our residents.”

Convalescent Care Program

Helping seniors as they rehabilitate: The Convalescent Care Program on the West 2 unit of Menno Hospital continues to play a vital role in supporting individuals as they transition safely from acute care back to their home communities.

Despite challenges related to referral pressures and physician recruitment, the program has successfully helped many individuals regain strength, confidence, and independence. We appreciate all who work together in this program.

It is meaningful and rewarding to support residents as they regain mobility and functional independence, witnessing firsthand the positive impact the Convalescent Care Program has on their daily lives and overall sense of well-being.

Collaboration and Quality

Continual improvement in quality of care: Collaboration between physicians and site leadership has continued to strengthen through regular Physician Lead meetings and ongoing partnership with the Executive Director, Care Services.

Through monthly Quality Improvement and Risk Management (QIRM) meetings, we remain focused on advancing clinical standards, enhancing safety practices, and continuously improving the overall quality of care.

In closing, this has been a year marked by both challenge and growth. I am deeply grateful for the privilege of serving as Medical Director of this Care Community. Grounded in our Christian faith this is a journey of genuine teamwork, as we work together with dedicated professionals to provide compassionate and respectful care for our residents.

Excellent Service Matters To Me

Empowered to do your best work every day



Nik Van Egdome, Manager of Environmental Services

Service Excellence at Menno Place is built on the understanding that every role matters.

From dietary and care services, to housekeeping and maintenance, staff approach their work with a shared commitment to quality, teamwork, and respect.

Excellence is visible in moments of collaboration—especially during unexpected challenges—when staff step beyond their daily routines to support one another and ensure residents' homes remain safe, clean, and comfortable.

As Nik Van Egdome, Manager of Environmental services explains, "This is the residents' home and we clean it the way we'd want our own homes cleaned."

Providing excellent service also means giving staff the right tools, equipment, and environment to succeed. When teams are well-supported, their work becomes safer, more effective, and more satisfying, leading to better outcomes for residents.

"Service excellence is having a team of people dedicated to ensuring the highest quality in whatever job they're doing," adds Nik.

At its core, service excellence is about recognizing that this is our residents' home. Every task is carried out with care, dignity, and pride—because resident-centred care begins with staff who are empowered to do their best work every day.

Achieving our Strategic Objectives

▶ Create a social relational model of care

In this year's **Fraser Health Resident & Family Satisfaction survey**, Menno Place scored significantly higher overall than the community average. Respondents particularly appreciated the food service and the way staff explain things for residents to understand easily.

Digital dining began in Menno Home using a program that gives residents more control over their meal choices. This program will be expanded to Menno Hospital in 2026.

The **Family & Friends Caregiver Support Group** met to offer a safe place to talk about emotions and connect with other caregivers.

Dr. Nanda, a geriatric psychologist, began a **dementia education series** for staff and families of residents living with dementia. More than 50 people attended each session.

▶ Create a culture of quality improvement

The **Fraser Health Quality Assurance review** for all three sites (Menno Home, Menno Hospital, and the Apartments) was successful. The Fraser Health assessors noted that Menno Place had made significant strides in providing resident-centered care.

The **Canadian Institute for Health Information** (CIHI) provides a list of quality indicators that are used to assess long-term care homes nationwide.

Our CIHI indicators show success in pain management, UTI control, managing pressure ulcers and reducing transfers to acute care. All of these improvements mean that more residents are able to stay home rather than going to hospital.

A **new assessment tool**, the interRAI, is being used to track and manage the care of residents in long-term care. All nursing staff were trained in how to use this tool which integrates with our electronic health record system.

The Fraser Health **Save Our Skin initiative** seeks to reduce pressure sores among residents living in long-term care. We are already seeing positive outcomes from this wound care education.

Two **Advanced Care Planning sessions** were held in the apartments. Presenters from Fraser Health came to teach the residents about the forms and decisions they should have in place to ensure their wishes are honoured as they age.

A group of 20 leaders and care staff were selected to participate in **TRIP Workshops (Trauma and Resiliency Informed Practice)**. The workshops focused on understanding how to mitigate the impact of trauma on learning and behaviour.

All ideas and complaints are tracked through a system that quickly gets the information to the person who can address it. 100% of the concerns received in the past year have been responded to in 10 business days.

► **Strengthen relationships with Fraser Health and other organizations**

Fraser Health worked with us to successfully move in 85% of residents transitioning to long-term care from the apartments, who wanted to stay at Menno Place, into Menno Home or Menno Hospital.

Mennonite Central Committee distributed 315 pairs of socks we collected through the Sock Angel Campaign to adults and children in need throughout Abbotsford.

The **City of Abbotsford Planning Department** listened to the needs of long-term care development in the Official City Plan, creating the possibility of a modern long-term care building on the Menno Place campus.

Providence Living hosted our leadership team twice at their long-term care home, The Views, to share how they are developing person-centred care.

The Alzheimer Society of BC & Yukon provided UFirst dementia training to all Menno Place staff.

Columbia Bible College sent four students to Menno Place for their service practicum. The students worked alongside the chaplains gaining valuable insight into the spiritual care of vulnerable people.

MEI's mission team volunteered during spring break assisting with recreation programs and visiting with residents.

Multiply's SOAR mission program brought two youth groups to Menno Place to engage with the seniors.



“Service excellence means going beyond the basics and making a meaningful connection with residents and families.”

Smitha Varghese, Director of Care, Long-term Care

Community Life

Moments of Joy at Menno Place

Over the past year, Menno Place staff, residents, and families have shared many special moments together. Whether through music, events and celebrations, meaningful conversations, or simply spending time together, our community life continues to be vibrant and engaging.

We offered over 280 unique recreation programs designed to support the whole person by nurturing emotional, social, physical, intellectual, and spiritual well-being. Residents enjoyed opportunities for connection and joy, gentle movement and activity, and meaningful mental engagement through a variety of programs.

These shared experiences—big and small—help create joy, purpose, and a true sense of community.

280⁺
Recreation
activities



Menno Place residents were delighted to see Santa and his reindeer in December!



Residents enjoy fresh air and a game of lawn bowling at Primrose Gardens.



Families gather for our annual Grandparent's Day celebration in September, enjoying games, treats, and entertainment for the whole family.



Grandparent's Day is a wonderful way for residents to connect and offer an afternoon of fun for their families.

“We absolutely loved Grandparent’s Day and had a wonderful time. Even with mom’s dementia, she is still talking about it!”

- Leah, a family participant at Grandparent’s Day



Bus outings continued to be a highlight for many residents. From trips to the zoo and country drives to Krause Berry Farm, flower farms, Christmas light tours, the fish hatchery, and ice cream at the dairy—there’s something special about getting out into the community. Residents often return smiling, relaxed, and deeply appreciative of the adventure they shared together.

Menno Place Remembers is a beautiful opportunity to honour those who’ve passed in the last year and be reminded of God’s redeeming work. This annual memorial service is led by our three chaplains and followed by the release of more than a hundred butterflies in the courtyard.



“The chaplains exuded such a caring spirit and it made my heart so thankful that our dad was able to be a part of this community for the last 5+ years of his life.”

- Ingrid, a family participant in the Menno Place Remembers Memorial & Butterfly Release



“Many of the people knew my mom and dad and called them by name! It was great to see that they are important to the staff.”

- Susan, family participant at a Menno Place event



We were delighted to welcome a group of young children to Menno Place through the **weekly Mother Goose program**. The children sing, dance, and play. The joy is palpable as residents hold hands, share smiles, and engage with the children. These moments bring warmth, laughter, and a beautiful sense of connection across generations.



“My favourite memory of the day was seeing all the smiles and hearing all the laughter!”

- Rita, family participant at a Menno Place event



The puppy program continued to melt hearts. While the puppies benefited from early socialization, residents cherished the chance to reminisce about their own pets and simply enjoy the comfort of a warm, wiggly friend. Watching a puppy fall asleep on a resident's lap—or sneak in a few puppy kisses—is often the highlight of the day for everyone involved.



Volunteers & Students

Genuine Personal Connections

Community volunteers at Menno Place build genuine connections across generations, creating meaningful relationships that benefit everyone involved. In addition to lending a helping hand, volunteers offer companionship, conversation, and shared moments that are just as rewarding to volunteers as they are for residents. They're an important part of our team, helping us to offer a wider variety of dynamic and inclusive programs. By supporting our staff, volunteers also make it possible for each resident to receive personalized and attentive care.



6,849

Volunteer
Hours

From April 2025 – March 2026



147

Active
Volunteers

Shared Moments of Joy

Volunteers are typically involved with our chaplain or recreational activities which include crafts, music, games, field trips, baking, and more. We also welcome volunteers to share their unique talents, whether that's through performances or leading a special activity. Residents truly look forward to seeing their volunteers each week. They often form personal relationships and enjoy hearing about the volunteers' lives. Seeing a familiar volunteer often becomes a comforting part of the day and a helpful cue for what's ahead on the schedule.

Building New Skills & Connections

Menno Place hired 21 students through the Canada Summer Jobs program in 2025. Students worked with the communications, dietary, maintenance, people & culture and recreation teams gaining new skills, experience, and connections. An additional 33 students also participated in practicum placements as Health Care Assistants and Nurses through five partner educational institutions in BC, including the University of the Fraser Valley, Thompson Rivers University, and Western Community College.



54

Student
Placements



PRIORITY

People & Culture

supportive, engaged, & empowered workforce

We are committed to creating a work environment where employees are supported, engaged, and pursuing excellence.

Menno Place is developing wellness initiatives that prioritize the physical, mental, and emotional well-being of staff. By fostering a culture of health and safety, employees are better equipped to provide exceptional care to residents.



Menno Place staff enjoying a Hawaiian party.

Clear and open communication is vital to building trust and engagement within the organization. We are enhancing our reporting and communication structures to ensure transparency, accountability, and alignment with strategic goals. Regular listening forums and unit visits give staff the opportunity to ask questions and share knowledge and training.

We are assessing and refining our organizational structure and making investments in leadership development, process improvements, and technology to enhance overall efficiency and effectiveness. Competitive compensation, professional development opportunities, and a positive workplace culture will position Menno Place as an employer of choice.

These People Matter To Me

A shared commitment to Resident-Centred Care



Tonya Neufeld, HCA Lead, Menno Hospital

At Menno Place, our culture is rooted in connection, collaboration, and care—for residents and for one another.

It starts with understanding what matters most to each person and working together to make those moments possible, while maintaining a safe and supportive workplace.

Many of our team members choose long-term careers here because they are drawn to meaningful relationships and a shared commitment to resident-centered care. For HCA Lead Tonya Neufeld, it's a career that spans 33 years and counting.

A positive work environment is built on trust and respect. Staff are encouraged to speak up,

share ideas, and collaborate across roles, knowing their voices are heard and valued. Strong leadership and supportive management play a vital role in staff wellbeing, offering guidance, flexibility, and the space to talk through challenges in a demanding care environment.

"This is a calling—it's not just a job. I find it really fulfilling," says Tonya.

Equally important is our commitment to health and safety. By prioritizing education, training, and point-of-care assessments, we help ensure everyone can come to work and return home safely. Safety is not seen as separate from care—it is essential to sustaining it.

Achieving our Strategic Objectives

- ▶ Promote a culture of belonging; strengthen staff recognition & engagement

In February, the annual **Team Appreciation Awards** recognized 94 staff members, including special honours for four staff reaching 30 years of service, one reaching 40 years, and one reaching an extraordinary 45 years with Menno Place.

In addition to long-service awards, three Outstanding Achievement Awards were presented: Everyday Hero, Living Our Values, and Best Leader. These awards carry special meaning because the recipients are nominated by members from all across the Menno Place community.

This year's winners were **Lana Harder**, Housekeeping & Laundry (Best Leader), **Julie Toopitsin**, LPN (Everyday Hero) and **Rhonda Henderson**, Housekeeping & Laundry (Living Our Values).



Anitha Thomas, Manager of Care, with 5 Years of Service award recipient Jatinder Kaur, Resident Care Coordinator.

- ▶ Improve reporting and communication to maintain transparency and accountability

The transition from paper to **digital reporting for our workplace incidents**, including near misses, injuries, and resident incidents, helped achieve greater efficiency in reporting and investigating incidents.

Outcomes of the **WorkLife Pulse Survey** were shared with stakeholders in the organization, providing a baseline assessment of our corporate culture and learning opportunities. Each department developed action plans, working collaboratively together to build on positive work culture.

Several times a year senior staff bring **treats carts to evening and overnight staff** to help foster a sense of connection and open communication with staff working later shifts. This creates opportunity for staff to share ideas and alert the executive team to the “pebble in their shoe”—small changes that, when addressed, lead to big improvements in staff and resident experiences.

Menno Place partnered with the staff when they voted for **unionization**, listening and responding to them throughout the transition. The unions provide an additional voice to our staff and hold all parties to our collective agreements.

- ▶ Reimagine wellness that strengthens the culture of health and safety

The **Manager's Safety Toolkit and General Operations Toolkit** were launched to standardize processes and assist in the management of workplace injuries, outlining responsibilities for employees, first aid attendants and managers. This toolkit provides standardization, education and easy access to the tools required to lead.

- ▶ Develop and implement a talent management system

Two cohorts—17 students altogether—came to Menno Place through the **Health Career Access Program (HCAP)**. This program was developed by the government of BC in response to the urgent staffing needs across the long-term care and assisted living sectors. The students worked all across our campus in the apartments, Menno Home, and Menno Hospital and graduated as Health Care Aides ready to care for seniors in Abbotsford for years to come.

- ▶ Invest in organizational design and effectiveness

The executive team **reviewed all current policies and updated or revised them** as needed. The policies were moved into Surge, an online portal which allows for planned review cycles every three years, easier editing, and access for all staff at any time.

ComVida scheduling software went live for all unionized staff which took us to a new level of leveraging technology and increasing efficiency in operations.

- ▶ Be an employer of choice to attract and recruit top talent

Sujata Connors won the 2025 Dentsu Canada Award for HR Champion (CEO) at this year's Canadian HR Awards. This award recognizes the CEO who has driven successful HR strategies from the top by putting people first and championing innovative HR values. Sujata was initially selected as one of nine finalists chosen from hundreds of nominations nationwide.

"I strive to have a good unit, content families, and content residents. It gives me a sense of purpose. A lot of people don't have a sense of purpose, but I do."

Mary Jane Vallee, Resident Care Coordinator, Menno Home



Menno Place Staff



Words of Thanks

Family & Friends share their appreciation for the trusted care of their loved ones



Recreation team member, Sherry Mossey, brings joy to residents on regular bus trip outings.

"I feel very comfortable when I leave, knowing Mom's in good hands and being looked after by people who care."

- Child of long-term care (LTC) resident

"My mom is so happy to be at Menno Place. That is due to the excellent work of the staff at Menno, Apex Pharmacy, and the Fraser Health cohort of caregivers. Thank you to all."

- Child of independent living (IL) resident

"I think Menno Home has truly extended the length of my mother's life. I did not think she would live another 6 months when she first arrived and here she is 3+ years later. Very impressive work! "

- Child of LTC resident

"My husband feels safe and well cared for with compassion and caring."

- Spouse of Assisted living (AL) resident

"Mom is so happy and we are too! Thank you for providing a cozy and safe home for her."

- Children of IL resident

"I never worry about my mom's medical care at Menno Home. It is truly excellent."

- Child of LTC resident

"Staff is caring, attentive and kind. My husband is content to be there and they treat him well."

- Spouse of LTC resident



MENNO PLACE

COMPASSIONATE CHRISTIAN CARE FOR ALL

Mennonite Benevolent Society

The Mennonite Benevolent Society (MBS) members are committed to emulating the life and values of Jesus Christ who taught us to care for the weak, the widowed, and the vulnerable amongst us.

Founded in 1953, the Mennonite Benevolent Society was created by a group of young adults who recognized the need for compassionate care and housing for seniors in Abbotsford. Through faith, collaboration, and remarkable generosity, members raised funds to build the first Menno Home, welcoming its first resident in 1954.

Over four generations later, this small care home has grown to serve over 700 residents each year, with over 26,600 residents having lived in our care since our inception. Menno Place has also grown to become the fifth largest employer in the city of Abbotsford.

MBS has served Abbotsford's elderly seniors guided by the Christian mission to share God's love and His Kingdom values with others—residents, families, staff and visitors.

Today, the commitment of MBS continues through a newly approved Master Site Plan that includes a six-storey long-term care home, a central chapel, and an expanded vision for the 11.5-acre Menno Place campus—ensuring care and community for generations to come.

MBS Members are active in a Mennonite church and pay an initial fee of \$150 per person to join the MBS Society.

**For more information, call the MBS office at 604.859.7631
and ask to speak with the Executive Assistant.**

Board of Directors



Carol Dyck
Board Chair



Deanna Klassen
Vice-Chair & Chair,
Board Development



Terry Christie
Treasurer & Chair,
Finance, Audit & Facilities
Committee



Martina Klassen
Secretary & Chair,
QIRM Committee



Mark Rempel
Chair, Redevelopment
Committee,
Member at Large



John Dick
Director



Arnie Friesen
Director



John Gunther
Director



Laura Loewen
Director



Gary Schellenberg
Director



Ingrid Schultz
Director

Executive Team



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

Sujata Connors joined Menno Place in 2023 and leads the overall management and delivery of health programs and services. She has 29 years of clinical and leadership experience.

Sujata's leadership experience has predominantly focused on supporting seniors and providing high quality health services that promote wellness, independence, and choice.



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



Loradonna Botter
PhD, CHRL
Executive Director,
People & Culture Strategy



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



Sharon Simpson, BA
Director,
Community Enrichment



Bas Kervel
Director,
Support Services



Nicole Wiebe
Executive
Assistant

Management Team



Smitha Varghese

Director of Care,
Long-Term Care



Kahan Rekhia

Manager of Care
Menno Hospital



Anitha Thomas

Manager of Care
Menno Home



Jagdeep Bains

Nurse Manager
Menno Hospital
Pro Vita



Jacob Doss

Manager, Dining
Experience



Nik Van Egdom

Manager,
Environmental Services



Linda Weatherly

Manager, Therapeutic
Recreation & Volunteers



Leonard Klassen

Manager, Community
Enrichment



“This recognition is not mine alone—it belongs to the incredible team at Menno Place. I am grateful to the Menno Place team for their courage, compassion, and determination to create a workplace where everyone feels valued.”

Sujata Connors

Recipient of the 2025 Dentsu Canada Award for HR Champion (CEO)

Operational Team

CLINICAL CARE SERVICES

Loveleen Sekhon
Coordinator Accreditation,
Projects & Education (CAPE)

Manvir Nagpal
Clinical Care Lead,
Menno Home

Anu Antu Kolattukudy
Coordinator AL Operations,
Accreditation & Education

Sandra Hayes
Clinical Systems Lead

Garry Janzen
Life Enrichment Coordinator

Darlene Van Wyk
Enrichment Case Coordinator

SUPPORT SERVICES

Kara Wilkinson
Food Service Coordinator

Laura Fast
Laundry & Housekeeping
Supervisor

David Janzen
Building Systems &
Emergency Response Coordinator

Jeff Derbyshire
Maintenance & Projects
Coordinator

PASTORAL CARE

Ann Thakkar
Chaplain

Andy Capesinio
Chaplain

Kerry Dyck
Chaplain

ADVANCEMENT

Brent Purves
Advancement Coordinator

FINANCE

Gabriela Loewen
Financial Reporting & Analysis

Wendy Schievink
Accounts Receivable Specialist

Margaret Rolleman
Accounts Payable Specialist

Ann Xue
Finance Associate

Rupinder Kaur
Payroll Business Partner

Randy Turingan
Payroll Business Partner

Reuben Neufeldt
Controller

PEOPLE & CULTURE

Rachel Setka
Human Resources Generalist

Lana Murray
Benefits Specialist/ HR Coordinator

Kristina Van Der Zwan
Talent & Recruitment Specialist

Sourajita Panda
People & Culture Business Partner

COMMUNICATIONS

Claire Colvin
Communications Coordinator

Danielle Kinvig
Communications Coordinator

Advancing the Mission

“Above all other things, make love your aim.”

1 Corinthians 14:1 - First Nations Version, NT



Sharon Simpson
Director, Community Enrichment

"Each of you should give what you have decided in your heart to give, not reluctantly or under compulsion, for God loves a cheerful giver."

2 Corinthians 9:7

When Jesus is teaching his disciples about influence in Matthew 20, He describes the usual way of things and then says, **“Not so with you.”** He welcomes his followers into an entirely new way of being.

“Not so with you” invites us into a rich life of service to others whose lives are challenging and whose hearts and minds are vulnerable. It is a labour of kindness and gentleness that attracts this community to love each other deeply.

What continues to move me is this shared desire to work together toward the same purpose: creating a community of care and love centered around people who rely deeply on others.

It is a joy to invite and welcome you to invest yourself through your resources—energy, prayers, and finances—into this incredible work to which God has called each of us at Menno Place.

It is through your contribution that Menno Place continues to thrive as a community of compassionate Christian care.



\$135, 083.98 donated
An increase of \$98K
over the previous year



An increase of 128 donors
over the previous year

50 Mennonite Benevolent Society Members donated \$25,468

The growth and development of today's 11.5-acre campus of care rests on the enduring generosity of MBS Society members who have locked arms and given sacrificially since 1953.

Together, We're Making an Impact

Let's Rise to Lift Others: Four new lifts provide dignity and support to residents!

Thanks to the generosity of our donors, four new Arjo Maxi Move 5 lifts were funded through the Let's Rise to Lift Others Giving Tuesday and Christmas campaigns.

Donor support continues to play a vital role in helping us provide safe, respectful care and maintain the sense of home our residents deserve. These contributions also provide protection for staff by reducing strain and injury risk, and allow us to provide strong, dependable care for years to come.

Thank you to residents, staff, friends, family, and community members for your generosity!



Menno Place staff receive training on the new Arjo Maxi Move 5.



Friends of Menno Place Invest Their Time & Treasure



At the FOMP Dinner in 2025!

41 Friends of Menno Place members raised \$101,403 to impact lives!

Friends of Menno Place (FOMP) members are the core group of supporters who give \$1,000 or more annually, providing steady funding that directly benefits the seniors who live here. Together, we can accomplish so much more!

\$101K

Raised by
Menno Place

Will you join us?
FriendsOfMennoPlace.com



Donor Feature: Leaning In, Together



“When we invest in compassionate care, equipment and skills that keep seniors safe and comfortable, we are demonstrating what it truly means to truly love our neighbours and value every person in every stage of life.”

Gary Schellenberg

Family Member, MBS Board Member, Donor, Friend of Menno Place

Our Community Cares



275
Residents
Received Gifts

Our quilt raffle winner alongside her uncle, a 99-year-old resident of Menno Place.

Individuals come together

- 579 Quilt Raffle tickets sold, raising \$1,930 for independent living recreation and spiritual care
- 315 pairs of socks donated through the Sock Angel campaign in partnership with MCC
- 275 Christmas gift bags donated and delivered to long-term care residents, valued at approximately \$14,500

Local businesses give generously

Local businesses play a vital role in enriching lives as Community Builders—funding programs and facilities, or donating products and professional services to enhance daily life and care at Menno Place.

We are deeply grateful to all of our Community Builders who have leaned in to support the mission of Menno Place by volunteering at events, donating Christmas presents for residents and staff, providing beautiful greenery for our campus, and more!



41
Local Businesses
Enriched Lives

RBC staff volunteers at the Menno Place Grandparent's Day Fair.

Thank you Community Builders!

Adaptive Technical
Apex Pharmacy
Ascension Benefits
Bunzl Cleaning & Hygiene
Care RX
Castle Fun Park
ComVida Software
Doerksen Roofing
Emerald Green Mechanical
Essity
F&D Painting & Renovations
Fortis BC
GNXCOR
Guldmann

Haddon
Harpreet Thandi
Hudson Service Group
Impact Engineering
Impark & Reef Parking
Jubo Health Technologies
Kodiak Pressure
KPMG LLP
London Drugs
Raymond James Ltd.
Royal Bank of Canada
Russel Hendrix
Salius Rehab
Scout Technologies

Scout Technology Guides
SGP Purchasing Network
Silver Valet Dental Care
Sprott Shaw College
Surge Learning
TekMed Services Inc.
Telus
The Old Spaghetti Factory
Vaandrager Nurseries
Valley Waste & Recycling Inc.
Van Belle Nursery
WALUX Service
WestCana



PRIORITY

Christian Values



Chaplain Kerry Dyck encourages a resident.

Give for Enduring Christian Ministry

Compassionate Christian care is central to how we follow Jesus' example in ministry for seniors.

Your gift in this area will:

- Redevelop the current Hospital Chapel into a vibrant worship space
- Support chaplaincy and spiritual care for residents, families, and staff
- Help create a Spiritual Care Framework outlining how we support Christian care for seniors

"I value the presence of the chaplain deeply"

A Friend of Menno Place

2026-28 FUNDRAISING GOAL: \$300,000

NEW CHAPEL GOAL: \$15 M



PRIORITY

Home of Choice



A resident in the Apartments and her daughter live and work together on the Menno Place campus.

Give to Build a Better Home

Upgrading aging infrastructure, redesigning and rebuilding long-term care to ensure that our spaces feel like home.

Your gift in this area will:

- Help build a state-of-the-art new long-term care home with all the "extras"
- Provide furnishings and features that create a warm, homelike atmosphere
- Fund energy-efficient upgrades for comfort and sustainability

"I wanted to help create something better for others."

A Friend of Menno Place

2026-28 REFURBISH GOAL: \$350,000

CARE HOME EXTRAS: \$2.5M

Give for Continuous Innovation & Quality of Life

We are continuously improving the quality of life for our residents, creating a truly resident-centred modern care home.

Your gift in this area will:

- Fund new programs that improve quality of life
- Fund necessary modern equipment such as hospital beds, bladder scanners, and lifts

"Menno Place is a very good place. I have no complaints."

A Friend of Menno Place

FUNDRAISING GOAL: \$250,000



PRIORITY

Service Excellence



Harjeet and Kathy enjoy spending time together - creating the best life for Kathy through skilled care and compassionate friendship.

Give to Uplift our Caregivers

At Menno Place, our people are our strength. We're committed to recruiting, supporting, and training our staff who provide social relational resident-centred care.

Your gift in this area will:

- Fund a Care Model Transition, eliminating the institutional character of care
- Sponsor training and development opportunities such as Dementia Journey

"It's calm around here. It means a lot to me."

A Friend of Menno Place

FUNDRAISING GOAL: \$200,000



PRIORITY

People & Culture

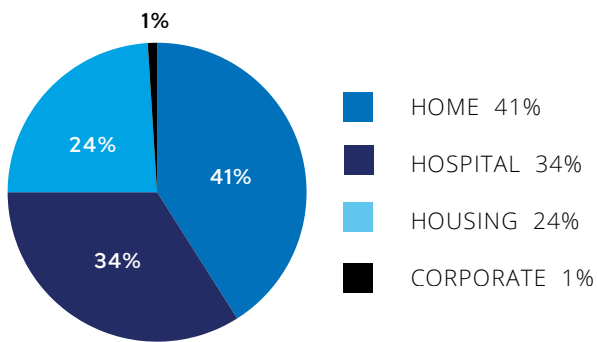


Menno Place Care Aides at the Hearts & Hands Conference.

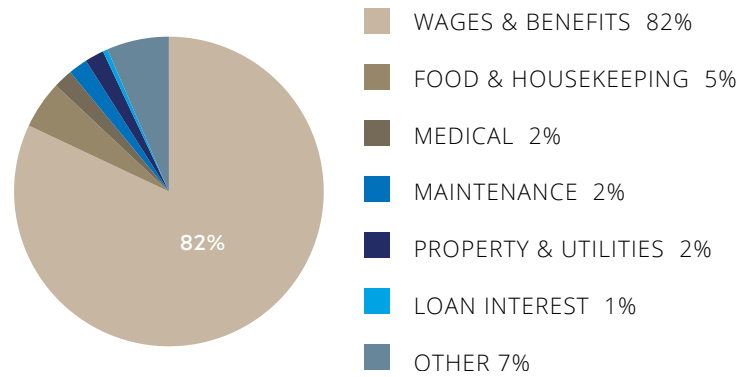
Financials

2025/2026

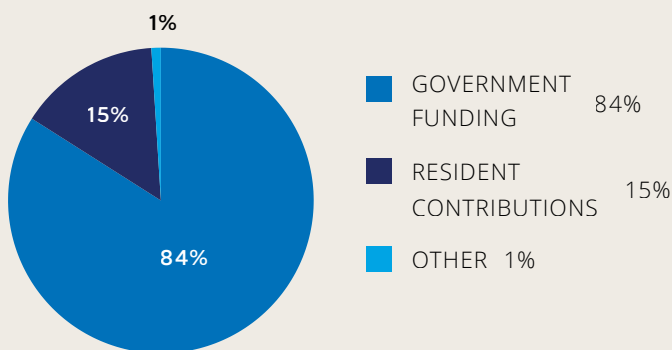
TOTAL REVENUE \$53.8 MILLION



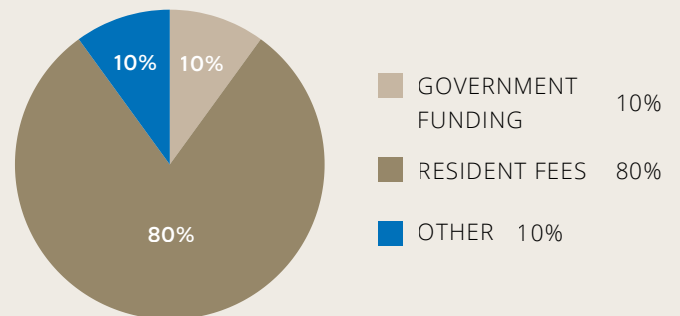
TOTAL EXPENSES



LONG-TERM CARE REVENUE



HOUSING & 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, 2026, 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.

AFFILIATIONS



CERTIFICATIONS



STUDENTS AT MENNO PLACE





Friends of Menno Place

Invest Their Time & Treasure

Friends of Menno Place make a special commitment in one of the three ways below. This important work and ministry helps over 700 residents experience dignity, connection, and hope every day.



Your Financial Gift

Annual Financial Support: \$1000 or more each year

For 70 years, Menno Place has provided trusted care for over 27,660 seniors. A Friend of Menno Place invests in the future of our spiritual ministry, buildings, model of care and quality of care.



Your Prayers for Menno Place

Weekly Prayer Support: 52 weeks of prayer each year

Praying for Menno Place invites you to join with God in His heart for seniors who often feel vulnerable, to seek His presence and protection for residents. Praying reminds us that God has called leaders, volunteers, families and residents to Himself so that He can show each one His unconditional and unfailing love.



Your Time Invested

Annual Volunteer Support: 100 hours of service each year

Your time with residents offers companionship, support, and engagement, which improves their quality of life and reduces feelings of isolation. Volunteering models the value of each person in our community and creates lasting, positive change.

Become a Friend Today!

Commit to supporting our community and receive—as our thanks—exclusive benefits like special dinner events, mementos, detailed progress reports, and the opportunity to provide input on future developments.

Find out more:
FriendsOfMennoPlace.com



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

Menno Place 32945 Marshall Rd, Abbotsford, BC | MennoPlace.ca 604.851.4000