



Executive Summary

As a community of homes for Christian seniors, with six apartment buildings and two long-term care facilities providing housing and health, social and recreational programs for close to 1,100 older adults, HCH has accomplished much in recent years.

From this base, HCH set out with the goal of creating an inspiring and focused Strategic Plan that would build on its successes to date and set the direction for the future. This involved a comprehensive planning process.

Throughout the process, HCH conducted meaningful stakeholder engagement. Engagement strategies used to solicit input included focus groups, key informant interviews, and an online survey. Throughout the engagement phase, from Jan. 23 - Feb. 12, 2019, input and feedback were gathered from a total of:

- 201 respondents to the online survey
- 71 participants in eight focus groups
- 4 key informant interviews

A Strategic Board Retreat took place on Feb. 22, 2019. At this point, engagement results were reviewed and trends were considered. The delivery of high-quality Christian care remained the focus through a thoughtful consideration of the future of the organization.

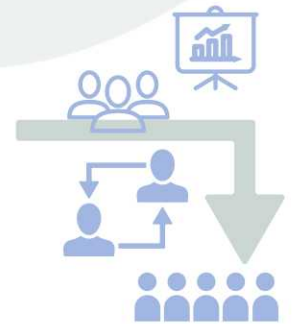
From this, the Board of Directors has established four strategic directions:

- 1. Creating a Centre of Excellence**
- 2. Strengthening Communications**
- 3. Building Our Health and Human Resources**
- 4. Investing in Our Infrastructure**

These strategic directions will serve to focus our work over the upcoming years. They are driven by our mission, and they speak directly to the challenges and opportunities before us. The Board believes these directions signal to all stakeholders invested in the success of HCH that this organization is ready and able to meet its future head-on.

HCH is energized. The directions envision a future for HCH that is thoughtful, sustainable, and reflective of our commitment to seniors. These directions include the voices of our stakeholders; they are connected through meaningful relationships that inspire us each day.

Our new directions are focused on our foundation of providing a safe, professional, and caring community for seniors, based on traditional Christian values.



Energizing Our Future

From the President A Year to Remember

Welcome to Holland Christian Homes' 2020 Annual Report. Please join us in our review of the past year. Wow, what a year it was! Should we forget it? We wish we could. Should we wish it never happened? Perhaps. However, we have chosen to remember!

The year 2020 started like any other year. We were watching New Faith Manor grow out of the snow-covered ground as we waited for the warmer weather and for the expected completion of our latest addition. We were coming off our 50th anniversary year and all the memories, hopes and plans that were involved. We were thankful, we were hopeful, and we were, as always, trusting God for all things.

Then March came, and the world changed. Holland Christian Homes changed. Or did it?

We were faced with unprecedented challenges, a significant number of daily unknowns, and heart-breaking losses. From the board and management to staff and volunteers, from residents and tenants to families and friends, everyone was impacted. We learned a whole new set of vocabulary and behaviours including: COVID-19, PPE, physical and social distancing, masks, face shields, circles on the floor, lockdowns, and stay at home orders, to name a few. We discovered a new-found love of Channel 990 and Zoom calls. Some of us have battled loneliness and fear, and the basic concern for what is next. Others have suffered personal loss of things like daily routines, hugs, seeing our loved ones, eating out, shopping freely, and most significantly the loss of someone dear. Oh, how our lives have changed.

And yet, we must remember that our God is the same, yesterday, today, and forever. We at Holland Christian Homes serve an unchanging God, a faithful God. A God who loves us *through* what happens in the world around us. He is with us, He sustains us, and He is in those who believe. Our world might look different today, but our God has not changed.

So, as we look back on 2020, we have chosen to remember. We remember those we have lost. We remember what we have learned. We remember who our God is. And through all this we remember that we are still thankful, we are still hopeful, and we are trusting God, as we always will, in all things.

Donya Stubbs
President



***“AND THROUGH ALL THIS
WE REMEMBER that we are still
thankful, we are still hopeful,
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From the CEO

Reflections on Our Year with COVID

At the best of times, providing a supportive, caring and secure community for seniors can be challenging, rewarding, stressful, joyful and sometimes sad. Often all at the same time.

When the avalanche that is COVID-19 hit, those feelings were multiplied a thousand times over.

It certainly has been a stressful time; stressful for our tenants and residents, stressful for their families and stressful for the staff.

From the start, our goal was the safety and well-being of all associated with Holland Christian Homes and this was our foremost concern. All directives from both the Ontario Ministry of Health and Public Health authorities, including elevated testing and provision of PPE to staff, were scrupulously followed. This also included such measures as self-isolating, lockdowns on family visitation, stringent pre- and post-shift screening for staff, and vastly increased sanitization procedures for all of our buildings, equipment, rooms and public areas.

As the weeks wore on, the enormity of the outbreak was evident as many of the LTC residents and staff, along with a few apartment tenants, tested positive for the virus. The sadness and frustration we all felt was amplified by the grief for many family members who, because of the COVID-19 lockdown restrictions, were unable to visit, pray, and express their love to their loved ones.

Another taxing restraint on residents and tenants was the need to isolate in their rooms at all times, even for meals. For many, this was confusing and extremely stressful. The inability to interact with others, to share in a meal together or to share in a conversation, took a toll on everyone.

During the first wave of the pandemic, we were appreciative of the extra support and personnel that arrived in the form of the Canadian Military. On April 28, 2020 they arrived in Grace Manor to take on some of the essential work with personnel including military RNs and medics. Other Forces personnel took on cleaning and infection control roles among other duties. This in turn enabled our regular staff to get much needed relief.

During the second wave, when Faith Manor needed additional assistance, it was a team from Markham Stouffville Hospital along with members of The Canadian Red Cross who arrived to provide that support. With the help of these partners we were able to implement many new Infection Protection and Control measures which eventually helped to bring the COVID-19 outbreak in Faith Manor under control.

Throughout the course of the year, our staff went above and beyond to maintain our high levels of care under very trying and exhausting circumstances. They often acted as surrogate family members, facilitating remote contact between residents and their families, reading to them and with them, praying with them, playing their favorite songs and reading family letters to them.

Our mandate is to be a community that cares and does it in a loving, Christian environment. The COVID-19 pandemic has shown that this really is at our core. In the midst of our darkest days, we met the challenge by preserving each person's individual dignity. We have been blessed too, with a dedicated and professional staff and team of Pastors who performed their duties with care and compassion throughout.

The struggle continues and we appreciate the understanding and the prayers that have been raised on our behalf. Holland Christian Homes will remain vigilant and continue to provide the care and compassion it is known for.

As always, the health and safety of the residents, tenants and staff in our homes remains our top priority. The COVID-19 pandemic has allowed our organization the opportunity to prove our commitment to providing a supportive, secure and caring environment that offers high quality care to our residents.

Ken Rawlins

Chief Executive Officer

COVID-19 Response

Throughout 2020, Grace and Faith Manors and the Towers constantly enhanced measures and protocols to meet best practice guidance and government directives as the pandemic unfolded:

- **Staffing:** all staff single-site and cohorted to single home areas; new Resident Attendant role created to support care and social interaction with residents; additional activity and other staff hired; dedicated Medical Director assigned to each Manor; one-to-one staffing implemented for symptomatic or covid-confirmed residents; increased virtual consultation (Dietitian, Physiotherapist, Geriatric Psychiatrist, etc.). Hired 244 employees, partnering with employment agencies, Canadian Mental Health Association (Peel), Health Ontario, and immigration lawyer; 157 new hires remain with us.
- **Training:** held Education Picnic for staff, caregivers in PPE use; registered staff trained in hypodermoclysis and SQ set; new orientation process developed; mandatory volunteer education revamped, with 4 training sessions in January and February; volunteers trained to screen visitors. HR held over 20 mandatory trainings.
- **Protocols:** rigorous 24/7 screening of all those entering; enhanced testing; universal eye protection and masking; enhanced cleaning, with additional training for night cleaners and a contract for cleaning support during outbreak and preventively. Stockpiled PPE.
- **Monitoring:** daily tracking tool to monitor residents for signs of COVID-19; enhanced auditing of infection control using GoAudits, IPAC Assessment, Speedy Audit, IPAC Extender Audits; hand hygiene audit each shift in each home area. Detailed outbreak analysis with system partners after each outbreak.
- **Communication:** daily Outbreak Management meetings during outbreak; daily Huddles in home areas; “One Call Now” implemented to deliver instant messages simultaneously to all employee cell phones; Volgistics scheduling and database software installed, with continuously improving use and accuracy. Daily COVID-19 case updates posted on website.
- **Collaboration/Inspection:** increased collaboration with federal, provincial, and regional governments and other partners, and (during outbreak) with Markham Stouffville Hospital, Red Cross, Canadian Armed Forces; all issues reported by CAF to the Ministry of Health were addressed promptly, with clean slate upon subsequent inspection. Manors had a total of 7 inspections (FM 1, GM 6); all noncompliance issues addressed and reinspected. Increased Ministry of Labour inspections due to staff COVID-19 cases, with no noncompliance issues.

All the above are excellent and sustainable improvements. Families and residents have been very supportive throughout, sending cards and bringing treats, flowers, plants, etc. for staff. In late 2020, vaccination programs were initiated for Towers tenants (94%) and Manors residents, staff, and designated caregivers, giving us hope for controlling this pandemic. COVID-19 has made us all think and act differently, but Christian spirit and giving have remained, and we have become stronger and better as a community.

“COVID-19 HAS MADE US ALL THINK AND ACT DIFFERENTLY, but Christian spirit and giving have remained, and we have become stronger and better as a community.”

Activities

- Group activity stopped in favour of 1:1 activity kits and spiritual packages; increased Channel 990 programming with Bible study, daily devotions, online afternoon activities such as bingo and movies.
- Phone, Zoom, window visits; 1:1 mail/package delivery to read to and assist residents.
- Additional tablets, CD players, headphones purchased for residents; applied for free additional devices through various companies and organizations.
- Dining rooms closed; meals delivered to residents and groceries to Towers tenants.
- Towers tenants sewed facemasks (instructed by a video prepared by Faith Manor Family Council), and helped in other ways.
- Volunteer schedules on hold except Meals on Wheels, *Tie That Binds*, Board, and Office.
- Manors Resident Council meetings shifted to Zoom and 1:1 visits.

Pastoral Care

- Dedicated pastors provided for Manors and Towers during outbreaks; connected via phone and Zoom with residents/tenants.
- Pastoral staff helped facilitate internal Zoom calls; kept residents/tenants and families informed through *Tie That Binds*; helped create alternate ways to provide spiritual support (spiritual packages, Daily Bread readings) and to offer Communion to tenants and residents.



Family Councils (Faith and Grace Manors)

There was increased involvement by Family Councils in fundraising and other activities. Members achieved the following together as an HCH community, with help from others outside the home:

- Hung banners outside Faith Manor to encourage and support staff during the pandemic.
- Made over 4000 facemasks, 4500 surgical caps, and 280 surgical gowns (from sheets); added long sleeves to 1400 ready-made short-sleeve gowns. Made over 550 surgical caps out of Christmas fabric as Christmas gifts for all staff in both Manors.
- Made child-sized masks for The Salvation Army to meet community need.
- Sold over 2900 masks and raised \$14,500+, used to provide a Christmas gift to all Manor residents; Faith Manor residents could not be given theirs due to outbreak, but will receive part as a Welcome gift on moving into New Faith Manor, and the more “Christmassy” part at Christmas 2021.
- Assembled small gift bags for Grace Manor residents to join in celebrating the opening of New Faith Manor.
- Purchased an Obie interactive game system for both Manors to stimulate residents.

Human Resources

- Grace Manor hired a new Administrator, a Director of Resident Care, an Assistant Director of Resident Care; Faith Manor hired a new Administrator (predecessor now VP of Operations).
- New Laundry/Housekeeping Manager, Resident Advocate (formerly Social Worker), and Volunteer Coordinator.
- Funding approved for 16 summer students; 28 of our new hires did HCH student placements.
- Eight PSWs were entered into the Return of Services funding program.
- New CLAC Collective Agreement was negotiated and awarded by an arbitrator in July.

***“IN LATE 2020, VACCINATION PROGRAMS WERE INITIATED for Towers tenants (94%) and Manors residents, staff, and designated caregivers, giving us hope for controlling this pandemic.*”**

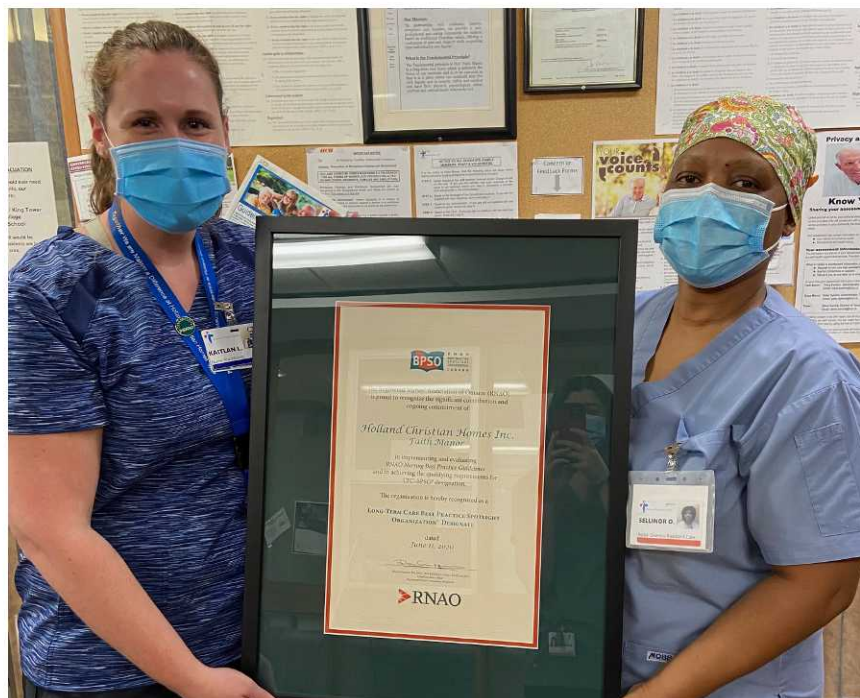
Upgrades

- New emergency power generator installed for Grace Manor heating and AC.
- King Tower chiller replaced with a new, high-efficiency one.
- Paving replacement, repairs, and line painting conducted throughout HCH complex.

Additional 2020 Operational Highlights

- LTC Homes Commission Report: both Manors submitted information as requested.
- Faith Manor was awarded the 2020 Canadian Business Award for Best Christian Nursing Home – Brampton.
- Resident/Family satisfaction surveys conducted; at Faith Manor, 100% would recommend HCH to others, 89% at Grace. Goals and action plan developed for improvement.
- Annual Program Review Days for both Manors in February, with excellent participation by residents, families, and staff.
- Nurses/Staff Appreciation Week: all staff received a gift bag of treats and thank you note.
- New Faith Manor: occupancy and moving day plans approved by Ministry of Health; meetings with residents and families to finalize room choices. Towers Town Hall meeting in January promoted applications from tenants for New Faith Manor before the 40 additional beds are offered to larger community; Local Health Integration Network and Home and Community Care reps attended and spoke about LTC eligibility.
- Registered Nurses Association of Ontario Best Practice Guidelines (BPGs): work continued at both Manors (all deliverables met); Faith Manor designated a Best Practice Spotlight Organization (BPSO); Grace Manor implemented Person and Family-Centred Care BPG and will be designated a BPSO in March 2021.
- Faith Manor appeared in *Canadian Nurse* magazine for our implementation of purposeful hourly rounding as part of the Preventing Falls BPG.
- Accreditation Canada: after a two-day survey in July following up on the military report, Faith and Grace Manors were awarded Accreditation with Commendation, contingent on submitting reports of auditing, hand hygiene, PPE training, etc. in January and April 2021.

Kaitlan Laviolette, NP and Sellinor Ogwu, DRC with the RNAO Best Practice Spotlight Organization (BPSO) recognition certificate as received in June of 2020.



From the Treasurer

Unprecedented Financial Management Challenges

Caring for our residents and tenants during the COVID-19 crisis created unprecedented financial management challenges for the HCH team. Thanks to the strong support of our provincial government, I am pleased to report that our organization emerged on very solid financial footing.

Auditor's Report - As in previous years, MacGillivray Partners audited the financial statements. In their opinion, the financial statements present fairly the financial position of Holland Christian Homes Inc. as at December 31, 2020.

Balance Sheet - Our assets increased by \$20.1 million and our liabilities increased by \$19.0 million, primarily driven by our investment in the construction of New Faith Manor, and also upgrades to our existing buildings.

Statement of Operations - The Consolidated Statement of Income and Expenditures reflects revenue in 2020 of \$40.6 million, an increase of \$7.3 million (+22%) versus 2019 and \$6.1 million higher than our 2020 Budget. This increase was driven by over \$6 million of Ministry of Health incremental funding to cover expenses related to our efforts to manage COVID-19. We are very thankful for the support we continue to receive.

Expenses in 2020 were \$36.7 million (before amortization of \$2.8 million), an increase of \$7.1 million (+24%) versus 2019 and \$6.0 million higher than our 2020 Budget, primarily due to higher nursing costs covered by the incremental Ministry funding.

We achieved an excess of revenue over expenditures of \$3.9 million before amortization. After amortization of \$2.8 million we achieved a surplus of \$1.1 million. This was \$721k higher than our 2020 Budget in part due to the postponement of some expenditures planned for 2020.

Budget 2021 - For the year 2021, we budgeted revenues of \$35.8 million, a decrease of \$4.8 million, and expenses before amortization of \$31.6 million, a decrease of \$5.1 million, as the extraordinary efforts to manage COVID-19 wind down. After amortization of \$3.8 million, we are budgeting a 2021 surplus of \$475k.

On a separate note, we deeply appreciate the financial support of our HCH community. Your donations, and investment in our promissory notes and equity leases, are very much appreciated. We could not achieve our long-term objectives without your support.

We pray that the Lord will continue to bless Holland Christian Homes, its staff, volunteers and its tenants and residents—and we look forward to the resumption of normal life at HCH!

On behalf of the Finance Committee

John Visser
Treasurer

***“We could not achieve our long-term objectives
WITHOUT YOUR SUPPORT.”***

Holland Christian Homes Inc.

2020 Condensed Financial Statement and 2021 Budget

Consolidated Balance Sheet as at December 31, 2020

	2020	2019
Assets		
Current	\$ 5,398,516	\$ 1,807,827
Property, Plant & Equipment (\$140,277,910 less \$53,864,365 accumulated amortization)	86,413,545	70,215,298
Other Assets	822,066	523,218
Total Assets	92,634,127	72,546,343
Liabilities		
Payables and Accrued Expenses	10,754,768	5,359,616
Short-Term Debt	29,622,053	13,282,956
Long-Term - Notes Payable	10,450,434	10,280,268
Long-Term - Mortgage Payable	23,371,229	24,488,075
Long-Term - Loan Payable	600,000	700,000
Long-Term - Equity Leases King and Peace Tower	18,226,650	19,890,350
Total Liabilities	93,025,134	74,001,265
Members' Deficiency		
Deficit	(391,007)	(1,454,922)
Liabilities and Members' Deficiency	\$ 92,634,127	\$ 72,546,343

Consolidated Statement of Revenue and Expenditures for the year ended December 31, 2020 and 2021 Budget

	Budget 2021	Actual 2020	Budget 2020	Actual 2019
Revenue				
Apartment Revenue	\$ 10,619,268	\$ 10,206,181	\$ 10,347,657	\$ 10,078,224
Care Income - Nursing Homes	21,962,995	20,934,318	20,918,881	19,875,882
Care Income - Towers	1,711,279	1,719,206	1,738,247	1,624,510
COVID-19 Funding	-	6,033,744	-	-
Membership and Donations	25,000	220,316	30,000	154,963
Food Services	474,496	444,088	467,156	521,347
Telephone, Internet & Cable	688,892	663,628	656,496	653,723
Other General Income	321,758	361,279	293,845	328,923
Total Income	35,803,688	40,582,760	34,452,282	33,237,572
Expenditures				
COVID-19 Expenditures	-	5,949,095	-	-
Nursing - Faith & Grace Manors	11,475,614	12,037,254	11,033,260	11,508,660
Nursing - Towers	2,109,134	1,890,015	2,094,645	1,924,039
Activities	1,498,781	1,253,610	1,445,915	1,265,298
Dietary - Faith & Grace Manors	2,913,260	2,860,352	2,811,472	2,799,084
Administration	2,555,537	2,332,887	2,495,364	2,162,580
Housekeeping and Laundry	2,195,344	2,203,451	2,114,437	1,945,104
Repairs & Maintenance	1,997,889	2,241,243	1,903,650	2,090,579
Food Services	471,915	477,866	465,051	565,011
Telephone, Internet, Cable & Other	420,500	424,336	437,000	373,556
Property Taxes	1,203,569	1,176,599	1,212,615	1,182,257
Insurance	179,225	143,388	162,935	135,852
Utilities	1,712,835	1,499,454	1,679,250	1,421,240
Interest - Notes Payable	1,695,207	1,706,489	1,755,903	1,770,672
Interest - Mortgage & Loan	1,126,800	496,495	1,127,351	471,229
Total Expenditures	31,555,610	36,692,534	30,738,848	29,615,161
Surplus before Amortization	4,248,078	3,890,226	3,713,434	3,622,411
Amortization	3,773,331	2,826,311	3,370,227	2,707,147
Net Revenue over Expenditures	\$ 474,747	\$ 1,063,915	\$ 343,207	\$ 915,264

At a Glance 2020 Income and Expenses

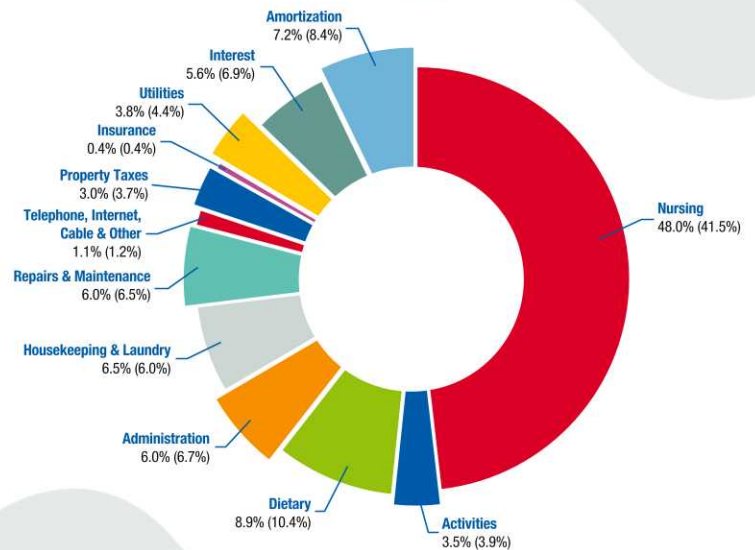
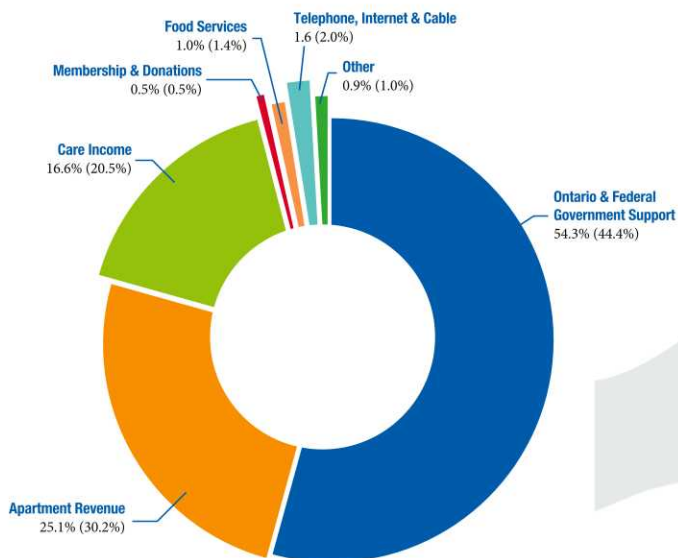
\$1,063,915
2020
BUDGET
SURPLUS

HCH
CONTINUED TO
DELIVER A
STRONG
FINANCIAL
PERFORMANCE
DURING
2020

2020
REVENUE:
\$40.5
MILLION

2020 Expenses
\$39,518,845 (2019, \$32,322,308)
2019 (%) in brackets

2020 Income
\$40,582,760 (2019, \$33,237,572)
2019 (%) in brackets



The Long Journey

Building a New Faith Manor

The journey started in the fall of 2013 when the Board of Directors adopted a new Strategic Plan for the years 2014-2017. Among all the plans, one plan stood out which was item 3.1.3 of the Strategic Plan.

It read as follows:

“Identify and evaluate options to upgrade, reconfigure and renovate existing facilities beginning with Faith Manor”. And so, the journey began.

- October 2014 • Minister of Health in Ontario announces a renewal strategy for Long Term Care homes.
- April 2015 • HCH meets with City of Brampton to discuss options to build a new Long Term Care home on the existing property.
- May 2015 • HCH officially applies for a renewal contract with the Ministry of Health for the funding to redevelop the 120 beds in Faith Manor.
- September 2015 • HCH Board of Directors appoints the Development Committee to manage the process of redeveloping Faith Manor.
- October 2015 • HCH is awarded the contract from the Ministry of Health to redevelop 120 beds in Faith Manor.
- November 2015 • HCH hires an architect to design a new state-of-the-art Long Term Care facility.
- April 2016 • Official public announcement by Minister of Health of the renewal contract for Faith Manor for 120 beds.
- June 2016 • HCH decides to increase the design for New Faith Manor to 128 beds on 4 floors.
- March 2017 • HCH decides to increase the design for New Faith Manor to 160 beds on 5 floors.
- May 2017 • Official sod turning by HRH Princess Margriet and Mr. Pieter van Vollenhoven of the Netherlands.
- January 2018 • Ministry of Health announces additional licensed beds will be made available for the renewal of Long Term Care facilities in Ontario.
- March 2018 • Deadline to apply for additional beds from the Ministry of Health. HCH applied for 40 additional beds.
- July 2018 • HCH is awarded the contract from Ministry of Health to build a 160-bed Long Term Care facility.
- August 2018 • HCH hires Melloul Blamey as the general contractor to build the new facility.
- September 2018 • HCH receives the building permit from the City of Brampton for the construction of a 160-bed facility on five floors and construction starts.
- 2019-2020 • Construction.
- April 2021 • Occupancy permit granted by the City of Brampton.
- May 2021 • Occupancy permit granted by the Ministry of Health.
- June 2021 • Residents move in.

During 2019 and 2020 the Development Committee provided the membership with several updates and completion dates. Unfortunately, like many other projects, this one also had some setbacks that delayed completion of the building. COVID-19 certainly did not help the project either.

However, the journey is not over yet.

Phase II of the construction will be the renovation of part of the old building to create a new entrance, new administrative offices, an educational training room, a family room, and a new chapel. Phase II is scheduled for completion in September of 2021.

HCH has been blessed by having committed members who have served on the Development Committee for the entire journey. Their expertise, time and commitment have made this project become a reality.

After all the construction and renovations are completed, our residents and staff who currently work or live in Old Faith Manor will find it rejuvenating to live and work in this new state-of-the-art facility.

God has richly blessed Holland Christian Homes. Please continue to pray for the successful completion of Phase II.

On behalf of the New Faith Manor Development Committee,
Keith Amtman

Unveiling the New Faith Manor

Exterior view of the New Faith Manor as at April 2021



HRH Princess Margriet and her husband Mr. Pieter van Vollenhoven of the Netherlands at the ceremonial sod turning in May of 2017—launching the construction phase of the New Faith Manor.



Care Centre



Food servery

“THEIR EXPERTISE, TIME AND COMMITMENT have made this project become a reality.”

Filling a gap in our “Continuum of Care” Bethany Place

In 2015 the Government of Ontario offered a renewal program for operators of Long Term Care homes with B or C class facilities. This opportunity came at the right time. Faith Manor is a “B” class home and needed a lot of costly improvements that still would not qualify it as an “A” home. At the same time, the Board of Directors were having discussions about the rapid increase in the number of seniors with dementia—a phenomenon that is also evident among the population here at HCH. The decision was made to proceed with a new building for Faith Manor and the reconstruction of the existing building into a dedicated Memory Care facility. Improved care for residents with dementia would fill a gap in our “Continuum of Care”.

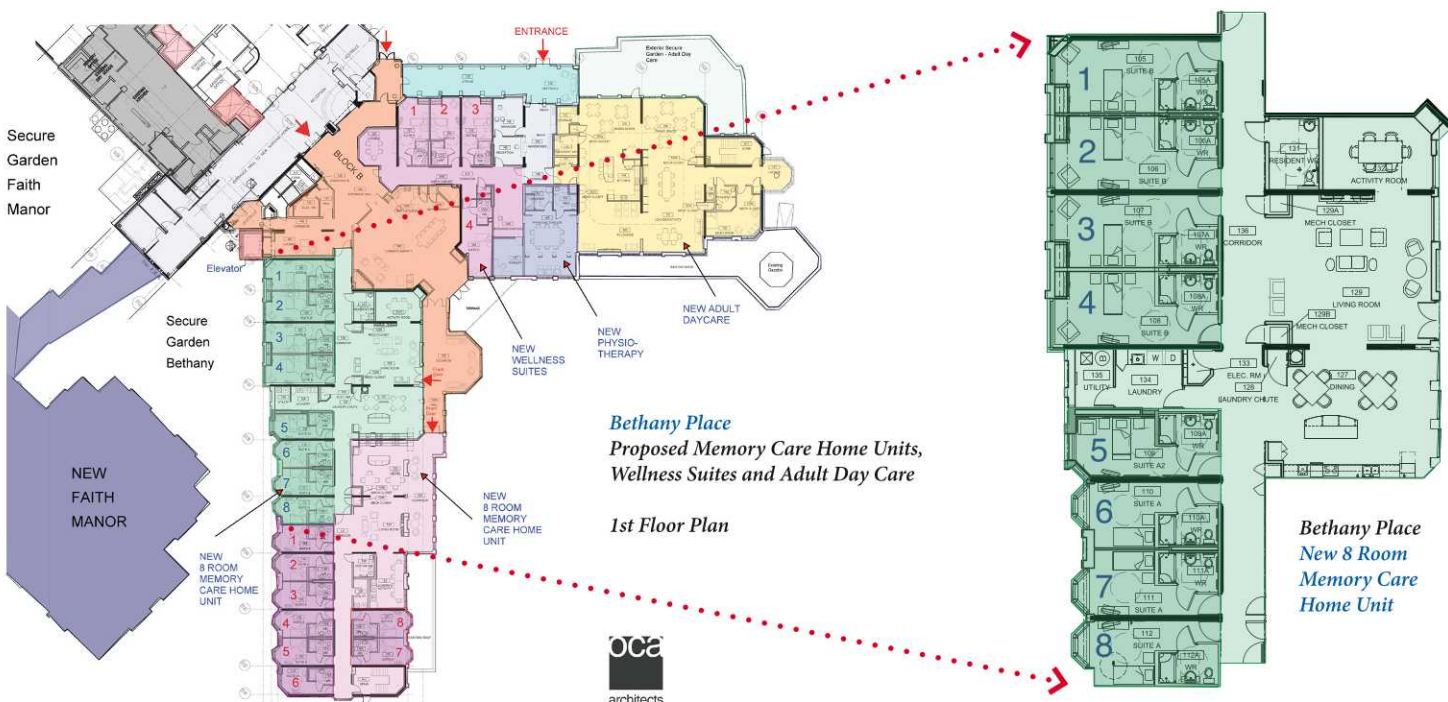
Extensive research was done into which type of dementia care would be best for our vision. The Board of Directors was inspired by the universally recognized Dutch care model for dementia.

The Dutch concept is a cultural shift in care for the elderly living with severe dementia. It is a shift from the institutional long-term care model to more normal surroundings and a normal daily life with professional help and support. Moving from a medical model to a social-relational model, the focus is on experiencing health and enjoying normal life and social interaction, despite the dementia syndrome and other health problems that occur. Holland Christian Homes has adopted this model of care for Bethany Place. It is a cultural shift that will demand creativity and person-centred focus by all professionals within our organization.

Bethany Place will offer long-term, highly qualified dementia care in five normal residential home areas. In each home area, eight seniors will live together as a family unit. All seniors will have a private bedroom with a full ensuite bathroom. Eight seniors will share the living room, dining room, activity area, laundry room, and a full kitchen. All housekeeping functions, including laundry and the preparation of all meals, will be performed within the home area. The residents are encouraged to participate in the daily functions of life and will be supervised by homemakers with support from professional medical staff.

The seniors will be free to roam the entire facility of Bethany Place, including the secure outside garden. Quality of life with dementia is the focus for those who suffer with this serious disease.

With your support, through both prayer and financial giving, we will make this Memory Care home a beacon of hope for our seniors suffering from memory loss.



Chaplaincy Report

“Here to Care”

Here to care!” At Holland Christian Homes, this motto includes Christian pastoral ministry. That is why we have renewed our efforts to ask for God’s blessing and to acknowledge Him in all we do during the COVID-19 pandemic of the last year. We experienced His help dealing with the outbreaks in Grace and Faith Manors, and we thank Him for sparing us from any major outbreak in the Towers. We were already capable of transmitting all worship services through the in-house television network, and this became especially significant under the restrictions imposed. People have certainly felt the loss of getting together in person for worship in Heritage Hall, but the change has been accepted with grace and we continued worshipping without missing a single service. With a heightened awareness of our dependence on God, the community also responded with appreciation when we transitioned from a single midweek chapel service in Harmony Hall to a daily devotion and a weekly communal Bible study conducted on Channel 990. In these efforts the work of our inhouse pastors, provided by Heritage Fellowship Christian Reformed Church, was complemented by the volunteer work of Keith Lohnes and Homer Samplonius, two retired pastors living in the complex. We are grateful to them both.

Our Hearts Went Out to Residents and Staff

When Grace Manor experienced its serious outbreak of COVID-19 last spring, the hearts of everyone in our community went out to the residents living under such isolation and to the staff working under such pressure. We were grateful then when public health officials and our medical team granted permission for one of our pastors to minister full-time inside Grace Manor. We thank God for those who were spared infection and for those who recovered from it. Many residents and their families were blessed knowing that a pastor was there to encourage and to pray with those who were lonely and with staff who were stressed. We grieved for those who passed away, but we also were grateful for a redemption which signifies that not even the worst of a pandemic can ultimately separate us from the love of God in Christ Jesus. For most of the year, Faith Manor was spared from major infection. When it did come in November, the same ministry was offered to the staff and residents there.

At the last in-person mass for our Roman Catholic brothers and sisters in March of 2020, a local priest offered the Sacrament of the Sick to all Catholic residents of Grace and Faith Manors. Although this sacrament is often given just before death, this action provided special comfort to the families of those who later passed away without a priest being able to enter the facility because of the pandemic. In previous years, the Protestant celebrations of the Lord’s Supper in our Manors took place at different times than for those in the Towers. This year a special sense of unity developed when we found a way for those in the Manors and in the Towers to celebrate it at the same time, on several occasions. Christian ministry is offered to all in Holland Christian Homes. In our Manors the requests of residents to be connected to their own faith leaders are respected, although accommodating such requests has been restricted by the pandemic.

Our Dependence and Acknowledgement

Our dependence on God and the Lordship of Christ is acknowledged in all that we do in Holland Christian Homes. The meetings of our Board begin with prayer. Every day the team leaders in each of our Manors meet to consult and update with each other, and each of those meetings closes with prayer. The leadership of Towers Nursing also seeks God’s blessing. Other celebrations like the annual May 5 remembrance of the liberation of the Netherlands, Remembrance Day, etc., all include an expression of our thanks to God and our continuing dependence on him.

Holland Christian Homes By the Numbers



578
FULL-TIME
AND
PART-TIME
EMPLOYEES



OVER
\$12 MILLION
SPENT IN
2020
ON NURSING
AT
FAITH & GRACE
MANORS

571
ON WAITING
LISTS IN
2020
FOR **THE**
MANORS



211
RESIDENTS
LIVE AT
THE
MANORS





HCH
 ACHIEVED
A 97.3%
 OCCUPANCY
 IN THE
TOWERS
 DURING
2020



AVERAGE
AGE OF
GRACE
MANOR
 RESIDENT
83.7



RESIDENT
FALLS
 AT FAITH
 MANOR
HAVE
FALLEN
 BY ALMOST



50%
SINCE
2017



88
 AVERAGE
AGE OF
TOWERS
TENANTS

We would like to thank all those individuals and businesses that have donated to Holland Christian Homes over the past year. Your donations have improved the quality of life for the seniors living with us.

Over the past year, in this time of COVID-19, the Ontario government has been generous in providing funding to Holland Christian Homes for the additional expenses related to COVID-19. Through your donations and the government's support, Holland Christian Homes was able to meet its financial obligations in 2020.

Looking forward, the need for funding has never been greater. With many of the apartment towers aging, capital investments are required to continue to keep the buildings in good states of repair. The building of New Faith Manor has been a considerable undertaking. With the move into New Faith Manor, the renovation of Old Faith Manor will be taking place. Funds are needed for this renovation. The government has not committed any funding to this project.

Holland Christian Homes is looking to its generous supporters and their donations to help fund these initiatives.

Donations can be made in various ways. Cheques can be left at reception or put in the mail addressed to:

Holland Christian Homes Inc.

7900 McLaughlin Rd. South,
Brampton, Ontario
L6Y 5A7

Or you may donate by credit card through our website www.hch.ca by clicking on the 'Donate' button and filling out the form.

Once again, we would like to thank you for your generous donations and look forward to being able to be *Here to Care*.



**NUMBER
OF ACTIVE
HCH
MEMBERS:
1,721**

Ms. Donya Stubbs
President

Mr. Case Geleynse
Vice-President

Mr. John Visser
Treasurer

Mr. Greg Riedstra
Secretary

Mr. Keith Ambtman
Director

Mr. Ralph DeWolf
Director

Mr. Walter Jansen
Director

Ms. Jessica Miedema
Director

Rev. Herman Praamsma
Director

Mrs. Joanne Rozema
Director

Mr. Charles Sjaarda
Director

(As at May 31, 2021)

**OVER
733
TENANTS
CALLED
HCH
HOME IN 2020**

Holland Christian Homes

Statement of Faith

Preamble:

It is the purpose of Holland Christian Homes to provide a supportive, caring, secure community for seniors based on Christian values.

BASIS:

The basis and principal guidelines of HCH are as follows:

1. We believe that there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
2. We believe that the Bible is the inspired and authoritative Word of God.
3. We believe that God created men and women in His image to serve Him according to His teachings.
4. We believe that Members, Staff and Volunteers of Holland Christian Homes shall strive to serve Him in ministering to the needs of our seniors.
5. We believe that human life is a precious gift from God and is to be cherished and that our worth and dignity does not diminish with age.
6. We believe that God has called us to share His love, compassion and reconciliation through our words and actions.
7. We believe that Jesus Christ is present in all we do as we carry out the ministry of Holland Christian Homes.

MISSION: In partnership with residents, tenants, caregivers and families, we provide a safe, professional and caring community for seniors based on traditional Christian values offered in a continuum of care and support while respecting their individuality and dignity.

VISION: To provide a center of excellence in a caring Christian home for seniors primarily of Dutch heritage.

PURPOSE OF MANORS: To provide a supportive, caring, quality, Christian environment to preserve the dignity and enhance the quality of life for people who require long-term care from a team of qualified professionals.

PURPOSE OF APARTMENT HOMES: To provide a supportive, caring, secure Christian community that encourages independence, preserves dignity and promotes a high quality of life for seniors who can live independently with limited support services.



(Front cover)

CEO Ken Rawlins accepting tokens of appreciation from Anne Le Guellec, Toronto Consul-General of the Kingdom of the Netherlands.

HCH *Here to Care.*



Peter Schoonhoven, Towers tenant and WWII Dutch military veteran, is assisted in raising the Dutch flag on May 5th, 2020, 'Dutch Liberation Day' by Canadian Forces personnel while on their assignment at HCH.

hch.ca

Holland Christian Homes Inc.

7900 McLaughlin Road South
Brampton, Ontario L6Y 5A7

HCH (Switchboard)

905 459.3333

Main HCH (Automated)

905 463.7002