

# Welcome Home





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# Message from the Board Chair and President

In reflecting on this past year, we are filled with deep pride and gratitude for the milestones we have achieved together at Partners Community Health (PCH) and are excited for the advancements that lay ahead.

This year was marked by significant achievements, each reinforcing our commitment to redefining seniors' care with compassion, innovation, and inclusivity.

A cornerstone of the year's success was the opening of Wellbrook Place, two new state-of-the-art long-term care homes and Integrated Seniors' Hub, in Mississauga, this past November. This momentous occasion was made possible through the support and participation of staff, residents and families, the Government of Ontario and community partners, particularly Trillium Health Partners, whose collaboration and contributions to PCH have been invaluable. We extend our heartfelt thanks to every individual and organization that played a role in bringing the vision of Wellbrook Place to life.

During our first six months, we have welcomed home over 600 residents and onboarded over 700 staff. This feat is a testament to the trust placed in us by our families, the dedication and professionalism of our

staff and the support of our community.

Our staff are excited by the vision of PCH and the organization's commitment to creating a workplace that supports and nurtures professional growth and personal fulfillment.

Last Fall, we safely transitioned staff and residents and families from our Camilla Care Long Term Care Home which was closed in December 2023. This milestone was marked by an event honouring its 50 years of service to the community.

We also hosted our first set of events through the Integrated Seniors' Hub, supporting the needs of community members along with Wellbrook Place residents and families.

At PCH, we are thrilled to create programs that will play a leading part in training and developing the next generation of health care professionals in Ontario. We recently expanded our partnerships with academic institutions, including formalizing our relationship with nine post-secondary schools and bringing on over 30 students to complete their healthcare placements at Wellbrook Place.

We look forward to developing new and creative approaches to seniors care

and are energized by the opportunities ahead.

Remaining dedicated to our vision of **honouring lives and choices through delivering seamless care**, we are eager to continue our work, learn from our experiences and collaborate to achieve shared goals and successes.

Thank you to all members of TeamPCH, residents and families, partners and the community for your ongoing support and commitment. Your contributions are at the heart of our achievements, and together, we will continue to create spaces that support the health and wellbeing of our residents, families and the community.

Warm regards and Welcome Home!



**Jeff Lozon**, Board Chair



**Tess Romain**, President

# About Partners Community Health

## VISION

To honour lives and choices and deliver seamless care.

## MISSION

We are committed to building strong system partnerships and connections that put people first, a learning and leading healthcare community and best in class service across the aging continuum.

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## VALUES

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### COMPASSION

We care for all people with respect, dignity and empathy.



### EXCELLENCE

We provide high quality care with an optimal experience in a learning environment.



### INCLUSIVITY

We bring diversity, equity and cultural appropriateness into everything we do.



### CREATIVITY

We are innovative and embrace new and different ideas.

## About Partners Community Health

Partners Community Health (PCH) is a not-for-profit, charitable organization focused on bringing healthcare services together around the needs of people living in Mississauga and West Toronto. True to our name, PCH is dedicated to working with community partners to deliver an integrated system of care that puts people first.

PCH manages Wellbrook Place, two state-of-the-art long-term care homes (Wellbrook Place East and Wellbrook Place West) and Integrated Seniors' Hub at 2180 Speakman Drive in Mississauga. The homes have a combined 632-beds and are a part of PCH's larger strategy that introduces innovative and inclusive programs and services and new models of care delivery.

# Leadership Team

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## BOARD OF DIRECTORS

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**Jeff Lozon**  
*Board Chair*



**Scott Jarrett**  
*Director*



**Stephanie Joyce**  
*Director*



**Louise Smith**  
*Director*



**Anita Stellinga**  
*Director*



**Karen Wensley**  
*Director*

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## MANAGEMENT

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**Tess Romain**  
*President*



**Raj Krishnapillai**  
*Vice President, Business  
Operations and Chief  
Financial Officer*



**Ruben H.  
Rodriguez**  
*Vice President  
Seniors Care and  
Clinical Services*



**Fiorinta Flammia**  
*Executive Director,  
Wellbrook Place West*



**Deslyn Willock**  
*Executive Director,  
Wellbrook Place East*



**Joel Borgida**  
*Director, People  
and Culture*



**Shaun Dias**  
*Director,  
Communications  
and Public Affairs*



**Kathy Lashley**  
*Director,  
Strategic Projects*

# Excelling in Care Delivery to Improve Healthy Aging



# Opening Wellbrook Place, Ontario's Largest Long-term Care Homes

On November 2, 2023, **Partners Community Health (PCH)** celebrated the opening of **Wellbrook Place**, two new state-of-the-art long-term care (LTC) homes, part of a larger Seniors' Campus of Care focused on providing specialized services to residents in the homes and Mississauga. Wellbrook Place brought 632 much-needed new LTC beds to the city and is part of PCH's larger plan that introduces innovative and inclusive programs and services, and new models of care delivery to families and communities. The opening celebration took place in the Integrated Seniors' Hub and was enjoyed by PCH staff, community partners, and government stakeholders.

The following week, Wellbrook Place welcomed its first residents. This first group of residents were greeted into their new homes by staff with balloons, music, a welcome package and smiles.



*A resident being welcomed home to Wellbrook Place on November 7, 2023.*



*Honorable Stan Cho, Minister of Long-Term Care, sharing remarks at Wellbrook Place's grand opening.*



*Partners Community Health board members, leadership, community partners and staff pictured with Premier Doug Ford, Minister Stan Cho, Members of Provincial Parliament and Mississauga Councillors at Wellbrook Place Grand Opening Event.*

# Partners Community Health by the numbers

**700** STAFF



**55**

Registered Nurses



**80**

Registered  
Practical Nurses



**320**

Personal Support  
Workers



**600**

Residents



**43**

Students

## SPECIALIZED PROGRAMS AND SERVICES



**24**

Behavioural  
Support Beds



**20**

Dialysis Beds



**10**

Bariatric Beds



**5** GARDENS  
AND COURTYARD

# Meet Wellbrook Place Residents' Councils

The Residents' Councils at Wellbrook Place are an opportunity for residents to address important topics, share ideas, and provide suggestions to enhance the experience for everyone living at Wellbrook Place.

Elections took place at the end of January 2024 and the inaugural Resident Council meetings for both Wellbrook Place East and Wellbrook Place West kicked off in February.

At the February meeting, the elected leaders had the chance to engage with fellow residents and discuss the objective of the Council. All residents living at Wellbrook Place are invited to join and contribute to the meetings each month.

## RESIDENT COUNCIL REPRESENTATIVES

### Wellbrook Place East



Sandra MacDonald,  
President



Penny Trudgeon,  
Vice President



Noel Lewis,  
Treasurer

### Wellbrook Place West



Jerry McCoullough,  
President



Henry Patton,  
Vice President



Pamela Gauthier,  
Secretary



Irene Morais,  
Treasurer

**Please note:** To protect the privacy and confidentiality of some residents, the above lists are not inclusive of all members of Wellbrook Place's Residents' Councils.



*Members of the Wellbrook Place West Resident Council hosting their monthly meeting.*

# Wellbrook Place Specialized Programs and Services

## DIALYSIS SERVICES AT WELLBROOK PLACE

Partners Community Health (PCH) is proud for Wellbrook Place to be the first and only Mississauga-Halton regional long-term care (LTC) homes with dialysis services on-site which provide both Hemodialysis (HD) and Peritoneal Dialysis (PD) care.

Earlier this year, Trillium Health Partners (THP) opened its 12-station care centre – South Mississauga Dialysis Centre – where dialysis patients in the community, as well as at the LTC homes, can come to, to receive the dialysis care they need close to home and avoid unnecessary visits to the hospital.

PCH has 20 specially designated LTC beds at Wellbrook Place East for residents requiring renal care, thereby providing residents with chronic kidney disease a more person-centered experience with life-sustaining care, close to home.

## BEHAVIORAL SUPPORT UNIT

Opened in January 2024, the Behavioural Support Units (BSU) at Wellbrook Place are specialized 24-bed resident home area that helps care for adults with responsive behaviours associated with dementia and mental health disorders.

Divided into two 12-bed neighbourhoods, the BSUs offer private bedrooms, comforting wall murals, therapeutic indoor green spaces, and Lucynt Magic Tables to promote cognitive stimulation and play. The BSU is staffed with a multidisciplinary team and focuses on resident-centered care and evidence-based practices to reduce responsive behaviors and improve residents' quality of life. It



*An example of dementia-friendly wall murals that were installed to provide comfort within the home and support wayfinding for Behavioural Support residents.*

aims to provide transitional specialized support to help residents successfully integrate and thrive in traditional long-term care settings.

## LUCYNT MAGIC TABLES

In March 2024, PCH was thrilled to introduce Lucynt Dementia Magic Tables, science-based interactive tabletop projectors, at Wellbrook Place. This innovative new technology supports residents by creating a relaxing environment and promoting fun through projection and sound. There are five tables available to residents throughout the homes, including in our Behavioural Support Units, Café, and Community Lounge, as well as seniors in the community through the Integrated Seniors' Hub.

*A resident interacts with a Lucynt Magic Table.*



# A Vibrant Community: Resident Programming at Wellbrook Place

Each month, the Programs Department at Wellbrook Place develops a calendar of resident activities that use meaningful engagement to leave lasting impacts and elevate how residents are activated on a daily basis.

A few resident programming highlights from the past year include:

- Viewing the total solar eclipse both in-person and through virtual live streaming
- Celebrating religious and cultural holidays like Ash Wednesday, Ramadan, Holi, Easter and Vaisakhi
- Participating in Earth Day arts and crafts by making edible dirt cups (with chocolate pudding, Oreo crumble and gummy worms) and plant pots using recycled juice cans
- Marking the beginning of spring with dancing, live music, and treats during a Spring Fling event
- Honouring residents who were in the nursing profession for National Nursing Week
- And much more!



*Residents enjoying the Spring Fling event to mark the beginning of spring with dancing, live music and treats.*



*Residents participating in an Ash Wednesday service in the Spiritual Space at Wellbrook Place.*



*Residents viewing the total solar eclipse from a neighbourhood patio at Wellbrook Place.*

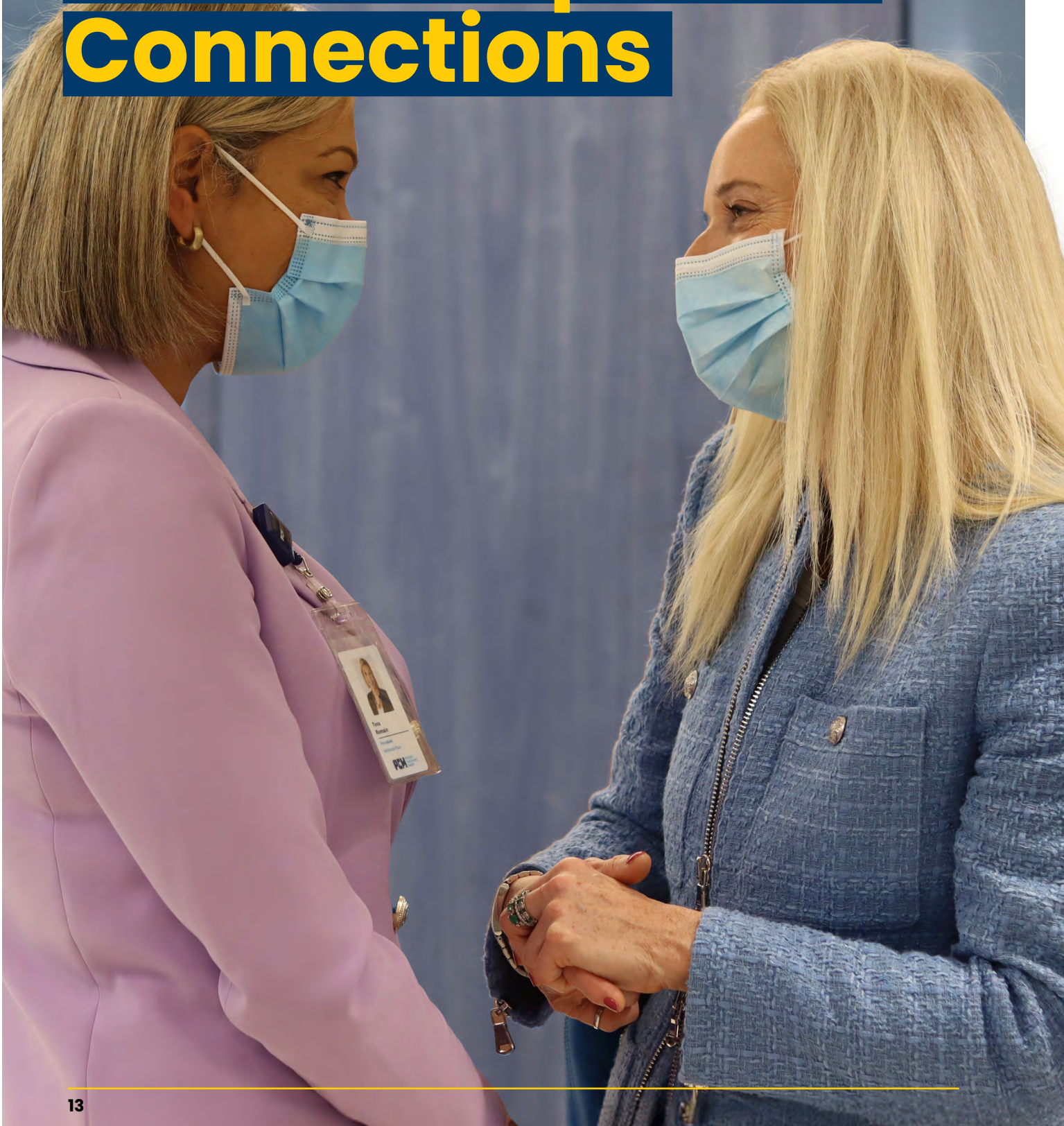


*Residents and program staff celebrating the vibrant spirit of Vaisakhi.*



*Residents showcasing their talents through art therapy programs.*

# Establishing Trusted Partnerships and Connections



# PCH in the Community

## MPP COMMUNITY BBQ

In August 2023, Partners Community Health (PCH) joined MPP Rudy Cuzzetto (Mississauga-Lakeshore) for his Community BBQ. At this event, PCH team members met with Premier Doug Ford, MPP Cuzzetto, Mississauga residents and community organizations, sharing updates about PCH and Wellbrook Place.

*From left to right: Partners Community Health staff pictured with Premier Doug Ford and MPP Rudy Cuzzetto.*



*A community member meets with a volunteer at the seniors' tax clinic.*

## PARTNERSHIP AND ENGAGEMENT

- In collaboration with Mississauga Health, Care Dove, Carestream and Trillium Health Partners, PCH launched the **Mississauga Health Seniors Navigation Portal** project, which will help seniors in the community access healthcare easily, more quickly and closer to home. To learn more, visit [www.mississaugaseniorsnavigation.ca](http://www.mississaugaseniorsnavigation.ca)
- In April, PCH hosted a three-day **free seniors' tax clinic** to support residents and community members in Mississauga with filing their income taxes.
- In May, PCH hosted a **free legal seminar** for residents, families and seniors in the community to learn about the role of a power of attorney and how to write a will.

## SNEAK PEEK OF WELLBROOK PLACE

In countdown to the grand opening of Wellbrook Place, last October, PCH hosted a Sneak Peek event for staff and community partners to tour Wellbrook Place and learn about this exciting project! Thank you to the over 60 visitors who came out!

*Staff and community partners tour Wellbrook Place ahead of the homes' opening during the 'Sneak Peek' event.*



*The shipment of medical equipment donated by PCH to St. Vincent and the Grenadines.*

## GIVING BACK: DONATIONS TO ST. VINCENT AND THE GRENADINES

Following the closure of Camilla Care in December 2023, items were identified for donation that met the care needs for other health systems. As a result, PCH donated three shipping containers filled with 120 beds, 150 mattresses and other medical equipment to Milton Cato General Hospital in Kingstown, St. Vincent and the Grenadines. The donated items are being used to fill an immediate need at the hospital and other health care facilities in the area and improving care for patients across the country.

# Contributions and Philanthropy

## THANK YOU, SPECTRUM HEALTH CARE!

Partners Community Health (PCH) extends its thanks to **Spectrum Health Care** for their generous donation of \$10,000 for the purchase of two Lucnyt Magic Tables, which are installed in Wellbrook Place's Behavioural Support Units.

The interactive tabletop projectors help support resident engagement, wellbeing and play.



*Spectrum Health Care pictured with Tess Romain, President, Ruben H. Rodriguez, Vice President Senior's Care and Clinical Services and Shaun Dias, Director, Communications and Public Affairs.*



*From left to right: ICNA Sisters Canada pictured with Deslyn Willock, Executive Director, Wellbrook Place East and Ruben H. Rodriguez, Vice President, Senior's Care and Clinical Services.*

## THANK YOU, ICNA SISTERS CANADA!

Our deepest gratitude to **ICNA Sisters Canada** for visiting us at Wellbrook Place in October and for your charitable gift to Partners Community Health in recognition of National Seniors Day.

Charitable giving is core to the Muslim faith, and PCH is honoured to have been chosen by ICNA Sisters Canada for this generous donation on National Seniors

## THANK YOU, AL HUDA INSTITUTE CANADA!

A heartfelt thank you to the **Al Huda Institute Canada** for generously donating prayer rugs and Qurans for residents, families and staff to use in the Spiritual Space at Wellbrook Place.

To honour Eid al-Fitr in April, Al Huda Institute led a prayer service for Muslim residents. PCH is grateful for Al Huda Institute's thoughtful contribution to our community.



*Qurans and prayer rugs donated by Al Huda Institute Canada available in the Spiritual Space at Wellbrook Place.*

**If you would like to contribute or support PCH, please contact  
[info@partnerscommunityhealth.ca](mailto:info@partnerscommunityhealth.ca).**

# Building a Diverse and Inclusive Workforce



# Welcome Home to Wellbrook Place!

‘Welcome Home’ was a creative campaign that helped create excitement and keep existing Partners Community Health (PCH) staff, residents and families informed on Wellbrook Place, as well as support the organization’s recruitment and onboarding efforts.

Beyond the innovative nature of the new homes, the Welcome Home campaign created an opportunity to showcase PCH’s values, [Philosophy of Care](#) (approach to care), and long-term vision of partnering with the community to provide best in class service across the aging continuum.

The campaign was an integrated strategy that included addressing the needs related to recruitment, staff transition, resident onboarding, and the opening of Wellbrook Place. Key elements of the campaign included:

- A staff recruitment focus that leveraged #PeopleofPCH, a communications initiative that highlighted the faces and experiences of current PCH team members.
- Comprehensive transition plan for staff and residents from Camilla Care Long-Term Care Home in preparation for its closing in December 2023.

- A home opening campaign that looked to celebrate the completion and opening of Wellbrook Place including a pre-opening “sneak-peek event”, and the official grand opening event.
- A “fill campaign” that sought to provide information to potential residents and their families about Wellbrook Place.

Overall, the campaign was successful in building excitement for and supporting the opening of Wellbrook Place while maintaining confidence in PCH as an employer and care provider for residents and members of the community.



*Mira Memelli, Director of Care (left), leading a tour during the Sneak Peek Event in October.*

# TeamPCH

## BELONGING @ PCH

In March, Partners Community Health (PCH) introduced **Belonging @ PCH** a new annual initiative focused on embracing and promoting a unified culture that touches all parts of the organization, from staff engagement to resident care.

Grounded in PCH's Mission, Vision, and Values, Belonging @ PCH helps align resident and staff acknowledgements, recognition, activities, and celebrations to PCH's Strategic Plan and Philosophy of Care.

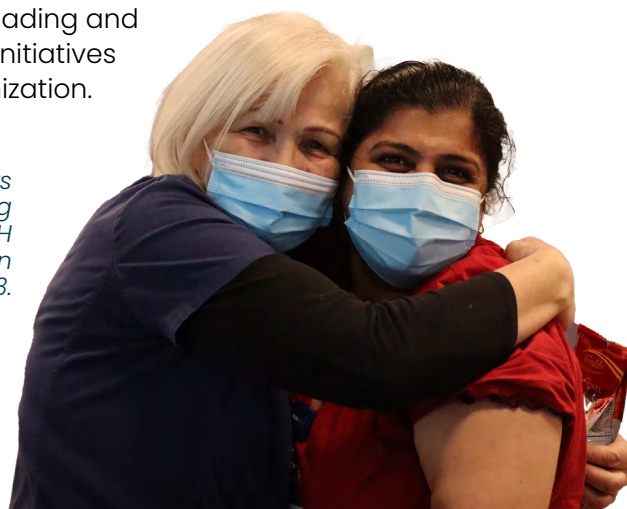
To bring Belonging @ PCH to life, each month we celebrate a dedicated theme to help inform and guide activities and celebrations at PCH. These themes are directly inspired by PCH's values and Philosophy of Care.

In February, we launched the **Belonging @ PCH Steering Committee** with leadership representation from across the organization to plan and discuss initiatives aligned with each month's theme.

As part of this work, we will also be launching an **Employee Belonging Committee**, which will be responsible for leading and supporting staff initiatives across the organization.

*Two staff members embracing during the TeamPCH Holiday Celebration in December 2023.*

The themes for March, April and May were Empowerment, Collaboration and Excellence. Join us as we recognize June's theme of **Seniors** and celebrate this population and their contribution to our communities!



## LAUNCH OF PCH'S VOLUNTEER PROGRAM

In the coming year, residents will see a new team of faces at Partners Community Health (PCH).

The Volunteer Services team have built the foundation for a new volunteer program that will allow community members to engage, socialize and build relationships with our residents, their families and our staff.

Volunteers will play an important role at PCH, including socializing with residents through meaningful activities that offer personal growth and enriched social experiences and

helping seniors mitigate feelings of loneliness and isolation.

Some of the things volunteers will support at PCH include greeting and guiding visitors, portering residents, assisting with recreational programs and having conversations with residents in the Wellbrook Café.

The Volunteer Program is aligned with PCH's Philosophy of Care and will contribute to improved overall health and wellness outcomes for Wellbrook Place residents, families and guests.

**To learn more about our volunteer program, please visit our website at [partnerscommunityhealth.ca/volunteer](https://partnerscommunityhealth.ca/volunteer)**

# Achieving Operational Excellence and Sustainability



# Academic and Educational Partnerships

With Wellbrook Place's opening, Partners Community Health (PCH) is now looking to advance on its goal of becoming a Centre of Academic Excellence. This includes establishing new, and deepening existing, partnerships with academic institutions across the Greater Toronto Area, to develop the next generation of healthcare professionals in Ontario.

As a first step, earlier this year, PCH partnered with nine post-secondary institutions to support the placement and onboarding of over 30 healthcare students at Wellbrook Place. During their placements and under the guidance of skilled staff, the students will develop the needed competencies and skills to deliver resident-centred care.

To further advance its academic mission, PCH looks to work with educational partners on research and quality improvement projects. One such opportunity is the development of a classroom simulation lab at Wellbrook Place, to advance the competency of healthcare workers in long-term care.

## ACKNOWLEDGEMENT TO OUR PARTNERS



*Students attend orientation session as part of their placement at Wellbrook Place.*



# Quality @ PCH

## QUALITY CARE ROUNDS

Launched in January 2024, Partners Community Health's (PCH) **Quality Care Rounds** is a monthly education series for staff that looks to identify gaps in care, build knowledge capacity on relevant clinical topics, and encourage meaningful conversations to solidify understanding.

Led and facilitated by PCH's attending Nurse Practitioner, the rounds were launched to help promptly identify and address clinical issues.

Quality Care Rounds looks to optimize health outcomes for PCH residents through shared learning and knowledge development. The rounds also

encourage collaboration, with participation from community partners and clinical experts to better support staff and empower clinical thinking, as well as educational opportunities for coaching and mentoring of leadership and staff.

## MONITORING AND IMPROVING QUALITY AND RISK AT WELLBROOK PLACE

PCH is committed to improving quality and risk across our organization. To support this priority, the clinical leadership team developed and implemented a **quality and risk dashboard**, allowing for effective monitoring, improved decision-making, and continuous quality improvement.

The quality and risk dashboard was assembled in Fall 2023 and provides an overview of 99 indicators and quality improvement measures implemented at Wellbrook Place (East and West).

The following are a few of the priority sections of the quality and risk indicators:

- Resident Safety and Clinical Effectiveness

- Infection Prevention and Control
- Resident Experience and Professional People
- Care Team Well-Being and Financially Responsible
- Integrated and Community Driven
- Standards and Innovation

*Rahul Malik, Nurse Practitioner, hosting PCH's inaugural Quality Care Rounds.*

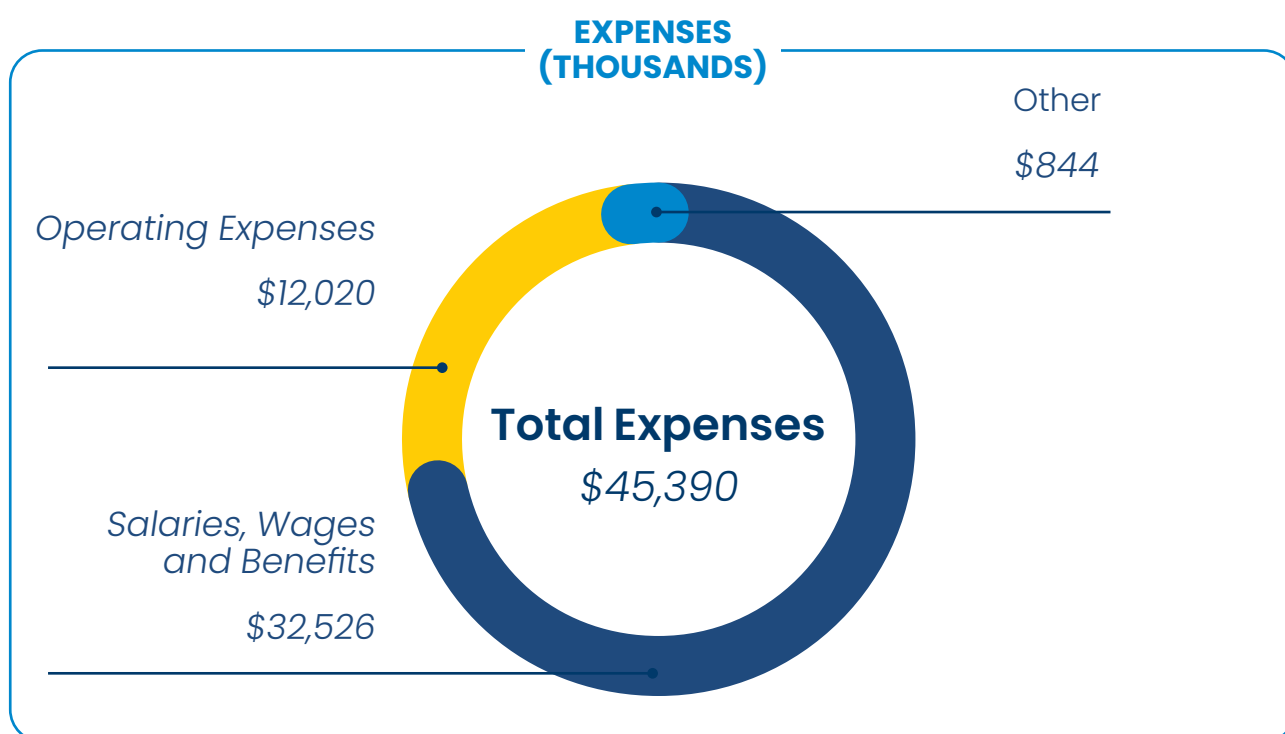
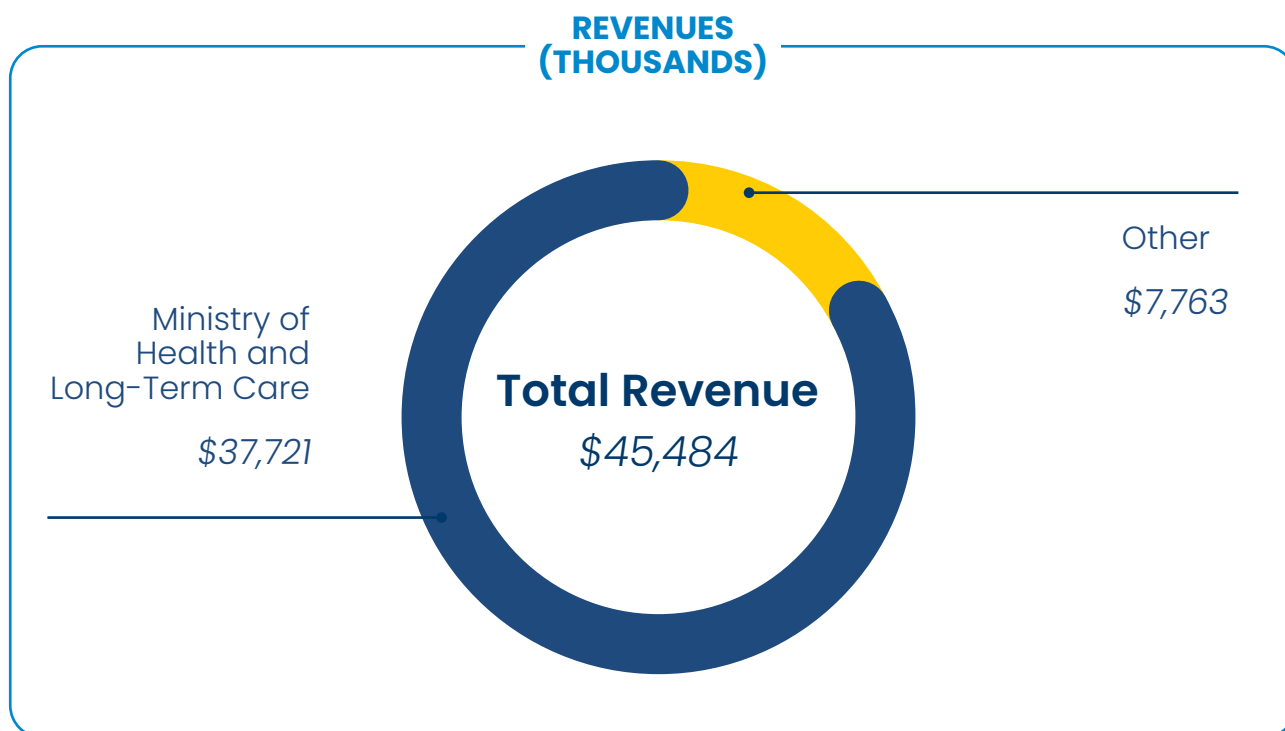


# Financials



# Financials

Partners Community Health ended 2023-24 with a \$94 (Thousands) operating surplus. The breakdown of revenues and expenses are illustrated below.



Please note the full audited financial statements are available on the Partners Community Health website: [www.partnerscommunityhealth.ca](http://www.partnerscommunityhealth.ca)



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[partnerscommunityhealth.ca](https://partnerscommunityhealth.ca)



**Partners Community Health is a  
proud member of the Mississauga  
Ontario Health Team**