

Nothing feels as
good as home.
That's why we're building
the new, safe Dundas Manor.



Expanding the circle
of compassionate care
LET'S BUILD THE NEW DUNDAS MANOR.



Our Commitment



Dundas Manor is a home where:

We enrich the lives of our residents
by nourishing mind, body, heart and soul.

We value respect and dignity,
and inspire happiness and joy.

We are one family.

We will be the trusted
home-of-choice by exceeding
expectations and pursuing
excellence in all we do.

Ladies and Gentlemen serving
Ladies and Gentlemen

Magic Happens Here - Every Day!

One hand holding another hand. Sounds of clinking teacups and in the distance, clapping hands and laughter. Fresh flowers in a vase set down on a table. Kind voices, bright eyes, and affectionate smiles. Lots and lots of hugs.

These are everyday sights and sounds at Dundas Manor Long-Term Care Home - a place that 98 of our community members call home. It's warm, cozy, crowded, and dated.

Dundas Manor is a place of joy and happiness, jokes, prayers, and peace. It's filled with activities, books, exercise, music, and balloon fights. Dundas Manor is where residents, families, friends, our health care team, volunteers, and community members come together to celebrate life with care and compassion.

More than forty years ago, Dundas Manor's tradition of caring began.





And with your help, the new Dundas Manor will continue this tradition.

Today, you have a chance to work with us to build a brand-new home — one with improved, larger resident rooms, accessible spaces, more privacy, and it will be home to 30 more residents. Just imagine how much more we can do. We are so ready to get started.

We love caring for your parents, grandparents, siblings, neighbours, and friends. Some day, we might even care for you too. That would be an honour.

Our family wants to be here to look after your family.

Join us and be part of the magic.

Let's build it together!

We need your help to make the dream of the new, safe Dundas Manor a reality.

“A long-term care home is not a place where you go to stay. It is a place where you go to live.”

Dr. Merrilee Fullerton,
Ontario Minister of Long-Term Care



Resident Verla Levere

Verla Levere was the best babysitter in the county, caring for children in her home for more than 50 years – day and night. Everyone called her Nanny V. She was also a single Mom who raised four children, as well as a librarian in Chesterville for more than 30 years. She was very involved in the local Legion and her donuts and pies were legendary.

Her motto was 'If you work, I work', explains her daughter Patty Thompson. "She looked after three generations of kids from the same families. In fact, she babysat for many of the staff who worked at Dundas Manor and Winchester District Memorial Hospital."

Verla was still working full-time at the age of 71 when she suffered a devastating stroke in her home. She came to Dundas Manor almost four years ago. Sadly, Verla passed away on August 20th, 2020.

"Dundas Manor was her first choice, and we were very excited to get her in there. I knew they would take care of her," notes Patty.

Verla's physical limitations and inability to speak due to her stroke didn't slow her down at Dundas Manor. "She never missed an activity or whatever was going on. She was always ready to go if there was an open spot," remembers Patty. "We called her the hall monitor. She sat on the second floor and she knew everything that was going on. She would say 'wawawawa' and the nurses would go and investigate and fix whatever was wrong. She waved to everybody."

Verla was also the first resident chosen to take a ride on the special bicycle for residents, called the Bradlee bike. Patty remembers the day it arrived. "They were watching it being unloaded from the truck and her first words were 'My bike'."

"My Mom's last years were happy years," sums up Patty. "The Dundas Manor team treated her with pride and dignity."



Resident Mary MacAskill

The only thing that would make Dundas Manor better for Mary MacAskill is if Tom Selleck lived there. She's a big fan! Most nights before bedtime, you'll find her watching episodes of Blue Bloods. There are even posters of Tom in her room.

Mary and her late husband Keith used to show and breed award-winning English Mastiffs. Mary fondly recalls the father and son duo named Thunder and Corporal. Both dogs went on to become Canadian Champions.

Mary has suffered from vertigo for 20 years and moved to Dundas Manor three years ago. Her daughter Tracy and her granddaughter, Hailey, live in Montreal but visit every month.

Her niece lives close by, and her great-niece works at Dundas Manor. Mary says the pictures of her family are the most important things in her room.

Mary says that Dundas Manor feels like home. She loves Chinese food nights and the fresh fruit. The new Dundas Manor will be even better. On the first day, she's going to test out her bed and then go and eat. She'll be putting all those pictures up too. Mary can't wait!

Dundas Manor inspires happiness and joy. But our building does not.

When you walk into Dundas Manor, you immediately feel at home. It's warm, cozy, and inviting – just like home. Smiles, laughter, and the smell of our favourite family recipes will greet you at the door.

“This building is old and crowded. Every day, our Dundas Manor team does an incredible job making it a special home for our residents. Imagine what we can do in a brand-new building!”

Cholly Boland
Dundas Manor CEO

But the building itself needs so much work. It was designed in 1978 for 60 residents. While 38 beds were added over the years, no additional common areas or dining rooms were included in the renovations. And no one planned for many more walkers, wheelchairs, and specialized pieces of equipment.

Today, two people can barely pass by one another in the narrow hallways.

Every room is crowded. You can barely turn around in the four-resident rooms that offer no privacy. Dining space is limited. Staff members work in offices that used to be closets. And there are no spaces where everyone can come together to celebrate, sing, and enjoy.



The home's design no longer meets our residents' needs and the building itself is deteriorating. Further renovations are simply not practical or cost effective.

A new home is the answer. On March 13, 2020, the Ministry of Long-Term Care gave its formal approval to build one. Our new home will be vibrant and spacious.

**Imagine new beds,
new equipment, and
new spaces to bring our
residents and families
together.**



Rooms with four people will be eliminated. Hallways will be widened. New dining and gathering spaces will create opportunities for even more happiness and joy. Windows will be larger, and every resident will have their own. There will be air conditioning in all areas.

What a difference this will make for our residents and our staff!

In fact, Dundas Manor will be one of the first long-term care homes to benefit from the Ontario government's commitment to build more modern, upgraded, and expanded facilities. It will include the most current safety and infection control measures.

The magic will continue with your help.

Our building is tired. Thank goodness our team is most definitely not!

The Dundas Manor team has been planning for a new building for many years. Now we have a vision for a new home with all the comforts and conveniences that our residents, their families, and our staff deserve.

Over the past few years, we have used all our innovation and creativity to make the best of a deteriorating building.

What won't change is what happens inside that building. The home-like feeling we work so hard to create will continue.

You can see and feel it every day at Dundas Manor. You may not have room to turn around that easily – but when you do, you see magic everywhere.

My Favourite Memory is ...

“One of my favourite sights was residents listening to Anne Durant playing the piano in a sing song.”



Dr. David Flowers,
former Medical Director of Dundas Manor

- ✓ Our team is made up of physicians, nurses, and experienced staff who care deeply about our residents. We are all one family.... and many have worked at Dundas Manor for decades.
- ✓ Life at Dundas Manor is all about living. From venturing out to the South Mountain Fair, to a toe-tapping fiddler in the living room, there's always

something happening at Dundas Manor. And for those residents who don't want to — or can't — travel too far, we bring the fun to them.

“You guys are the cream of the crop of people caring for the elderly as far as I am concerned. The things you do in addition to the special outings, the new bicycle program and improved health care with a Nurse Practitioner, shows that there is no better place than Dundas Manor for those needing to be in a nursing home.”

A grateful family member

✓ Dreams do come true at Dundas Manor. Each resident identifies personal goals that the team helps them to achieve. Here's a couple of examples: Resident Dave Givens loves to do research and wrote a book on rock 'n roll back in 1980. As part of Dreams Day, the activities team tracked it down and presented it to him. Resident Bob Bennett wanted to take a trip to his old friend Eldon Lindsay's farm. So, we headed out down the country road and Bob instantly knew the way. And another resident wanted to go to a KISS rock concert. So we took them!





- ✓ Residents have their say in every aspect of the home. The Residents' Council is involved in everything from planning menus to hiring staff.
- ✓ Family support sessions bring everyone together to learn and ask questions. Ongoing communication ensures that families are partners in the care of their loved ones. Even though families are living apart, many good things can still happen in our home. The COVID-19 pandemic has strengthened these family connections. We have residents who now connect virtually with their families. It is a wonderful new option for them.
- ✓ You may have seen our special bicycle around town. It's one of the first in Ontario. Residents sit up front while staff or volunteers do the peddling.

✓ Once a year, we ask residents and families 'what matters most to you over the next year?'. That way, we know what's important to them. We want to ensure we are doing the right thing for everyone who calls Dundas Manor home.

Taking care of each other. That's what we do here!

My Favourite Memory is ...

“My memories are all about connections and the wisdom our residents provide. Many have shared their life with me – experiences, family, sadness, and joy. It is truly a privilege to work here and be part of their lives. We take care of them and they take care of us!”



Susan Poirier
Registered Nurse, Dundas Manor Administrator



Residents Darl and Pam Tharp

Ask Pam about her favourite thing in her room at Dundas Manor, and she'll say Darl. Ask Darl the same question, and he'll say, Pam. They don't like to be apart. So they share a room at Dundas Manor.

Pam and Darl eloped back in 1960 and have been married for 60 years. The Tharps moved to Winchester many years ago to be close to the Winchester District Memorial Hospital. Pam has Alzheimer's disease, and Darl has COPD and cancer. They have four children. Pam moved to Dundas Manor in 2017 and Darl followed, in 2019.

"We love everything about Dundas Manor. I wouldn't wish to be anywhere else," says Darl, proudly wearing his Dundas Manor t-shirt.

"My children were a bit hesitant to have Pam cared for here because the building is so old. I shared with my kids that I had only heard good things when it came to the care at Dundas Manor," Darl recalls. "Sure, it's an old building, it certainly is. But you'll never get better care. We like it here. They are very good with Pam. The people running this place are excellent. Susan Poirier, the Administrator, is a sweetheart. This is our home."

We are Dundas Manor proud!

Dundas Manor has been caring for our local community for more than four decades. And we are very proud of the work we do every day.

- ✓ We're listening. Regular resident and family surveys provide us with excellent feedback as well as suggestions for improvement. The results are consistently 97 to 98% satisfaction.
- ✓ Dundas Manor is Accredited with Exemplary Standing from Accreditation Canada. **It's the highest level possible for organizations that go beyond the requirements and demonstrate excellence.**

98%

Resident and family satisfaction rate

100%

Our successful partnership with WDMH to care for our residents

- ✓ Ongoing quality inspections by the provincial government ensure Dundas Manor is a safe place. The results are impressive. It's a testament to the care, hard work, and dedication of our team.
- ✓ The COVID-19 pandemic presented a challenge and Dundas Manor was ready. The pandemic shone a light on the importance of stringent infection control protocols. Three full weeks before the Ministry of Long-Term Care made it mandatory, our Leadership team ensured that Dundas Manor staff only worked in one long-term care home to reduce the risk of infection. We immediately hired additional house-keepers to clean high-touch areas, including doorknobs, wheelchair handles, and computer screens. And ongoing testing continues for both residents and staff.

- ✓ We keep families together. Our residents have greater needs than ever before, and some are very complex. We have the expertise to care for them. In addition to the many health professionals and services who come to Dundas Manor to care for our residents, we also have a Nurse Practitioner on staff, and consulting physicians to ensure that the very best care practices are in place. Dundas Manor offers a special home for our loved ones to be cared for within their own community.
- ✓ We are proud to work with Winchester District Memorial Hospital as our closest care partner. It's a quick trip just across the parking lot to access healthcare services that our residents might need – from emergency care to dialysis. The WDMH team is always there for Dundas Manor.

We are an essential part of the local health care system

We keep families together.

Our residents have greater needs than ever before, and some are very complex.

87% **75%** **78%** **67%**

Residents having some form of cognitive impairment

Residents who require extensive help with activities such as eating and using the washroom

Residents with heart and circulatory diseases

Residents with a diagnosis of dementia

We are 100% ready to keep caring for our residents 24/7 in the new, safe Dundas Manor.



I care about the people in my local communities.

“I believe local health care is important.
A new home is the answer.
It will be expensive, but I know we
can raise our share of the dollars.
This home is for the people who have
given all their lives to make our
communities what they are today.
Now is the time to give back to
them to let them know that we care.”

Bill Smirle, Board Chair, Dundas Manor



Resident David Barr

David Barr has always been a visionary thinker — very organized and methodical. His wife Penny credits three things: his high IQ, a career in engineering, and his naval training. "He has had foresight all his life," she says. "All through our 62 years of marriage, David would make a suggestion and we'd think about it. A year or two down the road, you'd realize his vision was spot on."

David's approach to dementia followed the same pattern. "As the disease progressed, he kept his brain power going in an amazing way," explains Penny. "He knew himself well enough to put things in place and to be prepared. We had conversations about his future care, and I knew what he wanted."

After a stay in another long-term care home, David moved into Dundas Manor in 2016. Once he settled in, Penny knew he felt more comfortable: "I could see changes and his

medications were helping. And I was so happy to have him living closer to me."

Penny says the little things make a difference at Dundas Manor. She and David were among the first people to take a ride on the Bradlee bike built for three. Talk about inspiring happiness and joy. "That day was just glorious. David had a sense of laughter and happiness with the breeze in his face. It was so calming for him. It's the most incredible thing," Penny remembers.

Penny says the new Dundas Manor will continue the tradition of caring: "I've been making lists of things for the new building that will enhance everyone's life. It can't happen too soon. In the meantime, I wouldn't have David in any other place at all. The staff — from the activity department to the cleaning staff — are all good, friendly, kind people. The building is well past its expiry date but it's still the place of choice. Put my name on the list!"

We're ready to expand the circle of compassionate care in our communities. Are you?

Our community is a place where we do what we can for each other. Here, neighbours are friendly and look out for one another. We share the good and the bad. We believe in looking after our own and caring for the people who built this community.

We are expanding care by adding 30 more beds. Today you have a chance to work with us to build a new, safe Dundas Manor. Just imagine how much more we can all do together!

Our community includes people from different neighbourhoods, churches, social and service groups, schools, businesses, and farms.

Buildings, streets, or neighbourhoods do not make a community. A group of people with a common purpose, interests, and values do.

Here in our community, there is a full-range of health care services for newborns to seniors and everyone in-between. We have excellent physicians practicing in our community, an extremely well-regarded full-service hospital, and diverse medical clinics. Dundas Manor is the only non-profit long-term care home in the area. And now it will expand by 30%, opening its doors to even more community members needing long-term care close to home.

Whether you're 1 day or 100 years old, the health care services needed are nearby. Just like our community, knowing that quality, compassionate health care is a phone call, walk, or car ride away gives us all peace of mind. And it keeps families together. What a wonderful gift to our community!

Dundas Manor is essential to our community for economic reasons as well. More than 125 people work here, earning, supporting, and shopping in the local area. Along with the other health care services nearby, Dundas Manor helps to attract new residents and keeps current ones here. It builds community pride.

Plus, Dundas Manor is a strong economic supporter of the community. We make every possible effort to "buy local," whether serving fresh produce from local farmers or employing local services and professionals whenever possible.



We are ready! Now we need your help.

On March 13, 2020, the Provincial Government of Ontario announced it will partially fund a new, safe Dundas Manor. The brand new 128 bed home is estimated to cost between \$55 and \$60 million. A cost range has been provided, as the home's design is being re-evaluated due to the COVID 19 pandemic, and we are awaiting final costs. Because we are still in the planning phase, we have the wonderful and timely opportunity to build a safer home for our community than what was previously designed prior to the pandemic.

The architects have listened to our staff, our residents, and our community to help create our dream home.

Our community will need to give between \$20 and \$22 million to make this safe home of our dreams a reality. We are well on our way. At the time this document was published, our community and local municipalities had already given almost \$8 million.

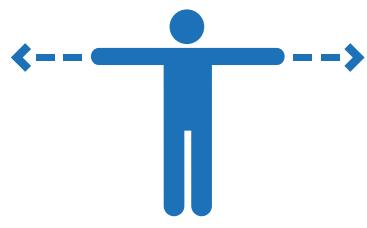
We still need your help. We are a community that looks out for each other. We push cars out of snowbanks in the winter. Lend a hand fixing a lawn mower. Buy coffee for the person in line behind us. Offer support in times of need. Coming together to build the new, safe Dundas Manor is no different.

Help us keep the magic going!

Let's build the new, safe Dundas Manor.

New Dundas Manor Upgrades

Square feet increase overall for each resident = enhanced infection control



Wider hallways



30 additional beds

Enhanced infection control



Much more common space = enhanced infection control

Increase in space and areas for the health care team to work = enhanced infection control



Larger door frames

More space in dining and social rooms = enhanced infection control



More privacy for residents



Resident Joan Dunlop

Joan Dunlop says she hit the jackpot when she met her late husband, Ken. "When I first got married, I didn't know how to do anything – like sort or wash laundry. Well, I learned pretty fast," she laughs. She also remembers Ken teaching her how to crochet, although: "I did find it frustrating and would often fling it across the room!". Joan recalled that Ken would hem her pants, paint pictures for her, and even made her a quilt. They were married for almost 50 years and have a son and daughter and a grandson and granddaughter.

Joan would love to still be living at her home in Finch but says she feels much safer since she arrived at Dundas Manor two years ago. And she says she has formed special bonds with the staff, including Administrator Susan Poirier. "Susan has been very kind to me," she says.

Joan embraced her new home and joined the Dundas Manor Residents' Council as soon as she moved in. She serves as Treasurer. She is happy to share her ideas and opinions to help make Dundas Manor the best home it can be. Joan loves to read and looks forward to the monthly drop-off from the local library. On warmer days, she enjoys rides on the Bradlee bike throughout the neighbourhood. And she loves to eat. "We eat a lot here! Two big meals a day. I didn't get this way from lettuce leaves," she jokes.

Joan turns 87 in 2021 and looks forward to the new Dundas Manor. "On the first day, I'm going to lay down on my new bed, read, and eat candy." She also says she is looking forward to new bathrooms and more space for residents and staff.



Thank you

www.wdmhfoundation.ca

This document may include information about residents who have passed away. With the permission of the appropriate individual(s), we have included their photos/quotes/stories in their honour and to celebrate their legacy and contributions to their community and Dundas Manor.



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