



ANNUAL REPORT

2019-20



Letter from CEO and Chair

Dear friends,

As we close off another fiscal year, it is a pleasure to be able to reflect positively on the many celebrations and accomplishments amongst residents, families, clients, and employees.

We started the year with the launch of a new five-year strategic plan with a focus on five key pillars: Care, Resources, Environment, Partnerships, and Research. These five pillars give us focus, ensuring we are always pushing ourselves to continuously improve quality of life for residents, researching new ways to improve care or activities, enhancing our physical environment, and being an employer of choice.

Some of the highlights of the year included celebrating the birthday of Catherine McGinley, who turned 100 in May. Catherine joins an elite club of centenarians with only 210 in the entire province!

Our Care Services team successfully implemented best practice procedures for medication administration, introduced a new community outreach partnership, and created a new series of resident activities. We are also very proud to have been consistently selected as a 'first choice' facility from the perspective of families and new residents.

This past year has also been about investing in our employees with the construction of a new fitness and wellness centre, the creation of a recruitment and retention task force, and the roll out of a new continuous improvement program to help release more time to care. And our physical environment got a boost with the addition of a new emergency generator and new air conditioning systems installed in Birch Grove and Dixon South.

In terms of supporting our aging community, our Adult Day Program experienced strong growth as client utilization increased throughout the year. This important program supports our broader community by providing a break for caregivers and an opportunity for socialization of older adults.

On the research front, the Centre for Innovation and Research in Aging (CIRA) concluded several previous projects and were awarded four new research projects, totaling \$1.42 million.

In closing, although we ended our year in a global pandemic and found ourselves in a whole new restrictive world, we quickly found our footing through steady leadership, ongoing transparent communications, and no cases of COVID-19.

We are all extremely proud of how our healthcare professionals have responded to the demands of COVID-19, as well as the patience and cooperation of residents and families.

This annual report is therefore dedicated to our employees, residents, clients and families; the people that make York Care Centre the vibrant and leading Centre of Excellence it is.

Please enjoy the report.



Gary Beattie
Board Chair



Tony Weeks
President and Chief Executive Officer

Board of Directors 2019-20



From left to right: Gary Beattie (outgoing Board Chair);
 Lyne St.Pierre-Ellis (Vice-Chair, Chair of Care Services Committee, and incoming Board Chair);
 Claire LePage (Chair, Research & Ethics Committee); Marilyn Born (Board Member);
 Nancy DeCourville (Board Member); Wayne Snowdon (Board Member);
 Trina MacDonald (Board Member); Martin Ferguson (Board Member); Janice Golden (Board Member);
 Keith McAlpine (Board Member); Hector Losier (Foundation Board Member).
 Missing from the photos are: Don Harrington (Chair, Finance & Administration Committee);
 Jim Wolstenholme (Chair, Governance & Audit Committee); Sandra Magalhaes (Board Member);
 Sonya Gilks (Board Member); Marjorie Belzile (Board Member).

Senior Leadership Team 2019-20



From left to right:

Tony Weeks (President and Chief Executive Officer);
Lori McDonald (Vice President, Care & Research Services);
Robin Rickard (Vice President, People, Environment, and Partnerships); and
Byard Smith (Chief Financial Officer).



"Thank you!! It was nice that we didn't have to worry about my Mom and Aunt and all the other residents during this crisis. Bravo to the staff!!"

- Karen L Stafford

"Thank you Tony! We appreciate so much what you are all doing to keep my Mom and the other residents safe!"

- Michelle Aube Ristau

"Your doing an awesome job , keeping our elderly safe and keeping your workers safe."

- Sharon Rose Thomas

"Thank you for all that you do for our loved ones."

- Ruth Hayes

Key Organizational Highlights

2019-2020 was a busy and successful year at York Care Centre.

Examples of some of our **key organizational highlights** are noted below. These achievements, along with many others showcased throughout this report, speak to our strategic vision of being a Centre of Excellence in Long-Term Care.

- Implemented best practices relevant to **medication administration** procedures for all registered nurses and licensed practical nurses.
- Launched a series of **new resident activity programs** that encouraged participation across the organization.
- **Increased** client **attendance** within the Community Adult Day Program by nearly **30%** from the previous fiscal year.
- Significant **infrastructure renewal** including a new emergency generator, roof repairs, room refurbishments, YDI accessible bathtub, refresh of four YDI buildings and air conditioning in the Birch Grove and Dixon wings.
- Strong focus on **staff training & education** – launched our new XcelCare program to promote leadership development and ongoing continuous improvement.
- Launched the **GET Inspired Team**, a mix of leaders and front-line employees with the goal of creating recognition, celebration, and wellness activities on behalf of employees.
- Successfully awarded **four new research contracts** through the Healthy Seniors Pilot Project, valued at **\$1.42 million**.
- **Restructured the leadership team**, including recruiting a new Vice President, Care & Research Services and a Marketing & Communications Specialist.
- Built and went live with a **new website** for York Care Centre and the Centre for Innovation and Research in Aging.
- Redesigned the **corporate logos** for York Care Centre and the York Care Foundation.
- The **York Care Foundation** successfully raised **\$143,555**, including hosting two flagship events and receiving generous donations from partners like the Y Service Club.
- Launched **new social media accounts** for Facebook, Twitter, and LinkedIn; more than **1,000 new followers** since the start of the fiscal year.
- Responded to a global pandemic that led to the development of a **new pandemic plan** and unprecedented restrictive measures.

New Strategic Plan



Our Values

C	Character
Do the right thing	
A	Accountability
For the prudent use of resources	
R	Respect
For our community of care and each other	
E	Excellence
We strive for continuous improvement	

OUR MISSION

To lead and promote an enhanced quality of life by using an individualized approach for residents, families and clients.

OUR VISION

Centre of Excellence in Long-Term Care.

OUR FIVE PILLARS OF FOCUS AND FIVE-YEAR GOALS

5 Pillars					
	Care	Resources	Environment	Partnerships	Research
	Aging Population, Residents, Clients	People, Financial, Technological	Building, Grounds, Equipment	Strategic Alliances, Public Relations, Communications	Innovation, Health Promotion, Knowledge Transfer
Goals	<ol style="list-style-type: none"> To provide exceptional, person and family centred care and services through evidenced based delivery models. To develop and implement a community outreach program. To enhance resident / client focused activity programs. 	<ol style="list-style-type: none"> To improve resident / client outcomes through efficient use of current funding model and resources. To enhance staffing experiences and improve retention. To develop a process on quality improvement. 	<ol style="list-style-type: none"> To maintain the internal / external surroundings of all our residential facilities at a 'near new state'. To ensure a safe and secure environment for residents / clients and staff. To implement initiatives that support or enhance options for senior's living. 	<ol style="list-style-type: none"> To increase awareness and understanding of goals, objectives and proposed actions with YCC (Staff, Families, Volunteers and Partners). To increase YCC's leadership position in the community by improving the level and the volume and effectiveness of partnerships. To increase volunteer participation. 	<ol style="list-style-type: none"> To increase involvement in research activities that focus on promoting and improving the social, emotional and physical well-being of seniors. To foster relationships with researchers, stakeholders, and members of the community. To promote and support the translations and transfer of research outcomes, new knowledge and innovation for the betterment of the aging population.

Care



Care

Aging Population,
Residents, Clients

1. To provide exceptional, person and family centred care and services through evidenced based delivery models.
2. To develop and implement a community outreach program.
3. To enhance resident / client focused activity programs.

Over the last fiscal year, York Care Centre's Care Services team has focused on providing exceptional person and family centered care through evidenced based delivery models. It has updated technology so that care to residents was safer and faster, it has invested time and resources working with staff to help nurture a positive culture, and it has extended its community partnerships in order to enhance resident programs and activities.

Here are some of the highlights from the Care Services Team:

- York Care Centre created the position of **Vice President, Care and Research Services**. This organizational leader began in August at the same time the position of **Director of Clinical Care and Quality** was established. These roles enhanced the organizations strategic oversight and operational leadership simultaneously.
- **Medication administration processes** were examined and new policies were implemented to reduce the possibility of an adverse health event, especially in relation to narcotics.
- The **software** used by care staff to administer medications was upgraded to reflect the needs of the facility and the usability for the nurse.
- A **new master schedule** was developed to mirror the needs of staff demands on individual shifts.
- Practices and routines were developed to allow team members opportunities to help find solutions when concerns arise, allowing **all voices** to contribute and be **heard**.
- The **Unit Coordinator position** in Birch Grove was expanded to full-time in order to provide consistency in leadership.
- **Physician hours** in the facility were restructured to balance the demands within the facility and to allow for consistent care during the week.
- **Family Advocacy** has been a big support, prior to COVID-19 they continued to meet monthly to discuss family concerns. During various meetings, they invited leaders from the organization to attend, this gave families a chance to ask questions and voice concerns.
- York Care Centre's first ever **Nurse Practitioner** began in a temporary capacity to trial the benefits of this added profession amongst its care staff compliment.



Care

- New emphasis was placed on **quality indicators of health** in order to evaluate areas of improvement and to show accountability to our residents and community.
- The **accessible Bike** was unveiled in June 2019. This was a welcomed activity for residents and there have been a variety of volunteers, staff and family members facilitating these rides.
- A story telling & reflection writing program called **"In My Day"** was launched, in partnership with Nashwaaksis Middle School and Nashwaaksis Library, 25 residents participated.
- Thanks to a targeted effort from therapeutic recreational staff, there was a **25% increase in male residents** participating in activities.
- Many new recreational programs were introduced, including **Art Therapy, Mens Club, and Knitting Club.**
- The **Art on the Brain** project began in the spring of 2019, 20 residents participated. Residents were able to navigate through an online platform and view a variety of museums around the world including the Beaverbrook Art Gallery. Manager, Activity & Volunteer Services presented at the Canadian Association on Gerontology, 2019 Conference.
- **Resident Council** had another successful year. They held various fundraisers to support initiatives such as: Random Act of Kindness, Salvation Army Christmas Fund, YCC hair salon supplies, they even donated \$100 to each staff member that was affected by the flood. They continue to support Andres who is their sponsor child living in Columbia.
- Thanks to a generous donation from Lyne St. Pierre-Ellis, we were able to purchase a **new baby grand piano** for the friendship centre.



Accesible Bike



Art Therapy



In My Day Program

Resources



Resources

People, Financial,
Technological

1. To improve resident / client outcomes through efficient use of current funding model and resources.
2. To enhance staffing experiences and improve retention.
3. To develop a process on quality improvement.

The Human Resources Team focused on staff recruitment, staff retention and recognition. A total of **9 on-boarding sessions** were conducted welcoming **67 new personnel** to the organization. We experienced the departure of 47 employees and celebrated 4 staff retirements.

Internal Resident Attendant Training Program:

We facilitated this program twice, in November and January. We had a total of 18 candidates whom successfully graduated and accepted employment within our Care Services team.



RECRUITMENT & RETENTION

- We continue to welcome **students** from **Eastern College, Oulton College, NBCC, UNB** and **STU**.
- Our first '**Job Fair**' was held in October. We successfully recruited Resident Attendants and Licensed Practical Nurses. In January we held our second job fair to recruit Support Services personnel.

Recruitment and Retention Task Force: This task force was established in the Fall, as a result of feedback received during our strategic engagement sessions (April). The Task Force consisted of 18 personnel representing all departments with a common goal of assisting Human Resources in forming recommendations to address the challenges relating to recruitment and retention. In December a final report outlining recommendations was forwarded to the Senior Leadership Team for consideration.

Process Improvement: A number of educational sessions were conducted for front-line staff, management and senior leaders focusing on process improvement. An Executive Leadership and Project Sponsored Workshop was held in January for the Senior Leadership and Management team. Green Belt training, consisting of 5 days, was also offered in January with 11 personnel representing all departments. A Rapid Improvement Workshop consisting of 2 concurrent sessions was held in February whereby they examined the processes of Admissions Review and Maintenance Call Tickets.

Resources

EMPLOYEE RECOGNITION / WELLNESS INITIATIVES:

In November the '**GET (Growth, Empowerment, Teamwork) Inspired Committee**' was formed with a purpose to plan health, wellness and social functions on behalf of YCC. Their first project was the Employee Fitness Centre, which was unveiled in February and is housed in the Best Wing.

- Administrative Professionals Day Recognition – April 2019
- Nurses Week – May 2019
- Nursing Home Week Celebration – June 2019
- Provincial Wellness Week Celebration – October 2019
- Staff Appreciation Holiday Gift Cards – December 2019
- Holiday Care Packages' – December 2019
- Door Decorating Contest – December 2019
- Staff Appreciation Holiday Turkey Dinner – December 2019
- Personalized Valentine Candy Grams – February 2020
- Grand Opening – Wellness Centre – February 2020
- Wellness Afternoon (orientation to equipment/Wellness Centre) – March 2020
- Pilates Classes – March 2020
- Staff Retirement – Year round (recognizing staff retirements)
- Monthly HR Draws – name drawn each month for a \$25 gift card

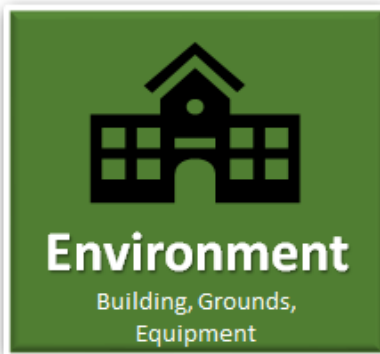


In February, we were pleased to welcome a new part-time **Employee Wellness Specialist**. The focus of this position is to assist in the promotion and development of a culture supporting mental, emotional, spiritual and physical wellness throughout York Care Centre.

- 62 personnel have been connected with through the Attendance Support Program
- 30 personnel have participated in individual wellness sessions
- Pilates
- Peer 2 Peer Support
- Employee Wellness Newsletter



Environment



As part of our new 5-year strategic plan, we are ensuring consistent up-keep and enhancements in terms of our infrastructure and facilities. We are committed to enhancing the lives of seniors and we have done so by making a significant amount of improvements this past year.

FACILITY IMPROVEMENTS FOR 2019/2020:

1. To maintain the internal / external surroundings of all our residential facilities at a 'near new state'.
 2. To ensure a safe and secure environment for residents / clients and staff.
 3. To implement initiatives that support or enhance options for senior's living.
- Upgrade Emergency Generator
 - Tower Roof repair
 - Main Kitchen Convection Steamer replacement
 - Tower Boiler replacement
 - Fire Alarm System Phase 2 upgrade (replacement of Detection and Annunciation devices)
 - Replacement of Friendship Centre chairs
 - Piano for Friendship Centre
 - Card access for Med rooms
 - Heat pumps for Dixon and Birch Grove
 - New Wellness Center
 - Best Wing Renovations
 - Expansion/replacement of lift systems in Dixon
 - Exterior painting of Dixon
 - New accessible tub in Hawkins House (assisted living)
 - Painted common areas in all four YDI buildings
 - Energy efficient lighting installed in 120 Sunset Drive



ADP & Senior Housing

Client utilization of the **Adult Day Program** rose significantly over this past fiscal year, averaging 51%.

With the daily increase in clients registering for this service, in September we **expanded our services to 4 days each week**.

Trends and new clients continued to climb through the fall months, completing the 3rd quarter with the highest client utilization the program has seen since its creation. Unfortunately, in the early parts of Q4, the program lost several clients whom required Nursing Home Care. While in the process of filling the vacant seats, the program abruptly suspended services due to the state of emergency caused by COVID-19.

30%

INCREASE FROM LAST YEAR



York Developments invested in a refresh of all 4 buildings. Tenants of 91, 95 and 120 Sunset Drive welcomed a **fresh updated color palate** for the corridors, removing dated dark colors for fresh neutrals. 120 Sunset Drive required a bit more of an investment to update the common spaces, including **new light fixtures** in the halls and providing a much-needed overhaul in the community room. Hawkins House tenants also enjoyed a fresh new color in the dining room.

Another project undertaken during the 3rd quarter, was the refurbishment of the bathing facility in Hawkins House. The standard residential bathtub was replaced with a **walk-in bath tub**, and completed with the addition of a sink and toilet. The tenants very much enjoy the luxury of an accessible bath tub.

During 2019/2020, of the 72 independent living units, 13 units were refurbished. Of the 13 units, 3 were to accommodate an internal transfer to an accessible building, and 10 new tenants were welcomed.

Within the Supportive Housing, 8 units were refurbished, welcoming 4 tenants from the community, 3 from our independent living, and accommodating 2 transfers within 116 Sunset Drive.



Partnerships



Partnerships

Strategic Alliances, Public Relations, Communications

1. To increase awareness and understanding of goals, objectives and proposed actions with YCC (Staff, Families, Volunteers and Partners).
2. To increase YCCs leadership position in the community by improving the level and the volume and effectiveness of partnerships.
3. To increase volunteer participation.



VOLUNTEER RECRUITMENT / PARTICIPATION:

- **6 new accessible bike volunteers** were orientated and volunteered through the summer and early fall for the use of the bike.
- Attended the **UNB Volunteer Fair** in September: recruited 5 volunteers.
- **Volunteer Appreciation Day** was held on May 30th. Well attended with a large number of volunteers present (85).
- Up until COVID-19, YCC Volunteers were still **averaging over 850 hours a month** to programs and services offered at YCC.
- **Volunteer Award** from the NB Nursing Home Association was awarded to long standing volunteer **David Neilson**. David Neilson is one of our musical entertainment volunteers, who entertains on almost all of the units at YCC.

COMMUNITY PARTNERSHIPS:

- **UNB/Horizon: Zoomers on the Go** exercise program: 12-week program commenced on September 10th, and ran for a total of 12 weeks. Thirty-five participants from the greater community attended this program.
- **City of Fredericton** – offered social engagement gatherings at the Johnson Ave Centre for older adults in the community (including residents of YCC and Adult Day Program). This program was put on hold due COVID-19.
- **Breakfast Program at McAdam Ave and Nashwaaksis Memorial School**: Every third Wednesday YCC provided muffins and yogurt to the entire school. This is in partnership with the Rotary Club. (Pictured to the left)
- **Memory Café: Partnership with Alzheimer's Society of NB**. Starting in September 2019, YCC began hosting the Memory Café facilitated by ASNB. Community members, YCC residents and families were able to attend these education sessions, entertainment and refreshments were provided. Participation levels averaged 30 individuals.
- The **2019 Summer Concert Series** was another hit, over 100 residents participated in each of the concert events.



Research (CIRA)



As a new but growing research organization, CIRA has been focused on achieving its strategic goals. In order to do this, over the last year, CIRA has increased its involvement in research activities that promoted the well-being of seniors, fostered relationships with members of the community, and supported the knowledge translation of research outcomes.

It has been a busy year, here are some of our project accomplishments:

1. To increase involvement in research activities that focus on promoting and improving the social, emotional and physical well-being of seniors.
2. To foster relationships with researchers, stakeholders, and members of the community.
3. To promote and support the translations and transfer of research outcomes, new knowledge and innovation for the betterment of the aging population.

- CIRA developed, administered and evaluated a facility wide **Needs Assessment**. The purpose of the Needs Assessment was to assess the interests, needs, likes (or even dislikes) of the residents at York Care Centre in the hopes of tailoring future research to areas of need.
- CIRA kicked off a large project that focused on **Virtual Reality for Rehabilitation**. This project was awarded funding from the Healthy Seniors Pilot Project, round 1, one of only two projects awarded thus far. New staff were hired and new office space created to facilitate this project. The first year of this initiative has been successful and we look forward to continuing this project over the next fiscal year.
- The **SleepKit Project** came to an end. Results showed benefits for family members and residents when calming bedtime routines were performed together prior to residents going to sleep.
- A device known as the **Centivizer** began on the Dixon unit. The results from this project showed that the Centivizer activities, with some changes and enhancements, may be a way to promote physical activity and cognitive activation for older adults living in long-term care.
- A technology known as **Genie** was designed to reduce social isolation in older adults living in LTC. By the end of the Genie project, CIRA had a fully functional prototype housed on Tower 3. Genie is an easy to use communications portal, which allows family members to stay connected with elderly loved ones who have challenges coping with other communication technologies.
(Genie is pictured to the left)



Research (CIRA)

- A study known as **Virtual Reality on Negative Mood** was completed. Results suggested that virtual reality (VR) interventions improved the well-being of adults living in long-term care with significant improvements over other forms of interventions.
- A project in collaboration with the *Université de Moncton*, called the **Mild Cognitive Impairment Study**, wrapped up after five years of data collection and assessments. Once results have been made available from this study, they will be published and shared.
- **The Polypharmacy App**, which focused on improving health through opportunities of medication deprescribing was completed in December. This project was so successful it will be scaled up to include many other long-term care facilities in NB over the next two years.
- CIRA was very successful in being one of the only organizations to be approved for 4 new large research initiatives from the **Healthy Seniors Pilot Project**. These projects total over **1.42 million dollars** and are sure to make a difference in the lives of aging adults throughout NB and beyond.



CIRA was able to promote itself through exhibitor booths and poster presentations to the community and other organizations focused on healthy aging. Through its attendance at conferences such as the Canadian Association on Gerontology, Agewell, and the New Brunswick Health Research Foundation, CIRA was able to promote knowledge translation and learn from other organizations working towards healthy aging initiatives. Last fall, CIRA presented at the Bruyère Health Institute in Ottawa during their Life Changing Day. CIRA has also been busy meeting with new potential partners and working through ideas for the future to enhance quality of life for older adults.

Marketing / Social Media

Part of our new strategic plan was to onboard a new Marketing and Communications Specialist. This new position has allowed us to increase our presence on social media. With consistent content being published on our various pages we have seen steady growth across all platforms. A few of our key marketing highlights include:

Extensive Media Relations

Our CEO, Tony Weeks addressed the public multiple times on CBC with Harry Forrestell along with other major news outlets and print media publications. We have fostered a strong relationship with local reporters which is key in maintaining a good reputation and brand presence within the community.



Resident of the Week

We began our "Resident of the Week" series. This series features one resident per week which is shared on our Facebook Page. It has had a huge response. It has since been paused because of COVID-19 but will start up again when appropriate.

Family Portal

We created the new Family Portal as an extension of our new website and another way for families to stay connected and receive up-to-date information.

Facebook Live

We experimented for the first time with Facebook Live. We had three events which were live-streamed on Facebook; Remembrance Day Service, Resident Christmas Parade and our York Foundation Chase the Ace finale. They all had strong engagement and allowed families to feel like they were right there with their loved one. *Our Chase the Ace winner is pictured on the right.* She took home **\$4,298.50!**



1,000
NEW FOLLOWERS

Brochures

Re-designed all of our public facing brochures to match our branding. (Safety, Ethics, Admissions, Family Advocacy and General Information)

Analytics Tracking

We began tracking our social media and Google analytics monthly on an excel spreadsheet. We continue to see steady growth.

York Care Foundation

Each year, York Care Foundation awards deserving students who are enrolled in a Nursing Program (PSW, LPN, RN) with a scholarship in honor of Judy Yeamans, to assist with the cost of post secondary education. *Judith (Judy) Yeamans*, R.N., (1945 – 2007) was a valued and respected member of the nursing staff at York Care Centre for more than 20 years. She was the consummate professional health care employee: a nurse, a teacher, a supervisor and a mentor to many.

Congratulations to the 2019 Judy Yeaman's Memorial Scholarship recipients:

Cecille Yabut, LPN and **Monica Mrawira**, RA.



Cecille Yabut



Monica Mrawira



On December 17, 2019 we presented a **\$4,924** cheque to the Fredericton Community Kitchen (pictured to the right) and in total we donated **\$5,482** to them during the last fiscal year. The majority of this comes from our staff who participate in "Dress Down Fridays".

York Foundation also hosted their annual Golf Fundraiser. This year it was held at the Mactaquac Golf Course and raised over **\$23,500**.

We also hosted a special gala event "Laugh for Care" with comedian Marshall Button at the Fredericton Inn. It was a great turnout and raised over **\$14,000**.

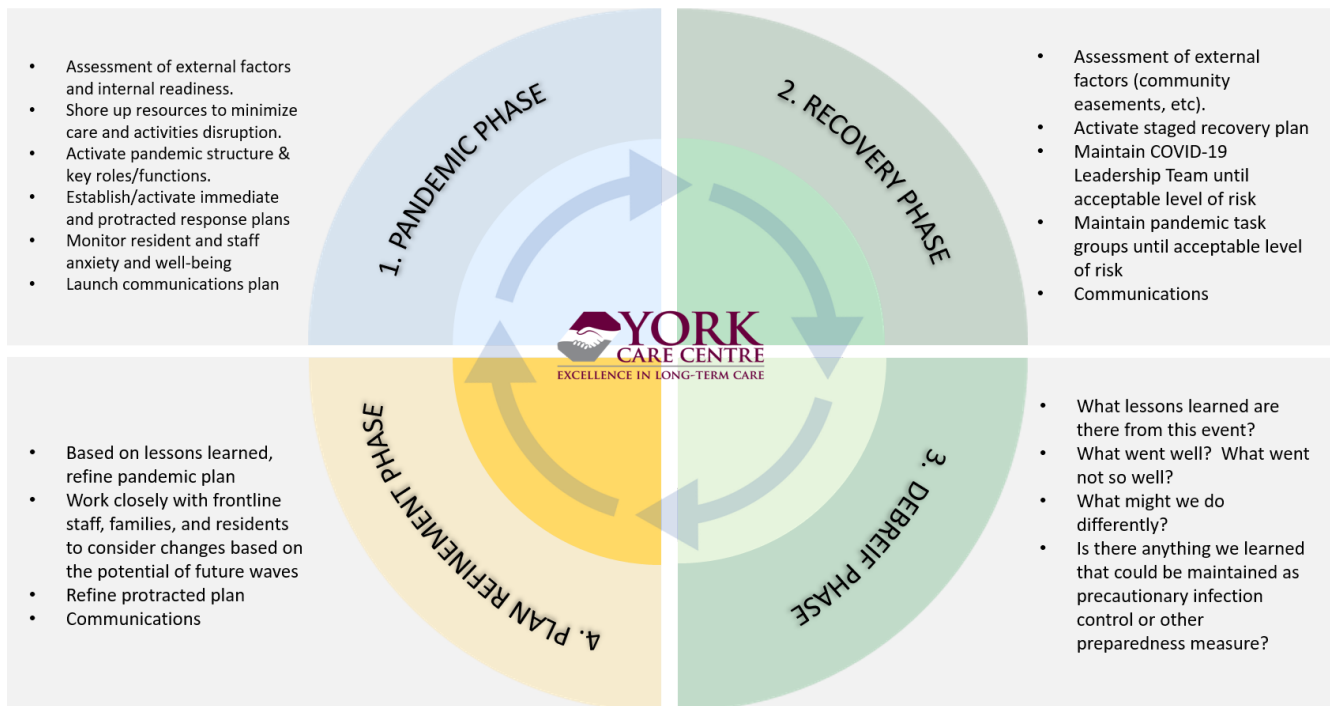
Through all of our collaborative efforts over **\$143,000** was raised for York Foundation in 2019.



COVID-19 Response

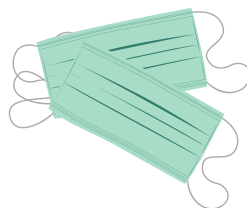
March 15, 2020 marked the beginning of our COVID-19 response. We implemented a detailed Pandemic Plan with four different phases:

The Four Pandemic Phases



As soon as there was 1 active case of COVID-19 confirmed in the Fredericton region, we took extensive measures to protect our residents and staff. Some of these measures include:

- Restricting visitation (virtual visits, drive-through and courtyard visits)
- Package Delivery (sanitizing, processing and quarantining packages delivered by family members)
- Temperature checks and mandatory outfit changes for staff upon entrance
- Mandatory for staff to wear masks when providing care or within 6 feet of a co-worker
- Manual adjustments were implemented to provide optimum co-horting of personnel
- Consistent public communication via Facebook and our website
- Launched a child supervision area for staff members
- Specialized Isolation Care Area (SICA)
- COVID-19 Task Force
- Enhanced cleaning



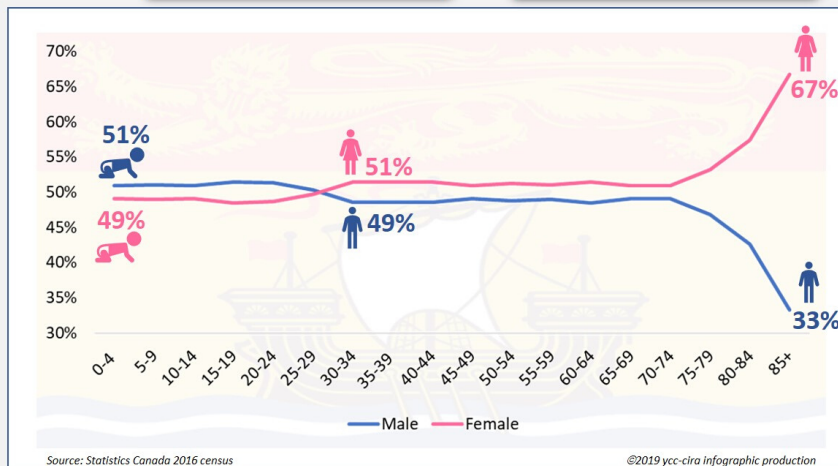
Did You Know?

did?
YOU
know

In New Brunswick, boys outnumber girls at birth

But by the age of 30, women outnumber men

And by 85, the gap widens to 67% women, 33% men



At York Care Centre, 69% of residents are female, slightly higher than the provincial average of 67%.

YORK CARE CENTRE
EXCELLENCE IN LONG TERM CARE

CIRA
CENTRE FOR INNOVATION AND RESEARCH IN AGING
Research driving practice

What's The Difference Between Alzheimer's and Dementia?

Dementia is a term used to describe the problems caused by diseases that affect the brain. There are many different causes.



Alzheimer's disease is the most common form of dementia, causing impairment in memory & function. There is no known cure.

Dementia By The Numbers

*Alzheimer Society of Canada, Public Health Agency of Canada, WHO

50,000,000+
People live with dementia.

10,000,000+
New cases of are identified each year.

Globally



500,000+
Canadians living with dementia.

900,000+
Canadians could be living with dementia by 2031.

Nationally



Learn More about Dementia at www.alzheimer.ca

#AlzheimersAwarenessMonth

YORK CARE CENTRE
EXCELLENCE IN LONG TERM CARE

CIRA
CENTRE FOR INNOVATION AND RESEARCH IN AGING
Research driving practice

Financial Results

York Manor Inc.

The summary of financial results for York Manor Inc. for the fiscal year ended March 31, 2020 is as follows:

Total Revenue	\$21,133,216
Total Expenditures	\$21,228,705
Operating Deficit	(\$ 95,489)

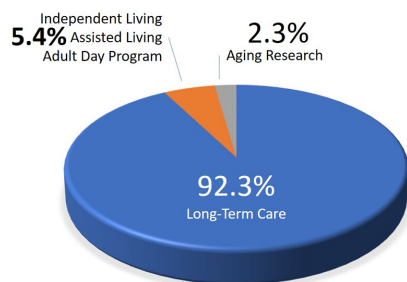
In 2019-20, YMI Workers' Compensation rate increased from 5.48% to 6.04% on January 1, 2020 which resulted in an increase in expenditures of \$19,000 in the 4th quarter of the year. In mid March, YMI began incurring additional expenditures due to the COVID-19 pandemic which totalled \$17,160. Sick leave utilization was higher than budgeted which resulted in a deficit of approximately \$50,750. Other budget variances totalled approximately \$8,579. We finished the year with an operating deficit of \$95,489.

York Developments Inc.

The summary of financial results for York Developments Inc. for the fiscal year ended March 31, 2020 is as follows:

Total Revenue	\$1,246,270
Total Expenditures	\$1,204,283
Operating Surplus	\$ 41,987

There was a rent increase during the year, as well as increases in the tenant services fees and payments from the Province of New Brunswick. The total revenue was \$21,614 higher than the previous year. Expenditures were \$62,083 higher than the previous year, primarily due to a larger amount being spent on building maintenance. We finished the year with a \$41,987 operating surplus.



Distribution of Budget
\$23 million

Pie chart showing distribution of budget:
YMI = 92.3%, YDI = 5.4%, CIRA = 2.3%

Financial Results

Centre for Innovation and Research in Aging Inc.

The summary of financial results for the Centre for Innovation and Research in Aging Inc. for the fiscal year ended March 31, 2020 is as follows:

Total Revenue	\$ 523,521
Total Expenditures	\$ 586,068
Operating Deficit	(\$ 62,547)

During the 2018-19 fiscal year, York Care Centre formed a new company called the Centre for Innovation and Research in Aging Inc. to engage in and promote research, education, knowledge transfer and policy evaluation in aging care. CIRA receives revenue from organizations such as the NB Health Research Foundation, Centre for Aging and Brain Health Innovation, the NB Innovation Foundation, the Province of New Brunswick, etc. Total revenue in 2019-20 was \$147,620 higher than the previous year. Expenditures were \$155,455 higher than in 2018-19. The salaries and administration costs exceeded the funding received, hence CIRA had a deficit of \$62,547 in 2019-20.

York County Properties Inc.

The summary of financial results for York County Properties Inc. for the fiscal year ended March 31, 2020 is as follows:

Total Revenue	\$ 10,900
Total Expenditures	\$ 10,900
Operating Surplus	\$ 0

During the 2019-20 fiscal year York County Properties Inc. received interest income from an inter-company mortgage as well as bank interest. After paying property tax and other expenses, the balance is paid to York Manor Inc. to reimburse parent company expenses resulting in a \$0 balance for the year.

Auditors

Price Waterhouse Coopers LLP were the auditors for York Manor Inc., York Developments Inc. and the Centre for Innovation and Research in Aging Inc. for the 2019-20 fiscal year.