Vision/Mission/Values

Our Vision
People facing the challenges of aging and dementia will achieve an enhanced quality of life.

Our Mission
The McCormick Care Group is a charitable organization dedicated to supporting people facing the challenges of aging and dementia.

Our Values
Building on our legacy of service to the community, we live by these values:
• Compassion
• Accountability
• Respect
• Excellence
Message from the Chair

I am most pleased to introduce our first annual report under the McCormick Care Group name. I am proud to say that our new name and logo represent the culmination of feedback from our most important supporters – our staff, volunteers, families, residents, clients, current and former board members, and community partners. We particularly acknowledge with much gratitude and respect the members of the Women’s Christian Association whose foresight and courage enabled us to reach this milestone today. We continue to hold in high regard the hard work and dedication of all those who have served our organization over the past 142 years.

This rebranding marks the completion of our strategic directions for the 2012-2015 period. As we begin this new era, I am confident that our new name and look position us well for the future and will better enable us to connect with those who would most benefit from our services.

Over the past several months, we have been developing our strategic plan for the next three years. Once again, stakeholder consultation is forming the cornerstone of this activity, and we look forward to sharing our new directions with you in the near future.

Please browse through the following pages to see the ways that McCormick Care Group and its related divisions – McCormick Home, McCormick Dementia Services and our new McCormick Dementia Research arm – have been advancing dementia care over the past year. It is a privilege to share with you a demonstration of our ongoing commitment to enhancing quality of life for those in our care.

Sandra Letton
Board Chair
McCormick Care Group
We thank the London community for ranking McCormick Home as the city’s Best Nursing Home in The London Free Press annual survey.

Enhancing the Care Environment

Behavioural Supports Ontario selected McCormick Home to oversee the administration of funds allocated by the South West Local Health Integration Network toward environmental or structural enhancements to improve dementia care. Participating long-term care homes selected from options that included lighting enhancements, exit diversion artwork, dining room developments and technology upgrades. Feedback showed that the enhancements resulted in fewer resident elopements, improved management of responsive behaviours, increased levels of engagement, reduction in depression levels and improved communication.
Finding Common Ground

“I was told by my mentor that I have a servant’s heart,” says Jason Snelgrove, McCormick Home’s new chaplain.

Jason specializes in ministering to people with dementia, using more traditional hymns and familiar prayers and psalms. “I can immediately see the response in people’s faces, especially when they at first seem unresponsive or even agitated. In fact, I notice a nearly instant reduction in inattentiveness and agitation as soon as I begin to recite familiar prayers. It’s truly incredible how quickly they become calm and peaceful.”

“My personal goal is to meet every one of the home’s residents and develop some kind of relationship with them. I try to find a common ground, even if the person is not spiritual.”

A Baptist minister, Jason received a Bachelor degree in Theology from Huron University College in London, and is a Master of Divinity degree recipient and PhD candidate at Freedom Bible College in Arkansas. He currently serves as chaplain of community care at Village Green Community Church as well as in long-term care chaplaincy roles throughout London. Thanks to funding provided by the McCormick Care Foundation, Jason has been able to enhance the spiritual life of many residents.

“It’s rewarding. There’s not a day that goes by where I’ve not sat back and thought, ‘Wow – I’ve done something today.’”

A Fond Farewell

McCormick Home wishes a fond farewell to Karen Allen (left), the home’s assistant director of care, who retired after 32 years of service. We sincerely thank Karen for her passion and commitment to our residents and wish her all the best for the future.

New Admissions Teas

To welcome new admissions to McCormick Home and provide an opportunity for families to connect with the home and one another, the home began offering New Admissions Teas this past year, thanks to the McCormick Care Foundation.

Pictured from left to right are Lynne Ryckman, McCormick Care Foundation director; Tanya Pol, McCormick Home administrator; and Diane Farrell, McCormick Home Family Council chair.
McCormick Dementia Services (formerly Alzheimer Outreach Services) is pleased to be partnering with Alzheimer Societies across the South West Local Health Integration Network in a pilot support program for caregivers of those with frontotemporal dementia. Delivered via Ontario Telemedicine Network videoconferencing technology, the program enables remotely located caregivers to connect in a supportive, group-like setting that addresses their specialized needs.
Collaborating for the Community
To commemorate January as Alzheimer Awareness Month, McCormick Dementia Services, the Alzheimer Society of London and Middlesex, and Behavioural Supports Ontario collaborated to deliver “Tools for the Caregiver.” Held at the Kiwanis Senior Centre, the presentation addressed how to develop home-based activities and communicate with loved ones impacted by dementia.

Enhanced Caregiver Education Pilot Study
In our continuing goal to develop a best practice model of dementia care, McCormick Dementia Services is partnering with Western University and Behavioural Supports Ontario to conduct a pilot project for an enhanced caregiver education series. With the support of the McCormick Care Foundation, the Family Caregiver Education and Training project involves studying the interaction between caregivers and simulated dementia patients to discover new ways to engage in meaningful activity and to minimize or redirect agitated behaviours.

Service Learning with King’s University College
A service learning experience provides students of the Master of Social Work program at King’s University College an opportunity to connect with early stage dementia clients in the McCormick Day Program. Students benefit from the personal interaction and debriefing opportunities that help shed some light on the experiences and specific care needs of this population.

Post-Graduate Studies Certificate in Personal Support Work
A post-graduate learning opportunity for students of Fanshawe College’s Personal Support Worker program is being developed by McCormick Dementia Services, Fanshawe College, Western University and Behavioural Supports Ontario. Specializing in dementia care, the program involves students learning from and interacting with simulated dementia patients as well as experiencing a day program student placement opportunity.

“...This program has been wonderful for both of us...The staff are all amazing, and this program has helped me to keep my husband at home as long as I can.”

– McCormick Dementia Services Family Member
Enhancing Adult Day Program Quality
McCormick Dementia Research continues its work with Baycrest Health Sciences to assess adult day program quality. The study’s qualitative findings were recently presented at poster sessions for the Scottish Caring and Dementia Congress held in Edinburgh, Scotland, and the International Conference of Alzheimer Disease in Budapest, Hungary. The sessions focused on program benefits and challenges to clients and their caregivers.

Predicting Responsive Behaviours
A partnership with Queen’s University in Kingston and St. Joseph’s Health Care involves studying the physical movements of people with dementia and predicting the onset of agitated behavioural responses. The results from this study will enable caregivers to anticipate and prevent these behaviours.
Therapeutic Garden Project
A research paper on the impact of horticultural therapy on McCormick Day Program clients has been accepted in the publication *Dementia: The International Journal of Social Research and Practice*. Prepared jointly with Fanshawe College and Queen’s University of Belfast, the paper is entitled “The Effects of Horticultural Therapy on Wellbeing Among Dementia Day Program Participants: A Mixed Methods Study.”

McCormick Dementia Research has been newly founded by the McCormick Care Group, and McCormick Dementia Research has been developed to formalize the organization’s research interests, which began nearly 10 years ago.

McCormick Dementia Research advances dementia care through thoughtful and strategic research partnerships and collaborations. We strive to create an environment where knowledge transfer is a priority, meaning others can learn and improve quality of care as a result of our findings.

“
There is still quality of life when living with a dementia diagnosis. At McCormick Dementia Research, we continually seek ways to enhance the living experience of those who are facing the challenges of dementia as well as their caregivers. Our research partnerships are focused on finding ways to enhance best practices as well as to share our knowledge with others.

– Steven Crawford, CEO
McCormick Care Group

Cultivating Wellbeing
McCormick Dementia Services is taking a different look at the impact of horticultural therapy on persons with dementia in a new study partnership with King’s University College. While the current therapeutic garden club research study seeks to verify an improved sense of wellbeing, this new approach will look at what motivates people with dementia to engage in horticultural activities, such as reminiscing, being outdoors and reliving past experience, and assessing what impact these factors have on engagement levels.
Moving Forward with Mobility Care

Preliminary results from a research study on the impacts of mobility aids on adults with Alzheimer disease show that introducing such assistive devices in more advanced stages of the disease can be hazardous. Conducted by Dr. Susan Hunter of Western University, the study will further explore the optimum times for their introduction to enhance safety and mobility. This project follows Susan’s recent study at McCormick Dementia Services on developing a fall-prevention exercise program geared specifically for those with dementia.

Collaborating for Care

In addition to our collaborations in dementia research, the McCormick Care Group and its affiliated divisions are proud to be working with the following partners in our efforts to advance long-term and dementia care:

- London-Middlesex FLAG Group
- London-Middlesex Health Providers Alliance
- Behavioural Supports Ontario Geriatric Cooperative of London-Middlesex
- South West Health Ethics Network
- South West LHIN Hospice Palliative Care Committee
- Geriatric Refresher Day Planning Committee
- London-Middlesex FLAG Group
- Registered Nurses Association of Ontario Chief Nurses Leadership Network
- London-Middlesex Palliative Care Refresher Day Committee
- King’s University College School of Social Work
- Recreation, Education, Action, Community Team of London
- London and Area Volunteer Association
- South West LHIN Leading Practices Repository Sub-committee
- Behavioural Supports Ontario Steering Committee
- South West LHIN Adult Day Program Network
- Ontario Community Support Association
- London-Middlesex Health Providers Alliance
- Brain Health Network
- Alzheimer Society of London and Middlesex First Link Advisory Committee
- RAI-CHA Collaborative
- Geriatric Psychiatry Symposium Planning Committee
- Fanshawe Recreation Program Advisory Committee
- Wheable PSW Education Curriculum Committee
- RAI-CHA Master Trainer’s Group
- Geriatric Interest Group
- Elder Abuse London-Middlesex
McCormick Care Foundation

Our partner in care – the McCormick Care Foundation – continues to be a key supporter of our goal to advance dementia care. In reflection of our rebranding effort, the Foundation’s board of directors has responded with their own name change and logo design that reflect our shared focus to connect with those who would benefit from our services. We are grateful to the Foundation for their ongoing support and look forward to continuing our journey together.

The Ritz Celebrates 30 Years

Sand artist Joe Castillo (left) with Jennifer Stapleton at the McCormick Care Foundation’s annual Ritz gala and silent auction.

The McCormick Care Foundation’s annual fundraising gala and silent auction marked its 30th year on January 14. Centred on the “pearl” theme of the 30-year anniversary, the Foundation welcomed special guest Joe Castillo, the world’s premier sand artist featured on America’s Got Talent, who used his craft to tell the poignant story of life in long-term care.

“We are honoured to be celebrating 30 years of our fundraising gala and silent auction,” says Lynne Ryckman, Foundation director. “While this event provides the opportunity to celebrate our achievements, it more importantly allows us the chance to honour those who have supported us over the years.”

The Foundation’s Golden Dreams program made it possible for McCormick Home resident Aileen Armstrong to enjoy a trip to the Port Stanley beach with her family on August 10. We are grateful to the Port Stanley Lion’s Club for donating a beach wheelchair to enable Aileen to enjoy a splash in the water!
Message from the CEO

The more things change the more they stay the same. I can say that there is some truth to that phrase, particularly as we enter the next phase of our journey to advance dementia care as the McCormick Care Group. While this new name is indeed a significant change for us, what will remain the same is the characteristic courage, compassion, drive and determination that set us on our path when we were founded 142 years ago.

I am confident that with the care and expertise of our staff, board members, volunteers, family members, residents and community partners, what will not change is our firm commitment to enhancing quality of life for those facing a dementia diagnosis. Be it through the delivery of care at McCormick Home and McCormick Dementia Services or through new discoveries in the partnerships formed by our new research arm at McCormick Dementia Research, the very evolution of our model of care is in itself a constant thread running through all that we do.

Another thing that remains unchanged is our commitment to collaboration and learning. Over the past year, we were fortunate to build on existing partnerships as well as forge new ones, so that together we can continue to seek new innovations and approaches toward meeting unmet dementia care needs in our community. I’m particularly pleased that by focusing on our shared goal of seeking innovations in care, we continue to discover new and effective ways of responding to those needs.

Indeed, we continue to face challenges as the dementia care landscape changes. McCormick Home has one of the higher percentages of residents with dementia within the South West Local Health Integration Network, and the demand for the McCormick Day Program increases steadily. And although the need for dementia care continues to grow, there is hope. As demonstrated by the fruitful partnerships we are establishing to enhance our model of care, the end result is that we keep learning more. And even while we are evolving to meet the demand ahead, our ongoing commitment to improving dementia care delivery remains unchanged.

Steven Crawford
CEO
McCormick Care Group
McCormick Care Group Board of Directors

Top Row (left to right): Sandra Letton (chair), Trish Fulton (vice-chair), Anne Alexander, Cathie Auger, Helen Connell, Anna-Marie Duffy.
Middle Row (left to right): Lou-Anne Farrell, Catherine Finlayson, Lorie Forwell, Heather Foster, Elaine Gibson, Janice McCallum.
Bottom Row (left to right): Kathy Parker, Leone Rowland, Jane Rylett, JoAnne Teske, Yola Ventresca, Heather Wright.

Women’s Christian Association Members

Joy Abbott
Suzanne Allan
Beth Bailey
Beverly Bell
Jane Benson
Judith Blackburn
Janet Brown
Linda Callaghan
Michelle Campbell
Sandi Caplan
Janet Caskey
Suzette Caverson-Angeletti
Jane Coleman
Diny Dalby
Jane Dale
Karen Dalton
Sheila Davenport

Sylvia Davis
Agneta Dolman
Betty Duffield
Lynn Ellis
Kay Eldsen
Ann Fleming
Carolyn Glass
Margie Gunton
Lesley Harris
Dorothy Heron
Liz Hewitt
Yvonne Hill
Ann Jenkins
Carol Johnston
Angela Jonkhans
Kathryn Kiel
Carol Ann Leith
Dot MacRae

Janet McEwen
Grace Mitchell
Norma Nickle
Joan Petrie
Anne Reinhart
Susan Ruth
Pamela Samuels
Beth Schroeder
Sandra Snelgrove
Hedi Stilwell
Gail Stoddart
Susan Thauer
Jennifer Thompson
Anne Toal
Judith Walker
Barbara Willis
Diane Wood
Cindy Wright

Community Representatives

Suzanne Bembridge
Anne Dennerley
Angela Jonkhans

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Legal Advisors

Siskinds, the Law Firm LLP

Auditors

BDO Canada LLP
Financial Summary

The following information has been extracted from the audited financial statements of the McCormick Care Group for the year ended March 31, 2016.

Statement of Financial Position

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<thead>
<tr>
<th>Assets</th>
<th>2016 (000's)</th>
<th>2015 (000's)</th>
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<tr>
<td>Current assets</td>
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<td>Investments</td>
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<td>Property and equipment</td>
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<td>Other assets</td>
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<td><strong>Total Assets</strong></td>
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<td><strong>$36,207</strong></td>
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<table>
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<tr>
<th>Liabilities and Net Assets</th>
<th>2016 (000's)</th>
<th>2015 (000's)</th>
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<tr>
<td>Current liabilities</td>
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<td>Long-term mortgage payable</td>
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<td>Net assets</td>
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<td>24,303</td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$35,397</strong></td>
<td><strong>$36,207</strong></td>
</tr>
</tbody>
</table>

Funding Sources

A funding total of 68 per cent comes from the South West Local Health Integration Network and the Government of Ontario. Residents of McCormick Home and members of the McCormick Day Program contribute 29 per cent. Investment income and donations account for the remaining three per cent.

Expenditure Allocation

The financial summary is an excerpt from the complete consolidated financial statements of the McCormick Care Group that were audited by BDO Canada LLP Chartered Accountants, dated May 26, 2016, and as such does not contain all disclosures required under Canadian accounting standards for not-for-profit organizations. A complete copy of the financial statements is available upon request.

The views expressed in this report are those of the McCormick Care Group and do not necessarily reflect the views of the South West LHIN or the Government of Ontario.

Registered Charity # 119302602RR0001
The McCormick Care Group is committed to the core values of the Women’s Christian Association: compassion, accountability, respect, and excellence.

Visit our historical timeline at www.mccormickcaregroup.ca