



THE BESS AND MOE GREENBERG FAMILY

Hillel Lodge

LONG-TERM CARE HOME OF OTTAWA



Elevating Excellence.

Annual Report **2024**

MISSION, VISION AND VALUES

MISSION

Our mission is to provide compassionate long-term care that empowers residents to lead full and engaged lives in a welcoming Jewish environment.

VISION

The Lodge will continually strive to be at the forefront of person-centred long-term care.

VALUES

- ▶ Compassion and Caring
- ▶ Dignity and Respect
- ▶ Collaboration and Teamwork
- ▶ Excellence and Innovation
- ▶ Integrity and Accountability



THE BESS AND MOE GREENBERG FAMILY

Hillel Lodge
LONG-TERM CARE HOME OF OTTAWA



As we embark on our 70th year, The Bess and Moe Greenberg Family Hillel Lodge Long-Term Care Home of Ottawa (Hillel Lodge) proudly continues its legacy as a cornerstone of support for the Jewish community.

We strive to be at the forefront of person-centred long-term care, ensuring that each resident's physical, emotional, psychological, and spiritual needs are met. This 2024 annual report highlights our key accomplishments, including the development of intergenerational programs, participation in the Community Paramedicine for Long-Term Care Plus (CPLTC Plus) program to enhance care with on-site paramedic services, and the implementation of MealSuite for personalized dining experiences. Our community support flourished with the opening of the Dream Garden, generous philanthropic donations, and successful fundraising events, reinforcing our commitment to exceptional resident care and vibrant community engagement.

Our achievements in 2024 were made possible by the unwavering dedication of our volunteers, compassionate staff, and the generous support of our donors and sponsors. We extend our heartfelt gratitude to the Hillel Lodge LTC Foundation, the Auxiliary of Hillel Lodge, the Jewish Federation of Ottawa, and the Ottawa Jewish Community Foundation for their invaluable contributions.

We invite everyone to join us in commemorating this remarkable 70-year legacy of care and commitment. Together, we looked forward to continuing to elevate excellence for many more years to come.

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A LEGACY OF CARE AND COMMUNITY

This year marks the 70th Annual General Meeting of Hillel Lodge, seventy years since its inception. The vision for the Lodge began in 1954 with two wise and determined founders, Dora Lithwick and Judge J.C. Horwitz. They worked tirelessly to educate our community about the need for a Jewish long-term care home and to raise funds for what many then considered a “pie in the sky” idea.

Through sheer determination, they spearheaded a membership drive enlisting over 1,500 members. Thanks to their efforts, and the contributions of countless others too numerous to name, the Ottawa Jewish Home for the Aged opened its doors in 1965. Today, their names, and those of many others, are proudly displayed on the walls of the Lodge. Their legacy lives on not only in our building but in their descendants, many of whom serve on the Boards of the Lodge and Foundation, as Medical Staff, and as participants in Saturday services.

The idea of seniors living together was truly visionary in 1954. That vision became reality when the original Ottawa Jewish Home for the Aged was built and opened in 1965. As community needs grew, the Lodge expanded and ultimately moved to its current location in 2000.

Now, 25 years old, our current building continues to serve the needs of our residents well. Its thoughtful design, proximity to community partners, and strong infrastructure have allowed it to remain a warm and functional home for our residents, staff, and families alike.

In Jewish tradition, the number 70 is deeply symbolic, it represents a full lifetime, seivah, connoting both old age and wisdom. In ancient times, reaching 70 was a dream for most. But today, our residents are often well beyond that milestone, arriving older, sicker, and in need of more continuous care than those who entered the original Lodge in 1965.

As we mark this anniversary, we pause to reflect, celebrating our past while looking ahead. What role must Hillel Lodge play in a future shaped by changing demographics, rising care needs, and a Jewish population whose younger generations increasingly seek opportunities in larger cities?

As we consider this question, we are guided by a set of enduring Jewish values, values that continue to shape our mission and vision for the future:

- ◀ **Respect for our elders and their wisdom**
- Compassionate, holistic, person-centred care.**
- L'dor v'dor, honouring our parents, from generation to generation**
- A sense of community and belonging, encouraging visits, volunteerism, and purposeful engagement.**
- Justice and tikkun olam, advocating for the needs of our elders**
- Spiritual nourishment, which includes more than kashrut, holidays, and services, it includes arts, music, learning, and culture.** ▶

These values are both a reflection of who we are and a roadmap for who we aspire to be. They ground us as we adapt to changing realities and as we now create our next 5-year plan. It will take leadership and vision not unlike our founders had to plan further ahead than that, for Ottawa's changing Jewish community and the needs of its future seniors.



CHARTING A COURSE TOGETHER

This past year at the Bess and Moe Greenberg Family Hillel Lodge of Ottawa has been a period of meaningful transition and planning for the future. As always, our focus remains on providing high-quality, person-centred care in a safe, respectful, and compassionate environment.

As we celebrate our 70th Annual General Meeting, we reflect on the rich heritage that this milestone represents. Over the decades, Hillel Lodge has become a cornerstone of our community, embodying the values of compassion, respect, and dignity. This legacy inspires us as we embark on new strategic planning, ensuring that the voices of our stakeholders including residents, families, staff, volunteers, board members, donors, and community partners, guide our path forward.

In preparation for a refreshed strategic plan, we engaged in a broad series of stakeholder consultations, gathering invaluable insights that have helped us identify our strengths, our areas for growth and how we can remain responsive to the evolving needs of our community. The resulting strategy will reflect our shared commitment to quality improvement, workforce support, and operational sustainability. It is rooted in the values that have always guided the Lodge and informed by the voices of those who care deeply about our future.

This year also marked an important leadership transition. We extend our sincere thanks to Morag Burch, who retired as Director of Care after more than 35 years of dedicated service. Morag's leadership and compassion made a lasting impact on residents, families, and all who work at Hillel Lodge. We are pleased to welcome Annette Meeuwse as our new Director of Care. Annette brings strong clinical experience and a collaborative approach that will support our continued focus on excellence in care.

“Our focus remains on providing high-quality, person-centred care in a safe, respectful, and compassionate environment.”

In addition, 2024 marked Hillel Lodge's proud participation in the Community Paramedicine for Long-Term Care Plus pilot program. This initiative significantly enhances our residents' quality of life by reducing unnecessary hospital visits and enabling paramedics to provide on-site diagnostic services that support our dedicated nursing staff and promote timely treatments.

Another highlight of 2024 was the official opening of the Dream Garden on June 18th. This vital green space allows residents and family members to connect with nature and each other, fostering a sense of community and enhancing their overall well-being.

To everyone who supports the Lodge, thank you. Your engagement, commitment, and trust make our work possible. Together, we are building on a strong foundation as we thoughtfully plan for the years ahead.



FOSTERING THE SPIRIT OF GIVING AND CONNECTION

As I step into the role of Chair of the Hillel Lodge Board, I am filled with deep gratitude and profound humility. My family's longstanding history with Hillel Lodge has shaped my understanding of its vital role in our Jewish community in Ottawa. Having had my father as a resident here, I sincerely appreciate the care and compassion that define this institution.

I want to take a moment to express my gratitude to my predecessor, Adam Cantor. Adam led our board with unwavering dedication during an incredibly challenging time. His leadership throughout the pandemic was invaluable, and his commitment set a standard we aspire to uphold. I am grateful for his continued support as I took on this new role.

"Whoever saves a life,
it is considered
as if he saved
an entire world."

Reflecting on our journey over the past year, I want to acknowledge the tireless efforts of my fellow board members. Your wisdom, dedication, and unwavering commitment have been integral to our success. Together, we have navigated challenges and celebrated remarkable milestones, including the opening of the Dream Garden in 2024. This beautiful sanctuary embodies healing and connection, providing a space for our residents and their families to gather, reflect, and find joy. THANK YOU!

This year, we proudly celebrated the success of the 16th Annual Biking for Bubbies. The enthusiasm and participation from our community for this event have been truly inspiring, with over \$2.2M raised since its inception to support the programs and services for our residents. I invite others to join us as riders in the coming year. Together, we can continue to raise essential funds that directly enhance the quality of life for our residents.

I want to express my deepest gratitude to our donors, especially those who have made legacy gifts. Your generosity supports ongoing projects and secures a sustainable future for Hillel Lodge. The impact of your commitment resonates throughout our community, allowing us to honour those who came before us while providing comfort and dignity to our residents today.

As we embrace the spirit of giving, let us remember the words of the Talmud: "Whoever saves a life, it is considered as if he saved an entire world." Being a member of the Hillel Lodge Board is not just a responsibility; it is a privilege. It is an opportunity to be part of something larger than ourselves, to foster a vibrant and caring community that touches the lives of countless individuals and families. Working together, we can continue building a remarkable legacy that will benefit future generations.

Thank you to each board member, staff member, volunteer, and supporter. Let us continue to work together, fostering the spirit of care and connection that defines Hillel Lodge.



David Baker
Chair and President



CULTIVATING COMPASSION AND CONNECTION

I am proud to share this message as part of the 2024 annual report for Hillel Lodge, reflecting a year of remarkable achievements. This report highlights inspiring examples of change, celebration, and connection. New and meaningful relationships were forged, existing ones strengthened, and a beautiful, welcoming garden space was created to enhance lives for decades to come. Please take pride in your role in making all this possible.

The Lodge conducted extensive community consultations to inform its new strategic plan. The Foundation participated in this process and is proud to support its future. Alongside this work, there was a thorough review to identify the Lodge's, residents', and staff's most pressing needs. In harmony with the new strategic plan, this work will serve as our compass as we help advance game-changing initiatives with wide-ranging impacts, support vital improvements to much-needed infrastructure upgrades, and promote innovative programming – all to enhance quality of life, preserve dignity, and foster an empowering caring Jewish environment in which to live, work, and play.

These goals are ambitious. To achieve them, we will need creative solutions, innovative ideas, a willingness to approach things differently, and YOUR continued support. We look forward to driving change alongside you and our partners.

“Together, let us continue to build a legacy of compassion and connection”



On a personal note, I would like to extend my heartfelt gratitude to the 2024 Hillel Lodge LTC Foundation Board of Directors for their unwavering dedication, support and vision. Their passion for the Lodge and its residents is inspiring. I also want to acknowledge everyone who biked, sponsored, volunteered, and supported our riders in the 16th Annual Biking for Bubbies event. You are amazing! No other long-term care home in our city hosts an event like this, uniting our community in such a meaningful way. You did this - Thank you!

Great things do not simply “happen”; they require hard work, perseverance, and dedication. Thank you to the entire team that championed the Dream Garden and to all who supported it. What a remarkable achievement! I am honoured to have been part of this testament to caring, vision and determination—a reflection of our shared values and love from a caring Jewish community.

I am especially grateful to our new chair, champion, and advocate, David Baker. He stepped up to fill Adam Cantor's big shoes with compassion, dedication, and commitment. As a community, we should be thankful, and as a staff member, I am humbled and confident that the best is yet to come! Thank you, David.

Together, let us continue to build a legacy of compassion and connection, ensuring that our residents live with care, joy, and dignity.



Leslie Sher
Executive Director

THE AUXILIARY OF HILLEL LODGE: ENRICHING THE QUALITY OF LIFE



Bottom row from left to right: Shelley Goldenberg, Fran Ross, Carolyn Katz, Elissa Iny, Roz Fremeth. Top row from left to right: Aliza Gauzas, Corinne Rothman-Taylor, Shelley Arron-Cohen, Helen Alvo, Ruth Tal, Julie Fine, Gloria Hanff, Monica Stein, Naomi Lipsky Cracower, Shelley Rothman, Rhoda Zaitlin, Marcia Cantor, Gina Grant, Marion Silver. Missing members: Sara Breiner, Rena Cohen, Telethon Chair, Donna Hicks, Julie Kanter, Sonja Kesten, Deborah Sussman-Silverman.

The Auxiliary started when Hillel Lodge opened its doors in 1965, and its founding president, the late Helen Beiles set out to establish a group of women who would (and still do) donate their time to improve the quality of life for Lodge residents.

Functioning autonomously, the Auxiliary provides services and raises the money required to help bring the many important extras that bring comfort and enjoyment to residents. Extras such as the purchase and maintenance of several fish tanks, monthly birthday parties, musical entertainment, and prizes at the regular bingo games.

Through its two biggest fundraisers, the Telethon and the Great Games Event, the Auxiliary contributed 2024 funds for the new Dream Garden, refurbishing two lounges, and helped celebrate holidays such as Sukkot, Chanukah, Purim and Pesach with residents. The Auxiliary raised \$100,000 in 2024 helping to make those extras become a reality.

The Auxiliary appoints representatives to the Hillel Lodge Board and Foundation meetings to facilitate communication and keep all parties informed of each other's activities.

"I am proud to say that we have an amazing group of dedicated women for whom the Lodge is a priority. We put a lot of effort into our annual Telethon and the Great Games Event, in addition to visiting the Lodge and assisting during holidays and other resident entertainment. We have been involved in many important projects. Our efforts cover areas not funded by the provincial government and residents benefit as does the Lodge's ambiance. We work closely with Lodge staff to ensure that our impact is as effective as possible," commented President Fran Ross who guides the hard-working committee-members.

Great Games Event 2024 in KBI Social Hall



OUTGOING DIRECTOR OF CARE, MORAG BURCH



Morag Burch

Outgoing Director of Care

Morag Burch's remarkable 36-year journey at Hillel Lodge has profoundly impacted both residents and staff, creating a lasting legacy of compassion and dedication. We extend our deepest gratitude to Morag for her unwavering care. Morag shares her heartfelt farewell as she embarks on this exciting new chapter.

"As I close this chapter of my life I am filled with mixed emotions. There's a sense of nostalgia for the years gone by, pride in what we have accomplished and excitement for what the future holds for Hillel Lodge. However, the true highlight of my 36-year journey has been the residents, families and staff, past and present. You have all played a critical role in my life, career and for that I am forever grateful.

To my colleagues past and present, thank you for your support and camaraderie over the years.

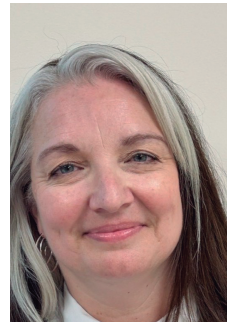
To Hillel lodge's Leadership and the Board of Directors thank you for giving me the opportunities to grow. Your trust and support have steered us through challenges and towards success. I am proud to have been part of Hillel's growth and continued evolution.

To my family, thank you for your unwavering support, with calls on weekends and holidays, missed sports events, you stood by me every step of the way and for that I am truly thankful.

I will carry with me fond memories and valuable lessons. Here's to new beginnings."

INCOMING DIRECTOR OF CARE, ANNETTE MEEUWSE

We are thrilled to welcome Annette Meeuwse, RN, BSN, MaOL, as our new Director of Care. With over 20 years of leadership experience in healthcare, including long-term care, public health, and primary care, Annette brings a wealth of knowledge and a heartfelt commitment to enhancing the quality of life for those we serve. Her passion for person-centred care makes her an exceptional addition to our team.



Annette Meeuwse

Director of Care

Annette holds a Master's degree in Organizational Leadership (MaOL), which has shaped her into an adaptable and collaborative leader. She excels in fostering teamwork, driving meaningful change, and ensuring excellence in care delivery. Most recently, as Director of Care at Starwood Extendicare in Ottawa, Annette led initiatives that significantly improved clinical outcomes and resident satisfaction. Her partnership-focused approach involves working closely with staff, families, and residents to create a nurturing environment.

When asked why she chose to work at Hillel Lodge, Annette commented, "I was happily employed when I was recruited, but several factors drew me in. My lifelong affinity for Judaism and the Lodge's commitment to Jewish values and quality care resonated deeply with me.

With 33 years of nursing experience, particularly focused on seniors over the past 15 years, I wanted a role that aligned my skills with meaningful values. The non-profit nature of Hillel Lodge promised exceptional care, which I truly appreciated.

During my interview, I felt the passion of the leadership team, further igniting my desire to join. I was particularly impressed by the intergenerational opportunities on the Jewish campus and the community engagement in fundraisers like "Biking for Bubbies."

As Director of Care, my goal is to elevate the quality of care we provide by embracing genuine person-centred practices. In this challenging environment, maintaining our commitment to clinical excellence is essential to our success."

CELEBRATING MORAG BURCH'S 36 YEARS JOURNEY AT HILLEL LODGE

BEFORE HER RETIREMENT, WE SAT DOWN WITH MORAG BURCH FOR A REFLECTIVE CONVERSATION ABOUT HER INCREDIBLE 36-YEAR JOURNEY AT HILLEL LODGE. THROUGHOUT HER REMARKABLE CAREER, MORAG HAS PROFOUNDLY IMPACTED THE LIVES OF RESIDENTS, FAMILIES, AND STAFF. HERE'S A HEARTFELT Q&A THAT HIGHLIGHTS HER WARMTH, DEDICATION, AND INVALUABLE INSIGHTS.



Q: What initially drew you to the field of long-term care?

Morag: My journey into long-term care began during my nursing studies. During my first placement at a city home, I realized how much I loved working with the elderly. It was a transformative experience; I felt a strong connection with the residents and was captivated by their stories and histories. I found it incredibly rewarding to engage with them, listen to their life experiences, and learn from their wisdom. I realized I just had a passion for being around seniors. They were often less complex in terms of health needs back then, which allowed for deeper conversations. That initial spark led me to apply for a position at Island Lodge after graduation, and the rest is history.

Q: Can you tell us about your experience at Hillel Lodge?

Morag: After several years of working in various homes, I became disillusioned with the profit-driven models of care. I was searching for a more fulfilling environment when I spotted a small ad in the newspaper for a part-time nurse at Hillel Lodge, then known as the Ottawa Jewish Home for the Aged. The moment I stepped through the doors, I felt an overwhelming sense of belonging. It was a small, intimate setting with only 48 beds, where everyone truly knew each other. I loved that homey feeling. I started part-time and quickly transitioned to full-time work. By 1994, I was honored to become the Director of Care. Over the years, I've witnessed many changes, but the heart of our community has remained strong.

Q: What significant changes have you witnessed in long-term care over the years?

Morag: The landscape of long-term care has changed dramatically. One of the most significant shifts is the complexity of residents' needs. When I began, many of our residents were around 65 years old. Now, we frequently admit individuals in their 90s who often have multiple health issues. This evolution has required us to adapt our care models significantly. Staff training has also become more specialized; for example, Personal Support Workers (PSWs) now receive targeted training in geriatric care. The expectations from families have changed too. They are more informed and involved, which is great because it helps us create more personalized care plans. It's about meeting the unique needs of each resident while ensuring they feel at home.

CELEBRATING MORAG BURCH'S 36 YEARS JOURNEY AT HILLEL LODGE

Q: How important is teamwork in providing quality care?

Morag: Teamwork is essential in our field. When I started at Hillel Lodge, we had just nine staff members, creating a collaborative environment where we all supported each other. Although we've grown, staff are still assigned to specific neighborhoods, allowing them to build familiarity with residents. This continuity fosters trust and rapport. I've always fostered an open-door policy, encouraging team members to seek support from one another. It's a culture of mutual respect and teamwork that I believe enhances the quality of care we provide.

Q: What are your hopes for the future of Hillel Lodge?

Morag: As I prepare to retire, my hopes for Hillel Lodge center around continuing to embrace a person-centred approach to care. I hope to see us continue to adapt and innovate in response to the evolving needs of residents. Hillel Lodge has always been a place where every individual matters, and I know that will remain at the core of our mission.

Q: What does your retirement after 36 years mean in the context of Jewish culture?

Morag: The number 36 is significant in Jewish culture, symbolizing "life" or "living." In gematria, "chai," which means life, equals 18, making 36 "double life," representing blessings and continuity. Retiring after 36 years at a Jewish long-term care home feels meaningful to me, as I conclude this chapter with a sense of purpose, having dedicated my career to enhancing the lives of our residents in a place that values Jewish traditions.



2024/25 SPECIAL AWARDS

SHALOM PEREL PRESIDENT'S AWARD OF MERIT

The Shalom Perel President's Award of Merit is given annually to recognize an individual who works diligently, often behind the scenes, to benefit the Lodge and its residents. The recipient is someone who makes an outstanding contribution to Hillel Lodge.

This president's award of merit is named in honour of Shalom Perel, of blessed memory.

Mr. Perel was born in Russia and when he was 8 years old, he along with his parents and 3 siblings immigrated to Montreal. In his 20's he moved to Ottawa and attended the University of Ottawa. Subsequently, he found employment in the federal government as a statistician where he worked until his retirement. He was a quiet unassuming gentleman who enjoyed reading as well as classical music. Mr. Perel moved to Hillel lodge in October 1997. He passed away in July 1998. To show his appreciation for the care and attention he received at the lodge, he endowed the Lodge with almost the entirety of his considerable estate. This magnificent gift was accompanied by Shalom Perel's desire to make things better for the residents who lived at Hillel Lodge.

RECIPIENT OF THE SHALOM PEREL PRESIDENT'S AWARD OF MERIT: JAMES FARROW

Hillel Lodge Board of Directors proudly awards James Farrow the Shalom Perel President's Award of Merit for 2024/25. Jim served as the President of the Lodge from 2020 to 2022 and remained actively engaged as a Board member and Immediate Past President for two additional years.



After retiring as a distinguished architect, Jim joined the Board in 2016, quickly making a significant impact. He rose from Second Vice President to First Vice President and began his presidency during the challenging COVID-19 pandemic, exemplifying calm, steady, and compassionate leadership. His presence was reassuring as he provided clear guidance and unwavering support, attending urgent virtual meetings and volunteering on-site to demonstrate the Board's commitment to staff and residents. In the later stages of the pandemic, he valued the opportunity to volunteer by serving snacks to residents, deepening his understanding of their needs and the challenges faced by the staff.

Beyond crisis management, Jim's leadership has profoundly influenced Hillel Lodge's physical and strategic infrastructure, particularly through his pivotal role in the HVAC replacement project, ensuring safety and comfort for all. His efforts in implementing crucial infrastructure improvements, including upgrades to heating and air conditioning systems, have ensured the ongoing safety and health of residents.

He was instrumental in recruiting the current CEO, Ted Cohen, whose leadership has been vital. Additionally, Jim contributed to strategic planning efforts that clarified the governance roles of Board members, preparing future boards for their responsibilities.

James Farrow is a leader who acts not for recognition, but from a profound sense of responsibility and care for others. His legacy at Hillel Lodge is characterized by compassion, integrity, and dedicated service.

2024/25 SPECIAL AWARDS

THELMA STEINMAN DIRECT SERVICE AWARD

This award is named after Thelma Steinman, of blessed memory, who was held in the highest esteem by our residents, staff and board members for her ability to give of herself and do the utmost to help others. As everyone who knew her can attest, she was a woman who exhibited tremendous warmth, energy, compassion and a marvellous sense of humour. Her ability to relate to people and to make them seem so special was especially evidenced in her interaction with the residents of Hillel Lodge. The Thelma Steinman Direct Service Award is given in honour of an individual who interacts directly with the residents in order to improve their quality of life – a person who as a result of his/her direct efforts makes a significant difference.

JOINT RECIPIENTS OF THE THELMA STEINMAN DIRECT SERVICE AWARD: WESLEY AND ELAYNE SCHACTER

Hillel Lodge Board of Directors is pleased to announce that Wesley and Elayne Schacter are the joint recipients of the Thelma Steinman Direct Service Award for 2024/25. Elayne began her involvement with the Lodge 15 years ago by assisting her friend Mark Spergel with the Monday Evening Bingo. After Mark moved away, Elayne and Wes took on the responsibility of running the Bingo program, a role they have maintained ever since, with volunteers Joel Diener and Barbara Levinson participating on alternating weeks.



Elayne and Wes have consistently expressed how much joy they find in running Bingo, recognizing its importance for residents' socialization and engagement. Their commitment has fostered continuity and provided enjoyable evening programs, allowing them to build meaningful relationships with the residents who regularly attend.

In recognition of their long-standing and steadfast dedication to the Lodge, we proudly award Elayne and Wesley Schacter this honor.

THE OUTSTANDING SERVICE AWARD

The Outstanding Service Award is presented periodically to a group for outstanding service to Hillel Lodge. Recipients have included community groups, non-profit and for-profit companies and organizations that have made a significant contribution to Hillel Lodge and its residents.

RECIPIENTS OF THE OUTSTANDING SERVICE AWARD: THE POIRIER GROUP



The Poirier Group (TPG), under the expert guidance of Dale Schattenkirk, has played a transformative role in establishing Hillel Lodge as a center of excellence for Lean Six Sigma quality in Ontario's long-term care sector. Lean Six Sigma combines principles focused on identifying and solving problems in business processes, leading to significant improvements in efficiency, quality, and customer satisfaction.

Dale has generously dedicated his time, expertise, and TPG's resources to enhance the Lodge's internal capacity for continuous improvement. His commitment extends beyond a traditional consulting relationship; he has become a trusted advisor and partner, empowering the leadership team to drive change from within. His efforts have laid a solid foundation for a quality program that is both rigorous and data-driven, aligning seamlessly with Hillel Lodge's mission to provide exceptional care to its residents.

Through TPG's involvement, Hillel Lodge has launched a comprehensive Lean Six Sigma training initiative, equipping the management team with the tools and mindset necessary to identify inefficiencies, eliminate waste, and drive sustainable improvements across the organization. This cultural shift encourages curiosity, fosters accountability, and supports innovation at every level.

For these reasons, Hillel Lodge Board of Directors proudly honors The Poirier Group with this recognition. Their generosity, leadership, and unwavering belief in our potential have already made a lasting impact on the Lodge over the past year. By investing in our people and fostering a culture of continuous improvement, TPG and Dale Schattenkirk have positioned Hillel Lodge on a path to becoming a model of quality and innovation in long-term care. It is only fitting that we celebrate their exceptional contributions as recipients of the Outstanding Service Award.

2024/25 SPECIAL AWARDS

SARAH LITHWICK GREEN AWARD

Sarah Lithwick Green was a true pioneer whose legacy of compassion, advocacy, and service continues to inspire us all. The Sarah Lithwick Green Award honors her remarkable contributions by recognizing a young individual who embodies her spirit of leadership and civic engagement. The recipient of this annual award reflects the values that Sarah Lithwick Green instilled in her community, serving as a testament to her enduring influence.

RECIPIENT OF THE SARAH LITHWICK GREEN AWARD: TEHILA SHAPIRO

Tehila Shapiro has been selected as the recipient of the 2024/25 Sarah Lithwick Green Award for her heartfelt essay, which beautifully illustrates the profound and lasting impact of intergenerational relationships on both young people and the elderly. Through her early visits to Hillel Lodge, her close bond with her Bubby, and her participation in the L'dor Vador intergenerational program, Tehila has demonstrated deep empathy, compassion, and a commitment to kindness. She exemplifies the values of respect, leadership, and care for others—especially our elders—making a meaningful difference in the lives of those around her.



TEHILA SHAPIRO'S HEARTFELT ESSAY ON THE IMPACT OF INTERGENERATIONAL CONNECTIONS

From the early age of 5, after the loss of my Zaidy Mark, Alav Hashalom, my mom used to take me and my sisters to Hillel Lodge so that she could recite Kaddish. After services, we would take the opportunity to visit my cousin Morris Shapiro, Alav Hashalom, as well as other residents. This experience has had a deep impact on me. In this essay, I hope to share how my experiences have taught me the importance of forging relationships with the elderly. I will demonstrate how intergenerational relationships provide benefits. In addition to reduced loneliness, the benefits include improved well-being, mental and physical health, and opportunities for connection and learning.

Let's begin by exploring the evidence for these benefits. I learned through a study that caring for grandchildren reduced loneliness for grandparents. "Grandchild care was associated with lower loneliness for both grandmothers and grandfathers." (Bünning 1) When grandparents are with their grandchildren, their happiness increases. Having my Bubby live with me has shown me this benefit of intergenerational relationships. Living together, we have strengthened our relationship and learned so much about and from each other. I look forward to walking everywhere with my Bubby and listening to her jokes and wisdom. I believe that her constant proximity to her grandchildren improves her mental health because she is surrounded by the people she loves and who love her. Another study I saw shows that visiting the elderly makes them feel loved, wanted, and more positive, giving them a sense of purpose and fulfillment. "[C]aring for grandchildren is a vital activity for older people that helps them develop positive aging attitudes and strengthens intergenerational support, thereby improving their quality of life." (Cheng 1) I've learned this firsthand during my weekly visits to Hillel Lodge. Morris would share his artwork with pride. I loved seeing his big smile when my sisters and I would run up to him and give him a big hug. I looked forward to hearing stories about his life, and sharing what I was up to with him. I secretly feel as though my passion for the arts was born through these cherished visits. I know that Morris looked forward to our weekly visits, and I hope he knows that I loved them, too. Now that I'm older and can reflect on my experiences, I know that our visits didn't just benefit Morris, but rather, they were mutually beneficial. This experience has shaped who I am today, and I believe that I am a better listener and more empathetic because of him, and maybe a little more artsy, too.

Forming relationships with the elderly offers valuable opportunities for intergenerational connection and learning. Recently, I was accepted into the intergenerational program L'dor Vador, which is part of the Rabbi Bulka Kindness Project initiative. It provided me with the opportunity to meet and get to know Vera Gara, a holocaust survivor and a wonderful human being. During our monthly meetups at Hillel Lodge, we discuss our Jewish beliefs, customs, and core values and collaborate to form intellectual conversations. I continue to enjoy our visits while learning about her traditions, history, and values, like her ideology that the future generation should learn respect at a young age and never forget our past. She has taught me a lot through our discussions, strengthening our connection. Overall, my visits to Hillel Lodge, my bond with Morris, living with my Bubby, and my participation in the L'dor Vador program have shown me and helped me demonstrate the significance of developing intergenerational connections. These experiences have shown me the power of human connection. How a hug, a story, or even a simple conversation can brighten someone's day and leave a lasting impact. Forging relationships with the elderly teaches us empathy, patience, and wisdom and gives seniors a sense of purpose and belonging, improving everyone's physical and mental state. I will continue to carry these lessons with me and build bridges between generations, l'dor vador—from generation to generation.

FINANCIAL SNAPSHOT 2024

At Hillel Lodge, we are firmly committed to being accountable and good stewards of funds entrusted to us. We consider the management of those resources a duty, and we use them wisely and effectively.

SOURCES OF REVENUE*

GOVERNMENT

\$10,7 M

COMMUNITY
FUNDING

\$2M

RESIDENT FEES

\$3,4 M

OPERATING EXPENSES

NURSING &
PERSONAL CARE

52%

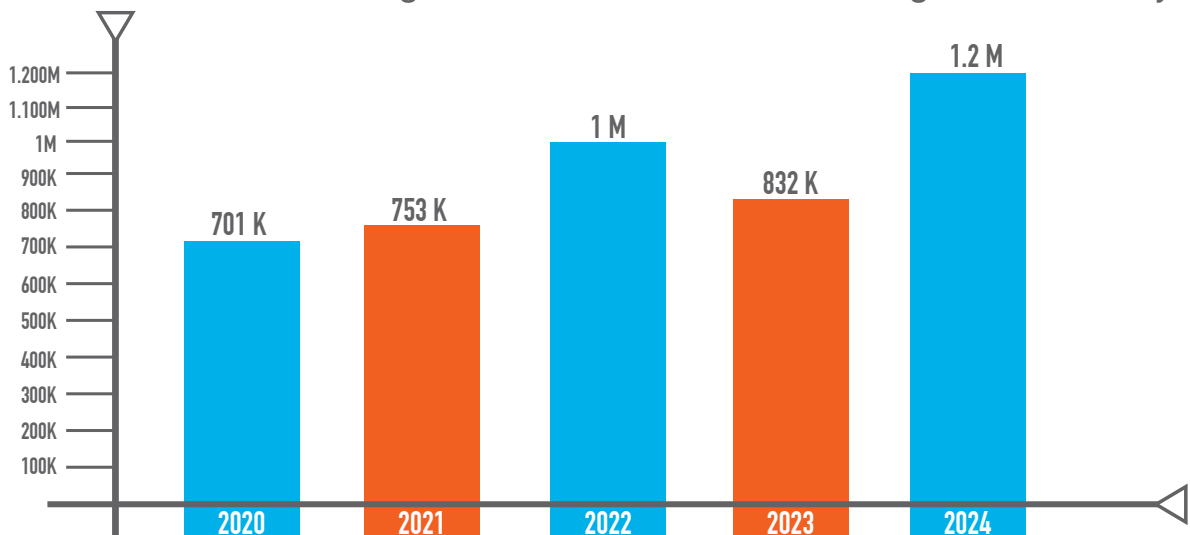
PROGRAM
SUPPORT

5%

ACCOMODATION

42%

Funds transferred from Hillel Lodge LTC Foundation to Hillel Lodge in the last 5 years:



Thank you to our Donors and Endowment Fund holders.

ELEVATING EXCELLENCE: 2024 HIGHLIGHTS

CULTIVATING INTERGENERATIONAL CONNECTIONS THROUGH ENGAGING PROGRAMS

The "L'Dor Vador: Passing Wisdom from Generation to Generation" project launched in 2024, connecting middle school students from the Ottawa Jewish Community School (OJSC) with Hillel Lodge residents through monthly meetups. This initiative fosters intergenerational relationships by exploring Jewish traditions, resilience, and values through storytelling and collaborative projects. Similarly, the Oneg Shabbat, which means "Joy of Sabbath" in Hebrew, continued to bring together residents, Ganon Preschool children, and OJSC students throughout the year to celebrate Shabbat through songs and activities on Friday mornings. Additionally, our seasonal programs, including the Counsellor in Training "Summer Olympics," the grade 4 project "V'Hadar-ta Pnei Zaken," and the Summer Petting Zoo, created meaningful, hands-on experiences that further enhanced these intergenerational connections.

TRANSFORMING RESIDENT CARE WITH THE CPLTC PLUS PROGRAM

Hillel Lodge was selected to participate in the pilot Community Paramedicine for Long-Term Care Plus (CPLTC Plus) program, which launched on December 4, 2024. This initiative enables paramedics to deliver essential diagnostic services, such as bloodwork and ultrasounds, directly at Hillel Lodge. By reducing unnecessary emergency department visits and hospital stays, the program significantly enhances the quality of life for our residents. With the support of community paramedics, Hillel Lodge is dedicated to providing timely and effective care for conditions like urinary tract infections and congestive heart failure.

Since its launch, the CPLTC Plus program has already made a notable impact at Hillel Lodge, with 26 calls made in the first two weeks alone. Our nursing team values the presence of community paramedics on-site, leading to positive feedback from both staff and physicians. This program not only improves health outcomes for residents but also offers families peace of mind, knowing that comprehensive care is readily available at Hillel Lodge.

ELEVATING CARE THROUGH EMPLOYEE DEVELOPMENT

Hillel Lodge is committed to delivering exceptional care through our dedicated staff and their ongoing development. In 2024, we enhanced our nursing team's skills through targeted training. Additionally, we improved mental health support via the Employee Assistance Program. Our continued strategic partnership with Algonquin College, along with collaborations with Boreal College's living classroom initiative and Willis College, has strengthened our talent pipeline. We also benefit from government initiatives for nursing students and international talent.

Moving forward, we will focus on leadership development and employee engagement, fostering a culture of accountability and innovation to ensure outstanding, person-centred care for our residents.



ELEVATING EXCELLENCE: 2024 HIGHLIGHTS

ENRICHING PERSON-CENTRED DINING WITH MEALSUITE

MealSuite person-centred dining solution was implemented in all neighborhoods of Hillel Lodge in 2024 to enhance the dining experience for residents. MealSuite features integrated People Profiles that record residents' likes, dislikes, allergens, and dietary needs, ensuring the right meal is delivered every time. Linked to the Point Click Care system, it allows dietitians to input individualized dietary information, which staff can easily access during table-side ordering. This streamlines the process, reducing verbal requests to the kitchen and creating a more enjoyable atmosphere. Additionally, MealSuite imports menus and recipes for efficient kitchen production, making it a practical tool that requires minimal training for staff. Overall, MealSuite is a key ingredient for personalized care at mealtime.

ENHANCING RESIDENTS' LIVES THROUGH COMMUNITY SUPPORT

The Dream Garden officially opened its doors with a Grand Opening Celebration on June 18, 2024. Members of the community gathered for this joyous event to honor the generosity of the donors and the volunteers who made this vision a reality. The stunning Dream Garden was made possible through generous contributions from the community via the Hillel Lodge LTC Foundation, along with the support of the Auxiliary of Hillel Lodge. We extend our heartfelt thanks to everyone involved. It is truly remarkable that our residents can now enjoy this beautiful garden area in the company of friends, family, and fellow residents. This dream would not have been achievable without the dedicated efforts and contributions of countless community members.



The 2024 philanthropic donations of \$1.2 M from Hillel Lodge Long-Term Care Foundation have profoundly impacted our residents' lives, enabling us to provide care and services that uphold their dignity and well-being. These contributions support vital programs, including religious services that foster community connection, a Feeding Assistance Program that ensures dignified dining experiences, and recreational activities such as art, music and horticultural programs, that enhance emotional well-being. For instance, a resident shared how attending Shabbat services helped them reconnect with cherished traditions, while another found joy in painting classes that reduced anxiety. Additionally, funds ensured ongoing staff education, enhanced nursing care through increased staffing and resource, and support for the therapeutics department allowing residents to regain independence through personalized therapy. Overall, these generous donations ensured our residents live with dignity, comfort, and joy, reinforcing our commitment to exceptional care and fostering a thriving community at Hillel Lodge.

ELEVATING EXCELLENCE: 2024 HIGHLIGHTS

ENHANCING RESIDENTS' LIVES THROUGH COMMUNITY SUPPORT

The 16th Annual Biking for Bubbies was a resounding success, raising over \$186,000 in September 2024 thanks to the unwavering commitment of the Hillel Lodge LTC Foundation and our community. This event truly embodies the spirit of community and compassion. The funds raised from Biking for Bubbies play a vital role in supporting the Mealtime Assistance and Companionship Connection programs, significantly enhancing the quality of life for our residents.



Through its two major fundraisers, the Telethon and the Great Games Event, the Auxiliary raised an impressive total of \$100,000 in 2024. These funds not only supported the new Dream Garden but also facilitated the refurbishment of two residents' lounges and the celebration of holidays such as Sukkot, Chanukah, Purim, and Pesach. Additionally, the Auxiliary funded enriching activities, including the purchase and maintenance of several fish tanks, monthly birthday parties, musical entertainment, and prizes for regular bingo games. These thoughtful initiatives bring comfort and joy to the residents, significantly enhancing their quality of life.

Of the annual allocation of \$230,000 received from the Jewish Federation of Ottawa (JFO) in 2024, a significant portion was dedicated to maintaining a fully kosher menu that offered a diverse range of food choices, essential for meeting residents' evolving dietary needs and personal preferences. In addition to this regular funding, a special grant from JFO was awarded to enhance our supply chain by evaluating over 160 vendors to ensure competitive pricing and reliable deliveries. This project led to the implementation of effective ordering practices, the establishment of redundancies, and improvements in inventory management. By optimizing vendor relationships, we aimed to minimize shortages and elevate the quality of care for our residents.

In 2024, Hillel Lodge received generous donations from the Ottawa Jewish Community Foundation totaling \$207,000. These funds supported general care and services for our residents, enhancing their comfort, quality of life, and well-being.

Hillel Lodge has thrived due to the unwavering dedication of generations of community volunteers and donors, along with the ongoing support from the Hillel Lodge Long-Term Care Foundation, the Auxiliary of Hillel Lodge, the Jewish Federation of Ottawa, and the Ottawa Jewish Community Foundation. Each phase of the Lodge's development reflects a narrative of the community coming together to offer both volunteer and philanthropic support.

Sincere gratitude is extended to the 2024 board members
and the 2024 auxiliary members for steadfast dedication and support.
Your commitment and compassion are the driving forces behind our success.

Thank you for making a meaningful difference in the lives of residents
and the community. Together, we will continue to uphold
the values of care and excellence at Hillel Lodge.



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70 YEARS STRONG: A LEGACY OF CARE AND COMPASSION



A journey fueled by community
support and shared values.



THE BESS AND MOE GREENBERG FAMILY

Hillel Lodge

LONG-TERM CARE HOME OF OTTAWA