Bennett Village

Bennett Centre Long Term Care
The Gallery Active Living

# Bennett Village Annual Report 2024-2025

*Active Living for Today, Long-Term Care for Tomorrow*





# Bennett Village

**VISION**

To build an entire village designed for older adults where aging happens in an enriching, supportive and safe community setting.

**MISSION**

Bennett Village is a charitable organization that provides outstanding care and experiences that redefine senior living. With stylish independent living at The Gallery and progressive long-term care at The Bennett Centre, we are committed to excellence throughout the organization as we continue to grow our village.

**VALUES**

We believe that the following core values must pervade all aspects of our service, must infuse all our interactions & must be the measure of all behaviour throughout our organization and with the community at large.

**Dignity • Respect • Compassion • Quality • Trust • Teamwork • Leadership**

## Our Board

Brian Clark – Board President
Céline Moore – Past President
Susan Campbell– Treasurer
Kim Cooper
Lesley Bell
Jason Brass
Barry Dawson-Vice Chair
Lori-Ann Evans
Jamie Gribbon
Laura King
Larry Nolevski
Jane Sweeney
Heather Wolfe

## Our Team



Chief Executive Officer – Jeff Renaud
Medical Director – Dr. Jack VanBendegem
Director of Care – Jenny Steward
Asst. Director of Care – Alison Agnew
Director of Finance – Janet Messervey
Financial Analyst – Kathy Godding
Nutritional Manager – Jasleen Kaur
Behavioral Support Lead – Elizabeth Mantey
RAI Coordinator – Krista Brown
Recreation, Volunteer and Housekeeping Coordinator – Sonia Fedele
Marketing and Communications Coordinator – Jeanette Stephenson
Executive Assistant – Tracey Wellon
Scheduling Coordinator – Andie Perryman
The Gallery Building Manager – Jean Cherwaiko
Director Environmental Services – Ryan Neeb

**Cover:**
Gallery residents on St Patrick's Day
Bennett Centre residents at Easter
Report prepared by Jeanette Stephenson-Marketing and Communications Coordinator
Photos provided by the Bennett Centre Recreation team and residents of The Gallery Active Living

# REPORT OF THE PRESIDENT

Our fiscal year ending in March 2025 has seen changes within Bennett Village. In October our new CEO Jeff Renaud joined us. Jeff has a history in Long-Term Care and the construction of new facilities. He also has experience with Life Lease buildings like The Gallery.

During our review and approval process for our new building, it was determined that we could better serve our community by increasing the beds available to 192. This will enable us to offer 32 more beds in a time when the demand for beds is increasing. Changes in financial reporting systems, Management in the Gallery and senior staff has us well situated to meet the challenges we will be facing in the coming year.

The Bennett Village at the end of the day is made up of people. Whether it be our residents and families in the Bennett Centre, residents of The Gallery, staff at both locations, as well as volunteers. To the residents, I want to say thank you for choosing Bennett Village, thank you for entrusting us with your care. To the staff, I want to say thank you for going above and beyond. The care and attention to detail has enabled us to continue to score high in satisfaction surveys in both buildings.  I was once told that you can tell a happy home by the buzz of interaction between staff and residents and spending time at both The Gallery and the home have borne that out.

The last group I want to single out is our volunteers. They are the lifeblood of our organization and without them I am not sure how a Not-For-Profit organization could exist. This includes my fellow members on the Board of Directors who put in countless hours to prepare for and attend meetings. Chair or sit on one of our committees and provide us with good council and ensure we are always keeping to our core values. We also have many other volunteers who sit on committees and help around the home, whether it is being a companion for a resident, assisting with dining, providing entertainment to residents, or working on the gardens. The Gallery also has an active group of volunteers who sit on various committees to enhance the overall resident experience.

I want to offer my sincere thanks as you all truly make the experience in Bennett Village better by your being here.
Respectively submitted,



**Brian Clark**
**President**
**Board of Directors**

# CHIEF EXECUTIVE OFFICER REPORT

“To build an entire village designed for older adults where aging happens in an enriching, supportive and safe community setting”. As the new CEO for Bennett Village, I would like our stakeholders to understand how much this vision statement resonates with me, and how our team has spent the past year putting action to the vision.

Because change is a constant within the long-term care system, it should come as no surprise that this past year has also had its share at Bennett Village. Building a fit-for-purpose organization that delivers on the vision, mission, and values means that we must be measured and purposeful in the work we are directed to accomplish by our community Board of Directors. One of the first goals I set out to accomplish was to ensure that our staff and external stakeholders had direct access to the senior management team and myself as the leader of Bennett Village. Our team is now much more visible and present within both Bennett Centre, The Gallery, and our community at large.

Speaking of The Gallery Independent Living Building, the decision was made to move away from third party management, in order to strengthen the relationship between our LTC home and the life lease building. Why you may ask? The concept of a Campus of Care means that we share the journey together as a family as we age in place and we wanted to ensure that The Gallery residents felt supported and had the ear of the CEO and team. This transition has proven to be very effective thus far. The oversight of the day-to-day needs of the building continues to reside in the capable hands of Property Manager, Jean Cherwaiko. Jean, along with our Director, Environmental Services Ryan Neeb, work to ensure that the building is well-maintained and that residents feel safe and supported. Thank you!

Bennett Village made a major investment this year with the implementation of a new financial software program called NetSuite. The finance team was tasked with mapping over key operational data and general ledger information. And while there were some delays and a few hurdles along the way, I am pleased to advise that with the help of our auditors, BDO, the new system is now up and running. This will help the team to quickly analyze spend reports and ensure that we are closely monitoring our budget to actual dollar spent! So exciting!

Our commitment to building a new home continues to evolve. The LTC Development Committee recognized that there was a significant cost savings in constructing a slightly larger home of 192-beds. As such the project drawings have been revised to reflect this additional Resident Home Area of 32 beds that will likely serve our large Francophone community! With the recent announcement of a new Ministry construction funding program, Bennett Village is hopeful that construction can start within the next 12 months. During the year, members of the LTC Development Committee had the opportunity to visit a similar sized construction site in the city of Milton.

I would like to take the opportunity to thank our dedicated employees, both at Bennett Centre and at The Gallery for the care and support they provide to our residents who call Bennett Village home. If excellence in care can be measured by the number of positive comments we receive and the absence of Ministry oversight, then the Bennett Village team is exceeding the industry standard! I would also like to thank our dedicated Board of Directors and our Board Chair, Brian Clark for the support you have provided me over the past year. Thank you for the role each of you played in making this past year a great one for the Bennett Village community.

Respectfully submitted,



**Jeff Renaud**
**Chief Executive Officer**
**Bennett Village**

## Bennett Centre and Gallery residents celebrations









## 2024 Canada Day Celebrations

















# RECREATION REPORT

The Recreation Department plays a vital role in enhancing the quality of life for residents in our long-term care home. Our core focus areas are Resident engagement, quality of life, dementia care, interdisciplinary collaboration and community integration.  The goals of the Recreation department include; increasing participation, conducting interest assessments and surveys, promote peer and volunteer involvement, resume partnerships with community groups, reconnect with schools and clubs and recruit and retain volunteers. The Recreation Department is committed to enhancing resident well-being through quality programming, regular evaluation, and interdisciplinary teamwork.

These annual goals and objectives of the Recreation Department are aligned with Bennett Village's mission to provide outstanding care and experiences that redefine senior living. Each initiative is designed to support a progressive and person-centered approach to Recreation in long-term care and contributing to a vibrant community within the Bennett Centre. Our efforts are guided by the organization's core values — dignity, respect, compassion, quality, trust, teamwork, and leadership — which are reflected in every aspect of our programming and resident engagement. By fostering meaningful connections, promoting wellness, and embracing innovation, the Recreation Department supports the broader vision of building a village where ageing is enriching, supportive, and safe.



**Sonia Novielli**
**Recreation and Volunteer Coordinator**

Some of our Rec staff and programs









# MARKETING AND FUNDRAISING REPORT

This year, our marketing and communications efforts have played a vital role in strengthening community engagement, supporting fundraising initiatives, and enhancing overall organizational visibility. Through consistent and strategic messaging across our website, and social media platforms, we have seen increased traffic, follower growth, and interaction with our audience. Marketing & Comms has worked closely with our Assoc. Director of Development to amplify our campaign to highlight impact, and tell our story, helping to drive both awareness and contributions.

The Bennett Village website is a key tool that acts as the online face of the organization. It's often the first-place potential donors, partners, volunteers, and community members learn about us, making it important for building trust and credibility. This year, website management improvements have ensured clearer navigation and up-to-date content, in both English and French. While social media has been instrumental in mobilizing community support, promoting events, and celebrating special occasions and our residents. These efforts have significantly contributed to building a stronger, more connected community around our mission and vision for Bennett Village.

Fundraising efforts this year have gained strong early traction, with one confirmed six-figure gift, a major multi-million-dollar proposal submitted, and several corporate and foundation prospects actively engaged. Initial outreach has expanded the pipeline, and follow-up efforts are ongoing. Additional prospects are being researched, and existing relationships are being leveraged to open new doors. Our Compassion and Care-Bricks for Bennett campaign is well-positioned for continued growth and success in the coming months as we move forward to build the new Bennett Centre campus.

Our Cruising for Care classic car show annual fundraiser is now in its 4th year and continues to be a great summer community engagement success. We have built strong relationships with the management of Georgetown Market Place, and Street Car Classic. The show draws over 300 visitors, 200 cars and continues to grow every year. It is supported by over 100 local business donors and sponsors, to whom we are grateful to for their contributions. Our Annual Holiday Appeal continues to see a steady rise in donations as our donor database grows and our supporters in the community respond generously to our mission.



**Jeanette Stephenson**
**Marketing & Communications Coordinator**



Our Volunteers Rock!

# FINANCE AND AUDIT COMMITTEE REPORT

The Finance & Audit Committee (FAC) is a committee of the Board of Directors that oversees financial management and reporting and external audit for Bennett Village. The committee meets regularly to review financial performance and forecasts against budgets, to review policies related to finance, and other matters. The committee works with the auditor to set the annual audit plan and review the audit report and findings.

Highlights to March 31st, 2025 include:
·Approved the annual operating budgets for Bennett Village including the Bennett Centre and The Gallery
·Supported financial matters with respect to the new long-term care home development project
·Updated Bennett Village policies addressing disbursement related procedures including the Signing Authority and Corporate Credit Card policy in addition to updating the Investment Policy
·Updated the FAC Terms of Reference to reflect updates to the Corporate By-Laws.
·Provided support for the Finance department in various matters including the transition to a new accounting software system.



Finance & Audit Committee Members:

- Don Curry
- Jamie Gribbon
- Celine Moore
- Heather Wolfe

**Susan Campbell**
**Finance and Audit Committee Chair**

Our residents enjoying the new computers donated by Gore Mutual Insurance





# FINANCE DEPARTMENT REPORT

The Bennett Village finances continue to present fairly with a budget that carefully balanced our collective agreements, and other operational expenditures with our Ministry and other revenue sources. However, this past year has been one of incredible changes within the finance team structure and operations. The most significant task was the new software implementation of NetSuite. The project involved countless hours of data migration from one system to another, and we are grateful for the coordinated effort put forth by both our employees along with the BDO team. Thank you.

And finally, it is with mixed emotions that the Bennett Village team is saying farewell to Jane Newns, our long-serving Financial Analyst of 18 years! We are sad to see her go but wish her all the best in her retirement. We are very pleased to welcome both a new Director of Finance – Janet Messervey and a new Financial Analyst – Kathy Godding, to our new team! We are looking forward to an exciting new fiscal year.



**Janet Messervey**
**Director of Finance**



**Kathy Godding**
**Financial Analyst**

Bennett Giving Back to The Community
















# NUTRITION SERVICES REPORT

The Nutrition Services Department plays a vital role in our home by ensuring that residents receive nutritious, safe, and enjoyable meals tailored to their medical needs and personal preferences.

Here is a detailed breakdown of our department's role:

1. Nutritional Care - Menu Planning, Therapeutic Diets, Dietary Assessments:
2. Food Preparation and Service - Meal Preparation, Meal Presentation, Meal delivery
3. Resident-Centered Care - Preferences and Culture, Engagement
4 Safety and Compliance - Sanitation Standards, Allergy Management, Regulatory Compliance
5. Interdisciplinary Collaboration - Nursing, Dietitian, Administration:
6 Quality Improvement - Resident Feedback, Staff Training

These annual goals and objectives of the Food Service Department are aligned with Bennett Village's mission to provide healthy, well-being, and quality of life through nutritious, safe, and enjoyable meals.



**Jasleen Kaur**
**Nutrition Manager**

Our celebrations are made extra special by our catering staff









# CONTINUOUS QUALITY IMPROVEMENT COMMITTEE REPORT

At the Bennett Centre, the commitment to resident-centred, high quality care continues to be a top priority. The Continuous Quality Improvement (CQI) Committee — formerly the Quality of Care Committee — is made up of dedicated volunteers who meet regularly throughout the year to support and evaluate the home's resident care practices and progress toward continued improvement.

During the past year, management and staff demonstrated their commitment to supporting residents with dignity, compassion, respect, and trust — built on a foundation of teamwork and leadership. The following reflect the Bennett staff's ongoing dedication to quality care:

A strong team-based approach to care that addresses both the physical and cognitive needs of residents. This approach is led by a dedicated team including personal support workers, registered nurses, registered practical nurses, as well as behavioural support and recreation professionals. The team is further supported by a variety of other specialists, including a physician, nurse practitioner, physiotherapist, registered dietitian, and food services staff.
An initiative included is the Quality Improvement Plan, recognizing that the best care is provided in the home, by aiming to reduce resident emergency room visits through collaboration with the home's nurse practitioner with the goal of minimizing disruptions in resident care.

Ongoing, care-focused education to support staff in implementing best practices in resident care. To name a few, education sessions have covered topics such as proper body mechanics and the use of mechanical lifts in order to prevent injuries to both residents and staff; continuous Infection Prevention and Control (IPAC) training; and U-First! training, which emphasizes a gentle approach when interacting with residents with dementia.
In partnership with the Halton Multicultural Centre, a strong commitment to ensuring that management and staff complete equity, diversity, and inclusion training.

As in previous years, the CQI Committee regularly reviewed the Key Performance Indicators (KPIs), which include measures such as the number of falls, wound care outcomes, use of antipsychotic medications, pain management, and urinary tract infections. During the past year, the home has consistently performed at or below the provincial average for these measures.

Another important indicator of quality care is maintaining stable staffing levels to minimize reliance on temporary agency staff. Even during peak vacation periods, Bennett's management successfully reduced the need for temporary hires. These strong recruitment efforts support improved resident care by ensuring consistency in staffing and helping to grow stronger relationships between residents and caregivers.

In conclusion, the CQI Committee extends its sincere thanks to the home's management and staff for their continued commitment to prioritizing resident care. The Bennett's home-like environment, strong focus on quality improvement, and dedication to resident care are key factors that distinguish it as a preferred long-term care home. The CQI Committee is proud to support this incredible work, and we look forward to continuing our support in the coming year.

Continuous Quality Improvement Committee Members:

- Natalie Buelow
- Kim Cooper
- Neil Hageman (Family Council Co-Chair)
- Laura King
- Dave Konvalinka
- Marielle Uliana



**Jane Sweeney**

**Continuous Quality Improvement Committee Chair**









Exceptional home from home care of our residents

# NURSING REPORT

Over the past year, our nursing department has worked towards achieving the goals outlined in our quality improvement plan, with a focus on enhancing resident satisfaction, expanding palliative care education, and reducing unnecessary emergency department visits. Guided by our core values of compassion, dignity, and respect, we prioritized building meaningful relationships with residents and their families to better understand their individual needs and preferences. Through ongoing feedback and open communication, we remain dedicated to providing person-centered care that respects and supports each resident's individual journey and voice.

Our focus on professional development in palliative care, empowered our team to provide more holistic, end-of-life care, thus minimizing distressing hospital transfers. With the support of our dedicated Nurse practitioner and Physicians, we continue to maintain rates below the Provincial average in avoidable emergency department visits. This speaks to the quality and trust we've cultivated within our care team. The collaborative spirit and leadership displayed across departments exemplify the power of teamwork in advancing our mission. Together, we continue to grow a culture rooted in excellence, accountability, and compassionate care for every resident we serve.

Thank you, Jenny and Alison.



**Jenny Steward, RN BScN**
**Director of Care**



**Alison Agnew RPN LTC-CIP**
**Assistant Director of Care**









Our Nurses and PSW celebrations during National Nurses Week 2025

# 2024-2025
## Celebrating Holidays and Special Days at Bennett Village
















# BEHAVIOURAL SUPPORTS ONTARIO (BSO) REPORT

Behavioural Supports Ontario (BSO) embedded at the Bennett Centre focuses on supporting older adults who present with or are at risk for responsive behaviours related to dementia, complex mental health conditions, substance use, and/or other neurological disorders. Our home is affiliated with St. Joseph Senior Mental Health, which strengthens our collaborative approach to care.

One of our key achievements is the successful Antipsychotic Reduction Program, which underscores the importance of accurate diagnosis when considering antipsychotic medication. Thanks to this initiative, we continue to maintain psychotropic medication usage below the provincial average.

For this year, our goal is to increase awareness, build capacity, and provide education on supporting older adults living with mental illnesses such as depression, bipolar disorder, anxiety, personality disorders, schizophrenia, and more.

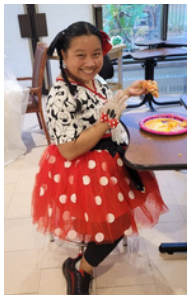
Over time, the BSO team has cultivated and enhanced the use of person-centered language that honours, respects, and dignifies the residents in our care. We are committed to maintaining a safe, supportive environment for residents with complex behavioural health needs, in alignment with the vision, mission, and values of Bennett Village.



**Elizabeth Mantey**
**BSO Lead**

## Celebrating Our Staff








# DEVELOPMENT COMMITTEE REPORT

The LTC Development Committee's mandate is to oversee the Planning and Development of the new 192 Bed "Class A" Long-Term Care Home, to replace the existing 66 bed Long-Term Care Home that is attached to the Georgetown Hospital today. The LTC Development Committee is currently working on securing Ministry approval to increase the scope and size of the project from 160 beds to 192 beds, after a review of construction costs indicated that there was a greater cost efficiency by adding additional bed capacity.

The plan for the new LTC Development is to use the land adjacent to The Gallery that is owned by the Bennett Village and close to the existing 66 bed Long-Term Care Home and is part of the vision to provide a Village of Care for seniors in Georgetown. The 192 Bed new home will also include a dedicated wing for Francophone seniors, as the Francophone population is presently underserved in the community, and this was accompanied by municipal and health authority endorsement.

During the past year we added a new Chief Executive Officer (Jeff Renaud), with extensive experience in new build LTC projects, to the Bennett Village team to help move the project forward. The revised drawings are now under final review with the Ministry and we hope to receive a final approval this summer. Much of our current success can be attributed to the dedicated work of Jeff, our committee members, the Bennett Village Leadership team, and our employees continue to encourage and support the development efforts through meetings, feedback and encouragement. We have also met the target this year to submit the MLTC Preliminary Drawing. There is a large fundraising target and that effort has been initiated and will become our focus in the coming year to support the target for opening our doors in 2028.

I would like to thank the members of the LTC Development Committee, Executive Committee, Board of Directors, Jeff and all the management and support teams at Bennett Village for all of their hard work and continued support, and look I forward to the ongoing activities in the coming year.

Development Committee Members:

- Dwaine Praught
- Brian Clark
- Lori-Ann Evans
- Jeff Renaud



**Barry Dawson**
**Development Committee Chair**




Architect render of development, subject to change

# THE GALLERY GOVERNANCE COMMITTEE REPORT

The Gallery Active Living Community at Bennett Village continues to be a premier residence for seniors in our community. Activities this year continued to focus on supporting a healthy environment for all Residents through ongoing enhanced cleaning and continued focus on maintaining the buildings' excellent condition. With an ongoing commitment to improving the quality of management of The Gallery, at the end of March 2025, Bennett Village brought all of the functions previously performed by Apex Property Management and Consulting in-house, including bringing onto its staff Jean Cherwaiko, the On-Site Property Manager and Ryan Neeb. Thanks to them and Bennett Village staff Teresita Quanbury for their ongoing vigilance and efforts to keep everyone safe and healthy.

Gallery suites that came on the market in 2024-25 continue to enjoy a robust turnover. Concerted efforts by Evan Debrincat of Fieldstone Realty coupled with the Marketing/Media Plan (thanks to Jeanette Stephenson) and Website (including "virtual reality" tours of The Gallery), have resulted in strong sales.

The Gallery Reserve Fund continues to be a prime focus of The Gallery Governance Committee (GGC) and Management. The health of the Reserve Fund, a fund for capital projects to repair and replace building infrastructure, is key to the preservation of value and ongoing enjoyment of the property by Gallery Residents. The Bennett Village Board undertakes a full Reserve Fund Study (including on-site analysis) as part of a normal three-year review cycle. It is undertaken to ensure the adequacy of the Reserve Fund and its ability to meet the demand for capital upgrades long into the future. At the completion of the study, The Gallery's short and long-term capital plans are reviewed and confirmed, and necessary course adjustments made. This year, significant repairs as per the Reserve Study, were undertaken and completed successfully. The Reserve Fund Study update that commenced in the latter part of the 2023-24 fiscal year was finalized during the current year and will continue to ensure a comprehensive schedule of required maintenance activities is kept current.

During the year, Management entered a multi-year contract with Bell Canada to place cell towers on The Gallery roof that will provide a steady source of revenue for The Gallery, available to offset costs and contribute towards improving the enjoyment of living at The Gallery for the residents.

It was a busy year of ongoing improvements and maintenance at The Gallery. Work including, but not limited to, parking garage upkeep, driveway paving, and outdoor light replacements, upgrades to the guest suite, boiler upgrades, window and heat pump replacements, and hot water tank maintenance were amongst the general maintenance projects undertaken during year.

Personnel changes occur as part of the normal ebb and flow of committee life. This year the GGC welcomed Laura King to the committee as a Bennett Board Member. Continuing on the GGC are Dana Bellman as a Community Member and Larry Nolevski as a Bennett Board Member. Many thanks to Nancy McIntyre, the outgoing RAC Chair, for her tremendous work on behalf of The Gallery Residents and a welcome to Gloria Sinclair, the incoming RAC Chair.

Gallery Governance Committee Members:

- Dana Bellman
- Laura King
- Larry Nolevski



**Susan Campbell**
**Gallery Governance Committee Chair**

Our Gallery residents Planning Cttee and residents who enjoy many social activities

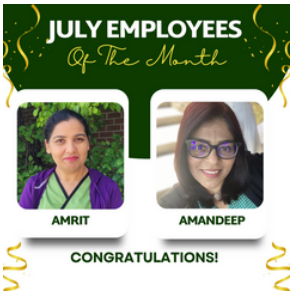








## Acknowledging Excellence!































## Volunteer Kim Sullivan- Thank You For Your Service!



# THE GALLERY MANAGEMENT REPORT

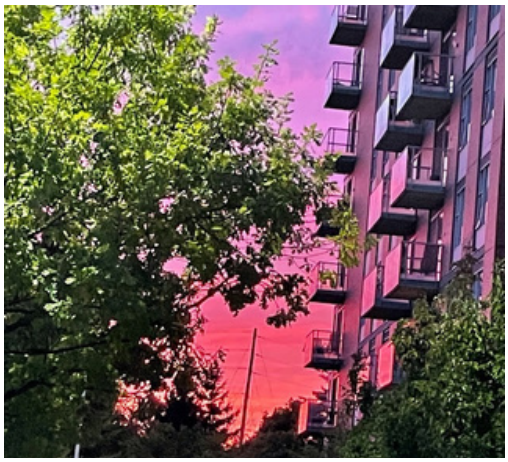
As The Gallery's Property Manager, I am deeply committed to ensuring our building remains a premier residence for active senior living. This past year has marked a significant transition, as I now work directly under Bennett Village's leadership rather than through a management company. This change has allowed for streamlined operations and a more integrated approach to maintaining the high standards our residents expect. Our team has worked diligently to uphold excellence in maintenance, safety, and overall resident satisfaction, with key infrastructure upgrades reinforcing our commitment to a secure and comfortable environment. I would like to extend my sincere gratitude to our staff, and many volunteer residents, whose contributions help foster the vibrant and engaged community of The Gallery. Looking ahead, I remain focused on supporting The Gallery's continued success through thoughtful management, collaboration, and a shared commitment to excellence, always aligning my work with Bennett Village's Mission, Vision, and Values to ensure a thriving community.



**Jean Cherwaiko**
**Property Manager**

Residents photos from The Gallery









# The Gallery Active Living

## Fun, Games and Socials!





















# Notes

# BENNETT VILLAGE

## The Gallery Active Living

Georgetown's premium 60 plus Adult-Lifestyle Community. The Gallery is located in the heart of Georgetown and features beautiful suites with spectacular country views and a plethora of well-designed and useful amenities — from a fitness centre, to fireside lounge with billiards, a guest suite, a woodworking shop, a crafts room and more, all thoughtfully designed for those looking to enjoy life to its fullest. We invite you to discover premium 60 plus living. It's all here at The Gallery.

**(905) 877 8600 - 200 Halton Hills Drive, Georgetown**

## Bennett Centre Long Term Care

It's quaint, it's comfortable and it's as much like home as we can possibly make it. The Bennett Centre offers 66 Long-Term Care spaces to those needing 24-hour nursing care and supervision.

Licensed by the Ontario Ministry of Long-Term Care, and accredited by CARF (Commission on Accreditation of Rehabilitation Facilities), the Bennett Centre combines strict adherence to regulations and best practices with a passion for serving residents and making every day comfortable and enjoyable.

**(905) 873 0115 - 1 Princess Anne Drive, Georgetown**





**bennettvillage.ca**

Charitable number 89390
2411RR0001

Ontario
Mississauga Halton Local Health Integration Network
Réseau local d'intégration des services de santé de Mississauga Halton

ASPIRE to Excellence
carf
CANADA
ACCREDITED

Ontario
Ministry of HEALTH AND LONG-TERM CARE