

# peopleCare

## *A Year in Review*



## Message from our CEO and President

What a phenomenal year we had, as **peopleCare** continues on an exciting path of growth and transformation. **We celebrated a milestone 50 years of delivering exceptional resident care** that reflects our family values, while looking ahead to a bright future!

**We are working hard to achieve our vision to change the world of senior living.** It starts with our strategy to meet the needs of the aging population by partnering with the government and our communities to add new long-term care beds, integrated with other seniors housing options, new care models, services and amenities.

We were thrilled when **the Ministry of Long-Term Care awarded us 51 much-needed new bed licenses at our long-term care home in Meaford.** This enables us to redevelop the existing 77 beds and build a brand-new 128-bed home in the heart of town. **We were also approved to expand and renovate our 80-bed A.R. Goudie long-term care home in Kitchener;** great news for this beautiful community, where residents and staff will soon enjoy a fully modernized 192-bed home.

Both projects are the **first step in a planned campus of care** on each site that will include a range of services and retirement living options for older adults. With our growth plan in place, and a proposal in front of government for numerous redevelopments, these are sure to be the first of many new projects to come.

We continue to innovate and develop leading practices that improve care quality. **Our first-of-its kind Clinical Pharmacy Model is enhancing resident safety and clinical outcomes,** and freeing up staff time for more care at the bedside in all peopleCare homes. The model won a 2018 Innovation Award from the OLTCA, and was sought out by the public inquiry looking to make recommendations to improve safety in Ontario's long-term care homes.

Everything we achieved this past year, and all we look forward to in the next, would not be possible without the support of our wonderful staff, residents and families and valued community partners. **Thank you all for your dedication to making peopleCare homes a place where our loved ones are well-cared for** and treated with respect and kindness.



Brent Gingerich  
Chairman & CEO



Megan Allen-Lamb  
President

**95%**

of families with a loved one being cared for by peopleCare report they would recommend our homes to others.

## Vision

Change the world of senior living

## Mission

A family-owned organization whose compassionate skilled team is dedicated to supporting individualized life-styles in a welcoming community that enhances the quality of life for all people touched by our services.

## Values

People  
Professionalism  
Excellence  
Integrity  
Growth



**peopleCare**  
communities

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### Notable Achievements

#### BEYOND OURSELVES

Raised \$100,000 for MEDA's Nigeria WAY, thanks to our annual Trek, golf tournament and FUNdraisers in all of our homes.

#### VALUE AWARDS

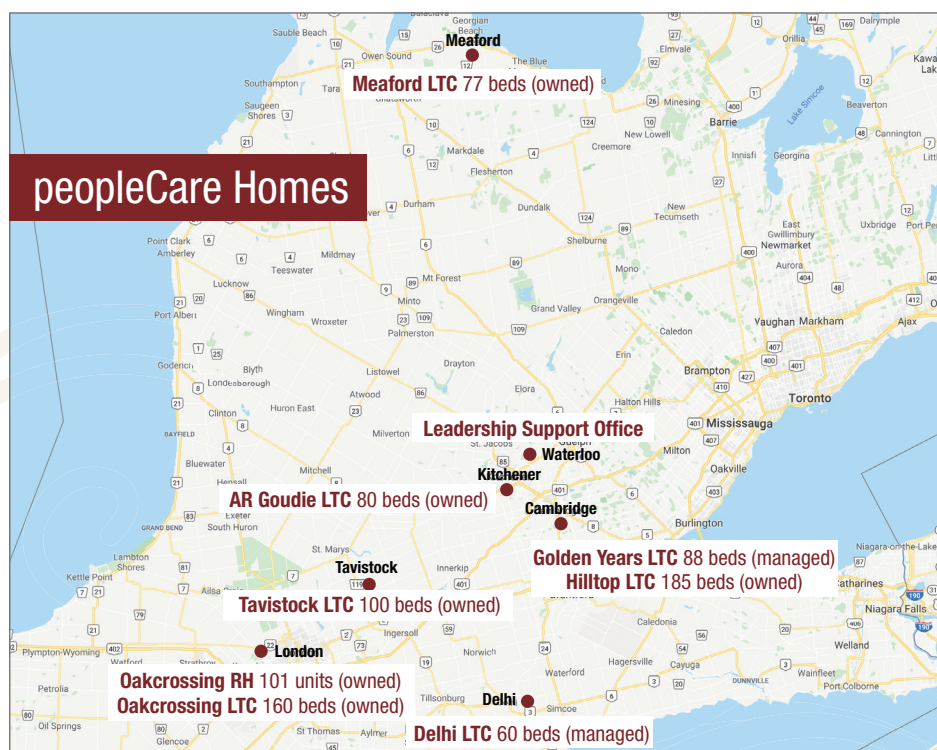
Recognized 32 staff for living our values every day in their work, which helps us to provide excellent care and improve resident quality of life.

#### ONLINE COMMUNITY

Strengthened our social media presence to help us connect with and share our good news stories with more people and partners.

#### AWARDS AND RECOGNITION

Named one of Canada's Best Managed Companies for the sixth straight year and awarded a Silver Group Purchasing Award of Excellence.



**92%** 

of our staff told us they would recommend our organization to family and friends who require care.



Oakcrossing Retirement Residents

#### DID YOU KNOW?



Every year **peopleCare** takes residents from two different homes on a resort-style “camping” trip, where they enjoy the great outdoors with lakeside campfires, fishing and – of course – plenty of S’mores! Watch video on Vimeo

**peopleCare**  
communities