



IOOF SENIORS HOMES INC.

**REPORT
of
The PRESIDENT & BOARD CHAIR
and
The CHIEF EXECUTIVE OFFICER
to the
ANNUAL GENERAL MEETING**

June 27, 2009

It is a great pleasure to provide this joint report to the members of the Corporation outlining the activities and progress of the Corporation throughout the year 2008 to June 2009. For more detail on the following discussion, please refer to the individual Board Committee reports.

We welcome you to this Annual Meeting and encourage your participation. The support you show for the work of the Corporation is very much appreciated. We especially welcome new members to the Corporation's membership.

Our Governance:

The Corporation's last Annual General Meeting was held on June 21st, 2008. In addition to Reports of the Board, the President & CEO, and the Medical Director, the audited financial statements of the IOOF Seniors Homes Inc. for the year ending December 31, 2007 were presented by BDO Dunwoody and approved. The Corporation's annual budget in 2009 is now approximately \$14 million. BDO Dunwoody was re-appointed as the auditors for 2008.

By Law #12 was reviewed by corporate management and the Nominating & Bylaws Committee of the Board in early 2009. The By Law has been revised this year to reflect recent regulation and legislation, most especially around the need for Criminal Reference Checks to be done for all new potential Board members and while doing so, a general tidy up and clarification of language was done, and the previous approved Amendments were also integrated into the Bylaw to now make it By Law #13. A copy of the By Law with intended revisions is included in this meeting's package to be voted upon.

The IOOF Seniors Homes – the only Long Term Care Home in Ontario bearing the IOOF name, is governed by a dedicated group of Directors, many of whom represent the Order from across the province and travel from various locations in Ontario to attend Board meetings. Three of the Board must be members of the Odd Fellows and three from the Rebekahs. At this time, our Board is well represented by the Order with twelve of our present thirteen directors as members.

The 2008/2009 elected Board of Directors are:

David Steele, President	from Barrie
Robert (Bob) Schwalm, Vice President	from St. Mary=s
June Ritchie, Secretary	from Elmvale
William (Bill) Barker	from Torrance
Donald (Don) Beach	from Greenwood
Charles (Charlie) Benson	from Bellville
Ralph Dufresne	from North Bay
James (Jim) Edwards	from Orillia
John Nichols	from Stratford
John (Jack) McAllister	from Barrie
Edward (Ed) McLean	from Port Severn
Patricia (Pat) Smith	from North Bay
Donna Stillwell	from Barrie
Doreen Saunders CEO	Barrie

Line officers from the Grand Lodge and the Rebekah Assembly are nominated annually to stand for election to the Corporation Board. As well, line officers from the Grand Lodge and the Rebekah Assembly are always welcome to attend Board meetings as observers and participate with the Board in friendship.

Management / Staff/ Professionals & Volunteers:

The principles and values of Odd Fellowship are reflected in the Mission of the IOOF Homes - [ACaring is Our Reason for Being](#). The quality of care in our facilities speaks well for the Order and is due to our outstanding employees and volunteers.

In the current climate of health care crisis, we continue to operate in a commendable manner despite insufficient funding and increased government and public scrutiny in our industry. Care in the Long Term Care Home is much more complex as the acuity of care continues to change dramatically with time. As happens each year, the Ministry of Health & Long Term Care conducted an annual Compliance Review of the Home in November 2008 and investigated only one official complaint over the year, which had no merit. A number of older findings were dropped and of those few >findings= that we did receive, all have been rectified. Other authorities being Public Health and the Ministry of Labor also did inspections with minor recommendations.

Our staff are our finest ambassadors and our most valuable resource. Led by our able CEO, a group of ten skilled professionals manage the various functions of the Corporation and carry a significant burden of responsibility. There were three changes in Management during 2008. Linda Muszynski assumed the position of Director of Revenue Development part time in November 2008 to continue to aid us in our fund raising efforts. Mary MacDougall, Director of Food Services decided on a career change and took the position of Director of Housing Accommodations when it became available. She began her new position in December 2008 after her old position of Director of Food Services was filled by Brenda Wagner. All of our managers have significant experience and expertise in their various areas of jurisdiction and continue to educate themselves on an ongoing basis to keep up with change and new ideas.

Present Management Staff:

Doreen Saunders	CEO
Dan Delisle	Director of Finance & Information Systems
Belinda Robitaille	Director of Resident Care
Pat Jeffrey	Assistant Director Resident Care
Brenda Wagner	Director of Food Services
Gaja Damas	Director of Program Support & Volunteer Services
Tom Manley	Director of Facilities & Environment
Brenda Scheepers	Director of Human Resources
Linda Muszynski	Director of Revenue Development
Mary MacDougall	Director of Housing Accommodations
Elvis Pohl	Property Manager Terraces

Employing 218 staff: 106 full time, 60 part time, and 52 casual in 2008, the IOOF Homes continues to be one of the top 100 employers in Barrie. Fifty - six people joined our employ in 2008 and thirty - seven left. Some were early retirements and some left because of performance issues but most moved on to new opportunities with more available work. We express our sincerest gratitude to all of our staff for the dedicated and increasingly difficult work they perform.

Our facilities are also supported by a highly skilled group of contracted consulting health care professionals in the persons of our Medical Director, Attending Physicians, Nurse Practitioners, Pharmacist, Physiotherapist, Dietician, Coordinator of Spiritual & Religious Care, Kinesiologist and others; all of whom work closely with us to provide an ever increasing number of services for our frail residents.

Dr. Zahir Poonja our Medical Director and Attending Physician for the Home maintains his contract with the Corporation. He also sees residents of the Terraces. The weekly Heritage Place clinic had to be dropped this year because it was not cost effective for the physician running it and there is no funding to support it. The doctor will continue to see these residents at his local practice nearby.

Our Corporate legal firm in Barrie remains Purser Dooley Cockburn Smith or PDCS. For counsel with management and human resources law, we retain the firm of Stringer Brisbin and Humphrey in Barrie.

The IOOF Homes are also very privileged to have a large and helpful group of volunteers, mostly two legged but sometimes four legged as well. In 2008, a total of 240 active volunteers donated many thousands of hours of service towards our work. The love and attention these exceptional people provide for our inhabitants is immeasurable and we are so very grateful for their help and kindness. Community volunteer groups such as the St John=s Therapy Dogs also participate in the Home to bring comfort and fun to our residents.

Our Residents:

In the course of every year, we have new seniors arrive to take up residence in our facilities and a number who leave. While many of these individuals come from the Barrie area, we also welcome people from throughout the province and the nation. With the exception of the Home, preference is given to members of the Order based on assessed needs.

During 2008, in the 20 Units of the Odd Fellow & Rebekah **Manor**, our affordable and accessible rental apartments, the resident population had few changes. There was 1 move in and 1 move out*. **Rebekah Doris Thomas moved from the Manor into the Home during December 2008. Presently there are 18 members of the Order living in the Manor, with 15 Rebekahs and 3 Odd Fellows.**

Of the 80 Units at **Heritage Place**, in 2008, 20 Residents left our supportive housing and 18 new people moved in. 2 Odd Fellows were discharged from Heritage Place. **Within our continuum of care, 1 Odd Fellow, Bill Newton moved to the Home from Heritage Place. There are 20 members of the Order now living at Heritage Place with 9 Rebekahs and 11 Odd Fellows.**

During 2008, 17 suites at the **Terraces** were re-sold. Eleven were sold in 94 Dean Avenue and six were sold in 90 Dean Avenue. There are a number of members of the Order living at the Terraces but the exact number is unknown.

In the Odd Fellow & Rebekah **Home** 55 residents passed on and 10 were discharged during the year 2008. There were a total of 74 new admissions to the Home because of the refilling of beds allowed to be vacated to accommodate the move to the new 96 bed wing in February 2008. 18 seniors used our Short Stay Program during the year for respite stays with us.

In Jan 2008 the Home experienced a respiratory outbreak which affected 7 residents over a 9 day period and was negative for influenza.

In March, the Home again experienced a respiratory outbreak which affected 5 residents over an 8 day period and which was positive for influenza A. The residents in the Home were effectively treated with the medication Tamiflu without further incidence for the remainder of 2008.

In the Home, one member of the Odd Fellows passed on in 2008, John 'Len' Grindley in April. Two members of the Rebekahs also passed on in 2008, Phyllis Moody in April and Gladys Clark in December. As of the end of December 2008, 8 residents of our 162 bed Home are members of the Order: 6 Rebekahs and 2 Odd Fellows.

Our efforts to continuously improve our services are assisted by the elected bodies of the Residents= Council and the Family Council for the Long Term Care Home and the Residents= Association for the housing part of the complex being Heritage Place and the Manor. A number of Rebekah and Odd Fellow residents are active in these Associations. Managers and the CEO are invited to and attend these Residents= meetings regularly to hear and respond to ideas and issues raised by residents and their families.

The Terraces Liaison Committee for both 90 and 94 Dean Avenue represents the owners. Residents of both buildings interact and socialize well together. Corporate management holds discussions about the Terraces operations annually at a May meeting and with the Coffee Chat groups of each building as the need arises.

Our Physical Plants:

To keep our buildings looking good and functional, during 2008 as part of the ongoing

preventative maintenance program:

The Home upgraded the fire alarm system throughout to an addressable system that now recognizes the exact room of a fire; opened a new laundry room with much more space and distinct clean and soiled areas and also installed a new smaller 35 lb. washing machine for greater efficiency in addition to the existing larger machines; installed a garbage compactor reducing the number of times the truck enters the property; installed new roof top condensers for the walk-in fridges and freezer in the Home kitchen; installed a new domestic hot water boiler; and installed a new gazebo in the enclosed new garden area facing William Street. Repainting and flooring in resident rooms and corridors is ongoing. At Heritage Place, the entire outside walls were repaired and re-coated in a taupe colour to match the new wing colour of the Home; a new roof top HVAC (heating/ventilation & air conditioning) unit was installed to replace one worn out; and there was ongoing painting and flooring in resident rooms and corridors.

The Manor upgraded the fire alarm system throughout to an addressable system that now recognizes the exact location of a fire and which provides a more audible signal at the Manor and all the kitchen light fixtures were replaced at the Manor for greater brightness.

Our Capital Project:

Long Term Care Home Redevelopment:

Construction of the new 96 bed wing or Phase 1 was completed mid December 2007 with approval for occupancy received in January 2008. Residents were moved into the new wing in February and the existing units were back filled in February 2008. An official opening was held May 22nd, 2008 and was well attended by dignitaries including the Grand Master of the Order and the President of the Rebekah Assembly.

Phase 1 or the new wing to the Home ended up at \$18.3 million which has been mortgaged by our Corporation. Of this amount, the Ministry of Health & Long Term Care's 20 year contribution of \$12.3 million became effective January 2008 at \$615,000 a year.

We must raise the shortfall of \$6 million so that we can move on to fund raising for Phase II or the renovation of the best part of our existing building to bring the whole Home up to the Ministry's expected design standards.

Due to our fund-raising needs to cover the shortfall costs of Phase 1; Phase 2 being the renovation of the existing Home, will be delayed for some time now until we can raise the required dollars. A new government funding program has been announced recently to bring the >B= and >C= beds in Ontario up to an >A= standard over the next 10 years but it is unknown at this time if we shall be able to take advantage of this program. Nevertheless, we will >press on= to raise donations for the millions needed to complete the first two Phases of this project.

Your Donations:

The Fund Raising Committee of the Corporate Board, the CEO, and the Director of Revenue Development are guiding our efforts to raise the funds urgently needed for the Home redevelopment project.

The IOOF Seniors Homes maintains a good relationship with local media with ongoing

positive exposure in the public arena during this last year.

As well, our Corporate web-site, www.ioof.com has been revised and continues to be active. It provides information on all aspects of the organization, special events, the capital campaign, and is able to facilitate on-line donations.

We would like to thank all of the Lodges, Districts, Foundations, Associations and the many individuals who have generously donated time and money to assist the IOOF Homes.

Official receipts for income tax purposes are issued to all individuals and corporations who file taxes in Canada. Acknowledgment receipts are sent to organizations that are tax exempt. We greatly appreciate all gifts received.

The following gifts were gratefully received from the Order in 2008. All gifts will benefit the Best Care for Seniors Capital Campaign to help pay for the Home redevelopment. We believe that our records are accurate and up-to-date. However, we apologize in advance if we have missed the acknowledgment of a donation.

DONATIONS BY REBEKAH & IOOF LODGES FOR 2008

Rebekahs 2008

Beaver Rebekah Lodge #190	\$75
Couchiching Rebekah Lodge #100	\$25
Dorcas Rebekah Lodge #98	\$200
Elizabeth Rebekah Lodge #339	\$100
Faith Rebekah Lodge #84	\$30
Floral Rebekah Lodge #369	\$650
Ganaraska Rebekah Lodge #131	\$100
Heather Rebekah Lodge #334	\$50
Humberdale Rebekah Lodge #163	\$25
Ideal Rebekah Lodge #199	\$200
Lady Martha Rebekah Lodge #245	\$50
Manita Rebekah Lodge #128	\$100
Mystic Link Rebekah Lodge #102	\$300
Nippissing Rebekah Lodge #152	\$100
Past Presidents Association of Rebekah Assembly of Ontario	\$25
Pine Crest Rebekah Assembly #264	\$50
Rebekah Assembly of Ontario IOOF	\$2,500
Riverside Rebekah Assembly #151	\$100
Silver Lake Rebekah Assembly #150	\$50
Snow Queen Rebekah Assembly #332	\$100
Sunshine Rebekah Assembly #222	\$50

Sub Total

\$4,880

IOOF 2008

Algoma Lodge #267	\$100
Havelock Oddfellows Minor Sports	\$300

Barrie Lodge #63	\$2,765	
Jarvis Lodge #191	\$1,000	
St. Mary's Lodge #36	\$100	
 Sub Total		\$4,265
 Other		
Friendship, Love & Truth Foundation	\$10,000	
Three Links Seniors	\$2,500	
 Sub Total		\$12,500
 Grand Total - Rebekahs/IOOF/Other		\$21,645

As you have read, **we continue to need your fund raising help and monetary gifts.** Contrary to popular belief, while we receive funding from the fees that people pay to live here which is topped up by government funding to reflect the real cost (currently underfunded) to provide the care required, we do not receive funding or grants from government for capital projects which we need to maintain and improve our buildings on an ongoing basis.

Our organization is a vital, multifaceted continuum of services providing love and care for all seniors from independent to very frail in an increasingly demanding, complex and underfunded health care system.

The success of the IOOF Homes is a great tribute to the Order and we truly want to continue this great work started by the Odd Fellows and Rebekahs over a century ago.

The support you show for the work of the Corporation is very much appreciated. We always welcome new members to the Corporation's membership.

In Conclusion:

Once again, it has been a privilege for us to serve in our respective capacities during the past year. The Corporation continues to accomplish much as it evolves over time and we are proud to be a part of such a dynamic organization. Our journey would not reflect such success without teamwork at every level of the organization and in every project the Corporation has undertaken.

Respectfully Submitted

David Steele
President and Chair of the Board

Doreen M. Saunders
Chief Executive Officer