

A YEAR OF CONNECTION



Windsor Elms Village



2025–2026
Annual Report



DEDICATION

This report is dedicated with deep gratitude and appreciation to the individuals who make our community a true home — our residents, their families, our devoted staff, generous volunteers, committed board of directors, and the many visitors and community partners who brighten our days.

To our **Residents**, thank you for your strength, your stories, and the trust you place in us. You are the reason we do what we do, and your presence brings purpose and meaning to every day.

To the **Families**, thank you for your ongoing support, your collaboration, and the love you share. Your partnership helps us create a safe, nurturing environment where residents feel seen, heard, and valued.

To our **Staff Care Partners**, your dedication, compassion, and tireless commitment to excellence are the foundation of our care. You go above and beyond with every gesture and action, and we are stronger because of your work.

To our **Volunteers**, thank you for giving your time and your hearts so freely. Whether through a smile, a helping hand, or simply being present, your contributions leave a lasting impact on everyone you touch.

To our **Board of Directors**, your leadership, vision, and stewardship guide us forward. Your commitment to our mission ensures we continue to grow with integrity, compassion, and purpose.

To our **Visitors**, thank you for bringing energy, connection, and a sense of community. Your presence enriches the lives of our residents and fosters the vibrant spirit that defines our home.

And to our **Community Partners**, thank you for walking alongside us. Your partnership, generosity and dedication make it possible to achieve more together than we could do alone.

Together, each of you plays a vital role in shaping a community where care, dignity, and belonging flourish.

This report is a reflection of our shared journey, the connections we make — and a celebration of some of what we've achieved together this year.



ACKNOWLEDGING OUR PLACE IN MI'KMA'KI

Windsor Elms Village respectfully acknowledges that we live, work & learn in **Kwesawatqek (Gway-Saw-Wah-d'k), Mi'kma'ki** the traditional and unceded territory of the **Mi'kmaq People**.

This land is governed by the **Treaties of Peace and Friendship**. These treaties were built not on surrender, but on a commitment to live in **peace, respect, and mutual support** — the same responsibilities that continue to this day.

As a Certified Eden Home, we are especially mindful of the Mi'kmaq tradition of **honouring Elders as knowledge keepers, spiritual guides, and vital members of the community**. We recognize the deep cultural value placed on caring for Elders with **dignity, connection, and interdependence** — values that align with our own commitment to ending loneliness, helplessness, and boredom in the lives of those we serve.

We affirm our responsibility to uphold the spirit and intent of the Peace and Friendship Treaties and to walk the path of reconciliation with humility, integrity, and care. We are all treaty people.



WHO WE ARE

Mission

WEV is an Eden community, with a family atmosphere, connected to the local community, where people in need of continuing care can flourish and be proud to call home.



Vision

WEV is an innovator, achieving the most compassionate, dignified, resident-directed living experience. The Best Place to Live, Work and Visit... Today & Tomorrow.

Our Guiding Principles

Safety is Paramount
Learning & Sharing
Respect, Kindness & Compassion
Equity, Diversity & Inclusion
Celebration & Recognition
Excellence & Innovation
Trust & Accountability
Collaboration

One Team.
One Purpose.

Endless Possibilities.



THE
eden
ALTERNATIVE®

Strategic Plan 2023-2028

WEV is an Eden community, with a family atmosphere, connected to the local community, where people in need of continuing care can flourish and be proud to call home.

WEV is an innovator, achieving the most compassionate, dignified, resident-directed living experience.

The Best Place to Live, Work and Visit... Today & Tomorrow

Our Guiding Principles

Safety | Equity, Diversity & Inclusion | Learning & Sharing | Respect, Kindness & Compassion | Celebration & Recognition | Trust & Accountability
Excellence & Innovation | Collaboration

Lead The Change

Be the best example of what Long Term Care can be and use our voice to cultivate change.

- Share success stories that inspire
- Do our part to improve the perception of long-term care
- Demonstrate WEV's commitment to truth and reconciliation at both governance and operational levels.
- Be at the table – stay actively connected with partners, community, and stakeholders
- Use our voice for impact
- Take chances on new opportunities
- Continue to enhance engagement with our community
- Be the best example of what long term care can be

Be A Village Of Innovators

Everyone plays a role in making our Village work, and even the smallest innovations can make a big difference.

- Demonstrate our commitment to our Eden Philosophy
- Create unique opportunities for employment
- Create safe spaces for people to try new things to improve resident-directed care
- Celebrate even the smallest wins
- Use creativity to open up new opportunities for residents and staff

Support Care Partners For Success

We succeed when our people succeed. We empower our people to develop and grow in a supportive and inclusive space.

- Embrace lifelong learning and opportunities for development
- Cultivate a supportive and inclusive space for everyone
- Be flexible and meet people where they're at
- Empower people to make good decisions
- Support wellness and wellbeing of our people
- Make WEV a rewarding place to work

Empower People Through Technology

We adapt to changing needs and provide tools that empower everyone to enjoy their Windsor Elms experience.

- Implement the IT Strategy
- Invest in technology that will improve Care Partner experiences
- Continue to adopt best practices for safety and security
- Recognize and adapt to changing needs

"We acknowledge the Windsor Elms Village as being in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People. This land is governed by the Treaties of Peace and Friendship."



Windsor Elms Village

BOARD CHAIR REPORT

Board of Directors

It is my privilege to present this Board Chair Report for the year ended March 31, 2026. This past year marked my first as Chair of the Board, and I now enter my final year in this role and my final year on the Board after joining in June 2017. As I reflect on the past twelve months, I do so with gratitude for the opportunity to serve alongside a dedicated Board, an exceptional leadership team, committed staff, and a community that cares deeply about Windsor Elms Village.

Throughout the year, the Board remained focused on its **core governance responsibilities**: providing oversight, supporting leadership, and positioning Windsor Elms Village for continued success. A key area of focus included board composition and succession planning, including identifying new board members and preparing for leadership transitions. These efforts ensure strong governance continuity for the future.

This year reflected meaningful progress in **quality oversight and operational improvement**. Notable improvements included expanded recruitment efforts across multiple platforms, reduced vacant shifts, a decrease in attendance management pressures, and fewer WCB cases. These outcomes reflect the continued commitment to supporting staff while maintaining high-quality care for residents.

A significant highlight of the past year was the successful implementation of the **Tenera Care** system across Windsor Elms Village. The system was deployed across all houses and common spaces, supported by staff training and a structured go-live period in April 2025. The implementation resulted in meaningful improvements, including enhanced staff responsiveness, improved resident safety, elimination of Code Yellow incidents, and more efficient care delivery. Windsor Elms Village also achieved key performance targets following implementation, demonstrating strong adoption and operational success.

Windsor Elms Village continues to foster a strong **sense of community through meaningful engagement** with residents, families, staff, and the broader community. Events such as summer socials, seasonal celebrations, and community gatherings provide opportunities to connect and reinforce a culture of care, inclusion, and belonging. The Facebook page demonstrates the high level of engagement across all stakeholders.

As with any organization in long-term care, **ongoing oversight and continuous improvement** remain essential. The Board maintained a strong focus on responding to inspection findings, supporting operational challenges, and ensuring compliance with evolving standards. This work reflects a commitment to accountability, transparency, and continuous enhancement of care and services.

As I enter my final year as Board Chair and on the Board, I do so with confidence in the future of Windsor Elms Village. The organization continues to evolve in response to sector challenges while maintaining a strong focus on resident-directed care, staff support, and community connection.

Closing

I would like to thank my fellow Board members for their dedication and thoughtful leadership. I also extend sincere appreciation to our CEO, leadership team, staff, volunteers, families, and community partners for their ongoing commitment to Windsor Elms Village.

It has been an honour to serve, and I remain confident in the organization's continued success.

Respectfully submitted,

Greg Heard
Board Chair for Windsor Elms Village for Continuing Care Society



BOARD OF DIRECTORS



Greg Heard
Board Chair
Director since 2018



Jessica Clahane
Governance Committee
Director since 2023



Suzanne Gould
Chair of Finance Committee
Director since 2018



Cris Shirritt
Governance Committee
Director since 2024



John Shanks
Board Vice Chair
Chair of Governance Committee
Finance Committee member
Director since 2020



April Veinot
Quality Committee
Director 2024 to Nov 2025



Wanda Matthews
Chair of Quality Committee
Director since 2022



Peggy Wells
Quality Committee
Director since 2025



Jeremy Lutes
Finance Committee
Director since 2022



Aine Casey
Quality Committee
Director Since 2025



Scott Campbell
Quality Committee
Director since 2023



Marc Comeau
Board Legal Consultant



Parker DeMont
Director in Training
Since January 2026



25 meetings
held!

MESSAGE FROM CEO, CANDACE LYON



Connection is the thread that weaves together every part of life at Windsor Elms Village. It is found in the relationships between residents and families, in the dedication of our staff, in the support of our volunteers and community partners, and in the shared commitment that brings us together.

As I reflect on the 2025–2026 year, I am filled with a deep sense of gratitude and pride in the Windsor Elms Village. This past year has been one of continued growth, resilience, and meaningful connections that strengthen both our organization and the people we serve.

At the center of everything we do are our residents. Their stories, experiences, and daily moments of joy remind us why our work matters. It is a privilege to walk alongside them and their families, building relationships that foster trust, comfort, and a true sense of home.

Throughout the year, we continued to advance key initiatives that support quality care, safety, and innovation. From participating in provincial pilot programs to enhancing communication and engagement across our teams and with residents and their families, we remained focused on strengthening the connections that contribute to an exceptional resident experience while supporting and recognizing our staff in meaningful ways.

This year also brought important transitions across our organization. We celebrated the retirement of valued care partners whose dedication, expertise, and relationships have helped shape Windsor Elms Village over many years. We extend our sincere gratitude and best wishes as they begin their next chapters. At the same time, we were pleased to welcome new care partners into all areas of our organization, bringing fresh perspectives and building new connections that will help carry our mission forward.

As we look ahead, we remain grounded in our mission and energized by the opportunities before us. We will continue to build on our strengths, embrace innovation, and foster a culture where residents, families, staff, volunteers, and community partners feel supported, connected, and valued.

Thank you to our residents, families, staff, volunteers, donors, community partners, and Board of Directors for your continued trust, collaboration, and support. Together, we are creating a community where meaningful connections flourish and where care truly comes from the heart.

OUR ONGOING COMMITMENT TO TRUTH AND RECONCILIATION



At Windsor Elms Village, our journey toward Truth and Reconciliation is guided by a commitment to learning, reflection, and relationship-building.

Our Board of Directors has further supported this commitment through the implementation of a monthly Cultural Spotlight. Each month, a board member shares a cultural or Indigenous-focused resource—ranging from articles, recipes, and quotes to local initiatives and online education—helping to foster awareness and learning at all levels of our organization.

Together, these efforts represent our ongoing journey toward reconciliation, grounded in respect, education, and cultural celebration.



Indigenous-Led Learning Opportunities



Leadership team members had the opportunity to participate in two Indigenous-led seminars this year focused on learning, reflection, and cultural connection. Sessions included teachings on the medicinal properties and traditional uses of tea, as well as a hands-on medicine bag making workshop that explored the cultural significance of traditional medicines and Indigenous practices. These experiences supported meaningful conversations around reconciliation, learning, and respect for Indigenous knowledge and traditions.

RESIDENT CARE

Director of Care

Submitted by Lisa Beckwith, Director of Care

During the past year, we welcomed many new team members and said farewell to valued staff who continued their professional and personal journeys elsewhere. A special celebration was held to recognize Christa Church, Resident Care Manager, for her 35 years of dedicated service upon her retirement. We were pleased to appoint Katie Southall as her successor. Katie previously served as a nurse within our organization and brings valuable experience and continuity to the role.



We also welcomed Malorie Beckett, who joined the team last year as our Social Worker. Malorie has become a valuable resource for residents, families, and staff, providing support, advocacy, and guidance while helping to foster a resident-directed approach to care.

Resident Care continued to advance its use of electronic documentation through the staged expansion of Momentum charting capabilities. In addition, our traditional nurse call system was successfully replaced with the innovative Tenera Nurse Call system. This wearable technology offers enhanced safety and responsiveness through features such as customizable exit alerts, distance monitoring, emergency notifications, and rapid resident-locating capabilities, with additional functions continuing to be implemented.

We recognize and appreciate the flexibility, perseverance, and adaptability demonstrated by staff throughout the implementation of these new technologies. Their willingness to learn, embrace change, and support one another has been instrumental in the successful transition to systems that enhance resident care and safety.

I would like to extend my sincere thanks to all staff for their dedication, professionalism, and teamwork throughout the year. Their commitment to providing high-quality care and support to our residents was key to making 2025–2026 a successful and rewarding year for Windsor Elms Village.



RESIDENT CARE

Assistant Director of Care

Submitted by Allison Wheaton

Over the past year, I have continued to grow in my role as Assistant Director of Care, Infection Control Nurse, and Manager of the Therapy Centre while overseeing our Life Enrichment Care Partner team. Professional development remains important to me, and I continue to build my knowledge through education, provincial and national networking opportunities, and collaboration with healthcare partners.

One of my priorities has been ensuring residents have timely access to publicly funded vaccination programs while supporting infection prevention and outbreak management in collaboration with Public Health.



I am proud of the strong vaccination participation rates achieved at Windsor Elms Village and the dedication of our care partners in maintaining a safe and healthy environment for residents, families, and visitors.

As of March 2026, vaccination rates remained strong:

- 84% received the Fall 2025 COVID-19 vaccine
- 87% received the annual influenza vaccine
- 80% completed the shingles vaccine series
- 85% received the RSV vaccine
- 82% received the pneumococcal vaccine

Thank you to the team of Nurses that helped accomplish these high vaccination rates.

The Therapy Centre has experienced significant growth this year, expanding access to therapeutic programs and services for a greater number of residents. Through additional staffing, student placements, and collaboration with rehabilitation professionals across the province, we have continued to enhance opportunities that support mobility, independence, and quality of life. I am grateful to work alongside such dedicated care partners and look forward to continuing to support the health, well-being, and quality of life of the residents who call Windsor Elms Village home.



RESIDENT CARE *Osprey*



Submitted by Michael Wood, Resident Care Manager

It's been a good year on Osprey. We held team meetings twice a month with staff from all departments, which help everyone stay connected, address concerns in real time, and ensure we are all aligned in providing the best possible care.

Osprey has also been a place of celebration this year! We were delighted to host baby showers for staff care partners: Ryane, Jessalyn, and Martina—special moments that brought the staff & residents and allowed us to celebrate important milestones in each other's lives.

During the summer months, Osprey proudly hosted the newly launched Garden Club in their House 1 & 2 garden. This was a highlight for so many residents throughout the home, offering time outdoors, get their hands in the dirt – planting, watering and building planters: a chance to enjoy the season together.

This year also included a heartfelt goodbye on her retirement to CCA Care Partner, Debbie White, after 39 years with our home. Her contributions over the years have been truly appreciated, and she will be missed by both residents and staff.



We also marked a small but meaningful milestone with our first resident receiving an air conditioner, improving comfort and quality of life during the warmer months. A lot of coordination went into making this happen, with support from multiple team members. Infection control worked closely with us to ensure everything met safety standards, while maintenance played a key role in the setup and installation. It was a great example of departments coming together to find a solution that truly benefited a resident.

We also faced some heating challenges over the year, which ultimately led to the installation of a new boiler for our neighbourhood—an important upgrade that will improve comfort and reliability moving forward.

I'm proud of the team's dedication and the positive environment they continue to create every day. Toward the end of the year, I transitioned from the Resident Care Manager role on Osprey to another neighbourhood, passing the role on to Katie Southall, who I know will continue this strong work with the team.



Welcome Katie!



RESIDENT CARE

Fundyview

Submitted by Christa Church, Outgoing Resident Care Manager

This past year on Fundyview has been filled with meaningful progress, connection, and moments that reflect the spirit of our community.

We continued our participation in the CCA Extended Practice Medication Administration initiative, which remains a prototype under ongoing evaluation through the Department of Seniors and Long-Term Care.



Our home also welcomed two new feline care partners, Pumpkin and Spice, who have quickly become part of daily life—bringing comfort and companionship to residents and staff.

Team meetings were held on the first and third Monday of each month, with strong representation from all roles.

Creativity and community spirit were on display as our large neighbourhood windows began featuring painted seasonal scenes. This initiative was started by RSA care partner Austin and later continued by resident Les, who has embraced carrying on this tradition.

We also enhanced spaces for connection by renaming our Family Room to “The Den,” which is now open at all times for residents and families to enjoy visits together.



Celebrating milestones remains an important part of Fundyview, including hosting a baby shower for Shayla this past year and celebrated RSA Bonnie Hopper on her retirement after 42 years with us. These events bring staff and residents together in a joyful and supportive way.

As I reflect on the year, it also marks a personal milestone—my retirement on March 31st after 34.5 years at WEV. It has been an incredible privilege to be part of this home. I will deeply miss the many connections I’ve made over the years. The residents, in particular, have filled my cup every day with their joy, laughter, warm hugs, and kind words.

Working in long-term care is truly a privilege and a specialty, and I wish everyone continued success and fulfillment in the important work you do. Windsor Elms Village will always hold a special place in my heart. I am proud to pass the Resident Care Manager role for Fundyview to Michael Wood, who will continue the great work being done in our neighbourhood.

Welcome Michael!



RESIDENT CARE

Meadowview

Submitted by Linda Jamieson, Resident Care Manager



The Meadowview team experienced another year of growth, connection, and meaningful moments. Throughout 2025, we welcomed new residents and care partners to our neighbourhood while also saying some difficult goodbyes. Through it all, the kindness, compassion, and support shown by both residents and team members continued to make Meadowview a warm and welcoming place to call home. This year, our neighbourhood focused on fostering positivity. During resident neighbourhood meetings, participants were encouraged to share a positive thought for the day. These messages were collected throughout the year and, in early 2026, transformed into a beautiful display tree that now brightens our conference room and serves as a reminder of the optimism and gratitude shared within our community.

Residents remained actively engaged through a variety of programs, activities, and visits to the Therapy Centre. Weekly Bingo and monthly Tim Hortons days continued to be resident favourites, bringing opportunities for fun, socialization, and connection. Meadowview also celebrated many special milestones with our care partners, including the arrival of new babies. Residents and staff alike have enjoyed watching these little ones grow through regular visits, creating joyful intergenerational connections throughout the neighbourhood.



Our beloved cat, Zoey, continues to be an important member of the Meadowview family. Thanks to the dedication of one of our care partners, who collects and returns recyclables to support her care, Zoey continues to enjoy her favourite treats and special meals as she ages gracefully. We are also fortunate to welcome regular visits from Story, whose calming presence brings comfort and smiles to residents. We congratulate Story and her handlers, Anne and Jan, on successfully completing the St. John Ambulance Therapy Dog Program this past December.



The comforting aromas of freshly baked goods have often filled our halls as our Resident Support Assistants continue to develop their baking skills. From banana bread and cinnamon rolls to cookies, squares, and cakes, these homemade treats provided residents with the simple pleasures and familiar comforts that help make Meadowview feel like home.

FOOD, CONNECTION, AND COMMUNITY

Submitted by Joanna Osborne



Joanna Osborne,
Director of Food Service



Cheryl Harvey, Manager
of Food Service

The Central Kitchen remained a busy hub over the past year. Our Cooks, Cook Helpers, Café Staff, and Dishwashers worked hard to provide nutritious meals for all 108 residents, ensuring individual dietary needs, allergies, intolerances, texture modifications, and personal preferences were met. The team also prepared daily specials in The Village Café, offering affordable, home-cooked meals for staff and visitors.

One of our greatest successes this year was continuing to build capacity within the team through cross-training. By learning different roles and responsibilities, staff strengthened their skills, collaboration, and ability to support one another. This teamwork was especially evident during our Christmas Dinner, when the kitchen welcomed an additional 31 family members and friends and prepared enough food to serve what felt like an entire extra neighbourhood.

We were pleased to see the daughter of one of our Cooks return as a permanent Cook/Cook Helper after beginning her journey through a school O2 placement and completing culinary studies at NSCC. We also celebrated Cheryl Connors on her retirement after 15 years of dedicated service to Windsor Elms Village and thank her for the many contributions she made to our Home.

Throughout the year, staff recognized one another through our weekly "Kudos" jar, celebrating acts of teamwork, creativity, and going above and beyond for colleagues and residents alike.

Residents continued to help shape our menus, leading to the addition of new offerings such as Hawaiian pizza and new cookie varieties following a Resident Council taste-testing session. The kitchen also introduced reusable stainless-steel utensils in the café, helping reduce the use of single-use plastics and supporting our ongoing commitment to sustainability.

Thank you to our Central Kitchen team for the care, dedication, and teamwork they bring to Windsor Elms Village every day.



PEOPLE OPERATIONS TEAM

Submitted by Tanya Carey, Director of People Operations

As I look back on the past year, one of the most encouraging developments has been the growing confidence and comfort within our team. Our department is small—comprised of three part-time schedulers, a People Operations Coordinator, and myself—but we continue to focus on making a meaningful impact. Over the year, I've seen strong growth across the team. Individuals have stepped more confidently into their roles, taken on added responsibilities, and continued to support the day-to-day scheduling needs of the home. Their work plays an important role in ensuring our teams are well supported so residents receive the quality care they deserve.

The People Team supports a wide range of functions, including scheduling, onboarding and orientation, student placements, education, disability management, human resources, and labour relations. Recruitment and retention remain central to our work. This year, we participated in job fairs, hosted open houses, expanded student placements, and began exploring international recruitment, welcoming six care partners through this initiative. Student placements continued to be one of our strongest recruitment tools, with approximately 80 students joining us across nursing, continuing care, allied health, social work, music therapy, and local high school programs. Through the “Grow Your Own” program, we supported five care partners in completing the CCA program, while a new cohort of four care partners began their studies this spring. We also supported four new LPN graduates who have since joined our team.

Education remained a priority, with an annual completion rate of 85%. Care partners participated in a variety of professional development opportunities, and we were grateful to continue offering educational support through a bursary provided by one of our resident families. Looking ahead, our focus remains on strengthening recruitment efforts, improving processes, implementing a new learning management system, and continuing to support our care teams in meaningful ways.



STRENGTHENING OUR TEAM



90
NEW CARE
PARTNERS HIRED

Strengthening our team
to provide exceptional care



80
STUDENT
PLACEMENTS

Supporting and inspiring
the next generation
of health-care professionals



20+
LEARNING &
CONFERENCE
OPPORTUNITIES

Building knowledge
and advancing best
practices



13
SPONSORED
EDUCATION
OPPORTUNITIES

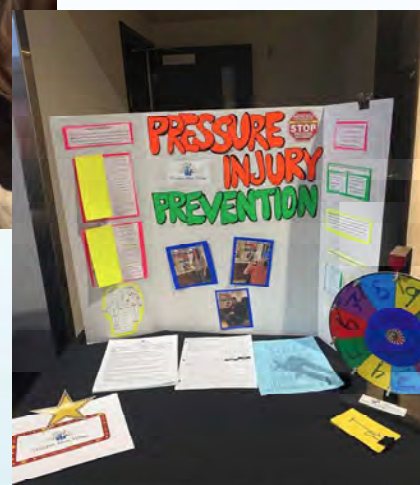
Investing in career growth
and professional
development

Education provided

- PIECES training
- Palliative Care Conference
- Wounds Conference
- Northwood Symposium
- CPR
- Care by Design Conference
- Labour Relations Conference
- Pressure Injury Symposium
- Grief Symposium
- JOSHC
- IPAC Conference
- Nova Scotia Therapeutics Conference
- Geriatric Academic Rounds are hosted Monthly
- Immigration Education
- Pension Education
- W/C cushions and equipment
- Harassment Prevention and Intervention



Team presented
innovative project at
provincial pressure
injury conference



We have been fortunate to work with Heath Association of Nova Scotia to sponsor care partners to further their education to complete the following programs;

- We have had 10 CCA students through the, “Grow your own “ program through Cape Breton Business College.
- 3 New Grad LPN ROSA (return of service agreement) were awarded to support recruitment for new LPN's.
- We sponsored a Nurse to complete the Advanced Foot Care Course which supports our Residents to have foot care come to them.

Thank you to NSCC, Dalhousie University, Acadia University, PeopleWorx, and CBBC for partnering with Windsor Elms Village to provide meaningful student learning experiences and support the next generation of health-care professionals.

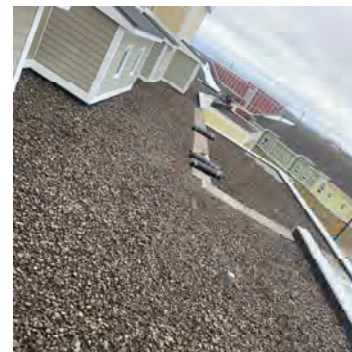
FACILITIES UPDATE

Supporting Comfort, Safety & Home

Submitted by Paul Turgeon, Director of
Facilities & Environmental Services



Throughout the year, the Environmental Services team worked behind the scenes to ensure Windsor Elms Village remained a clean, safe, and welcoming home for residents, families, visitors, and care partners. From laundry and housekeeping services to maintenance and facility improvements, their dedication supports the comfort, safety, and quality of life of everyone who calls Windsor Elms home.



This year brought several significant improvements across the Village, with investments in infrastructure, accessibility, resident care equipment, and outdoor spaces enhancing both the resident experience and day-to-day operations.

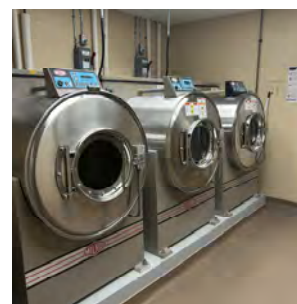
Highlights from 2025–2026

Building Improvements

- Completed roof repairs to address water infiltration and restore building integrity.
- Installed a new propane boiler and launched a multi-year heat pump replacement project to improve reliability and efficiency.

Operational Improvements

- Installed two new commercial washers, improving efficiency while reducing water consumption and drying times.
- Added storage capacity with the purchase of a sea container.
- Responded to nearly 2,000 work orders in support of residents, care partners, and facility operations.



Safety & Accessibility

- Added accessible doors in the Board Room, Beauty Salon, and Financial Resident Services office to improve accessibility and independence.
- Continued flooring repairs and concrete leveling projects to reduce trip hazards and improve mobility.

Resident Comfort & Care

- Purchased six new beds and mattresses, five over-bed lifts, and an electronic tub chair to support resident comfort, safety, and care.

Enhancing Outdoor Spaces

- Residents helped select furniture colours, reflecting the unique identity of each neighbourhood which will arrive next summer along with awnings to increase shade in the gardens.

The Environmental Services team continues to take great pride in their work, and their commitment plays an essential role in making Windsor Elms Village a safe, comfortable, and welcoming place to call home.

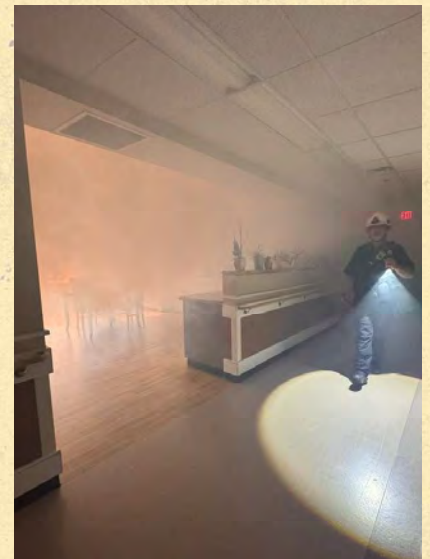
LARGE-SCALE MOCK EMERGENCY EXERCISE



In July, Windsor Elms Village hosted a large-scale mock emergency exercise that brought together multiple fire departments from Windsor, Hantsport, Brooklyn, and South-West Hants. This collaborative event provided an invaluable opportunity for care partners, residents, families, and emergency responders to work side-by-side in practicing emergency response procedures and strengthening our preparedness efforts.

The exercise allowed participants to test communication processes, evacuation procedures, and teamwork in a realistic setting while fostering stronger relationships between Windsor Elms Village and our local emergency services partners. Residents and families also had the opportunity to witness

firsthand the dedication, professionalism, and coordination required to respond effectively during an emergency. Emergency preparedness is an essential part of creating a safe and supportive community. By participating in exercises such as this, we continue to build confidence, strengthen partnerships, identify opportunities for improvement, and ensure we are prepared to respond when it matters most. **We extend our sincere gratitude to the volunteer firefighters and emergency responders from Windsor, Hantsport, Brooklyn, and South-West Hants for their time, expertise, and commitment to the safety and well-being of our residents, care partners, and community. Their ongoing support and collaboration are deeply appreciated.**



FISCAL UPDATE

Submitted by Don van Nostrand, Director of Finance



This year brought both significant accomplishments and important transitions for the Finance Department. Our dedicated team of four—Reception, Resident Services, Payroll/Benefits, and Finance Director—worked tirelessly to ensure the smooth operation of our financial and administrative functions while continuing to provide exceptional support to residents, families, staff, and stakeholders.

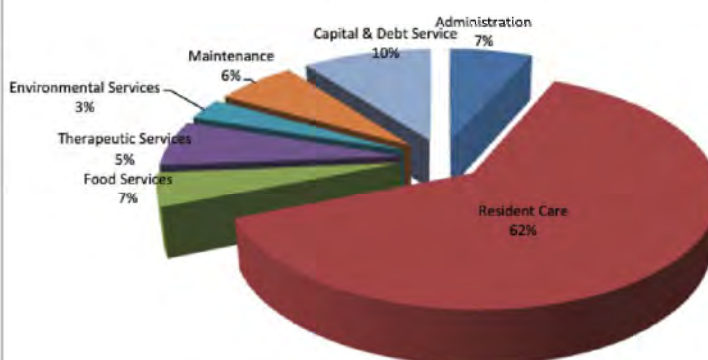
Among our achievements this year was undertaking a significant payroll system transition. While the project ultimately highlighted the need for a different long-term solution, it required an extraordinary amount of time, effort, and dedication from the team. This work was carried out alongside the demands of our day-to-day operations. We also initiated planning for my upcoming retirement, focusing on identifying the optimal structure and resources needed within the Finance Department to ensure long-term sustainability and a smooth leadership transition.

I would like to extend my sincere gratitude to each member of the team for their hard work, commitment, and professionalism throughout the year. Their dedication ensures the organization remains financially strong and well-positioned to support our mission today and into the future.

**Revenue:
Year Ending
31 March 2026**



Expenses: Year Ending 31 March 2026



ENHANCING WELL-BEING THROUGH SOCIAL WORK

Submitted by Malorie Beckett, Social Worker



Over the past year, I have been warmly welcomed into the Windsor Elms Village (WEV) care team, and it has been a privilege to begin establishing and integrating the social work role within the WEV community. This year's focus has been on building relationships and increasing awareness of how social work can support residents, their loved ones, and WEV care partners. Grounded in a commitment to dignity, self-determination, and understanding each resident as a whole person, this work seeks to recognize and build upon the strengths, relationships, life-experiences, and goals that make each individual unique.

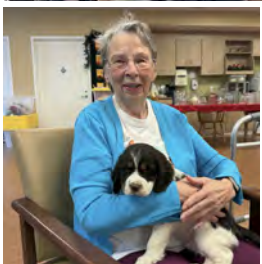
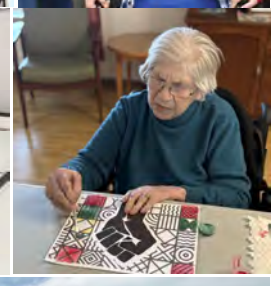
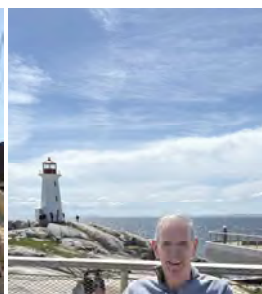
My role has included supporting new resident move-ins and transitions to long-term care, facilitating respite stays, providing emotional and mental health support, contributing to care planning, capacity and consent discussions, responsive behaviour support, and advocacy. I have also focused on building opportunities for connection, education, and support. This has included establishing the monthly Circle of Support for family members and friends of WEV residents, opening The Den as a visiting space, and sharing community resources through WEV's monthly newsletter.

I have also been involved with the Equity, Diversity and Inclusion Committee, the Eden Committee and its working groups, and the Palliative Care Committee. Through these committees, I have had the opportunity to contribute to a number of meaningful projects and initiatives, including developing an End-of-Life Resource Folder for loved ones sitting bedside and providing education for care partners to support a safe, respectful and inclusive work and home environment for all.

Other projects have included a comprehensive update of the WEV Information Booklet, development of a harassment prevention and intervention policy and supporting resources, ongoing improvements to move-in processes, and completion of MoCA certification, allowing me to provide cognitive screening and assessment for our residents. I have particularly enjoyed providing tours for community members, answering questions about long-term care, and sharing all that Windsor Elms Village has to offer.

I am beyond grateful to the WEV team for their openness, collaboration, and willingness to help shape and strengthen the social work role within WEV. Through referrals, conversations, shared problem-solving, and a commitment to supporting residents and their loved ones, you have played an important role in helping social work become an established and valued part of the Windsor Elms Village community. Looking ahead, I am excited to continue building on the many strengths within the WEV community and to continue growing the social work role within WEV.

Malorie can be reached at: socialwork@winelms.ca



LIFE ENRICHMENT

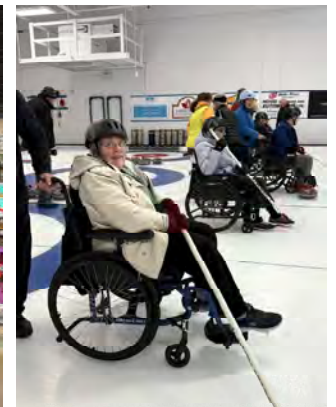
Submitted by Michaela Tracy,
Manager of Life Enrichment



Kathy Harvey (LTCA), Sarah Brown (LECP), Anne Parks (LECP), Mia Clow (Music Therapist), Michaela Tracy (Manager), Kiya McDow (LECP), Jason Flinn (Chaplain)

Over the past year, the Recreation & Life Enrichment team has continued to grow and support residents through a wide range of diverse programs. We welcomed Michaela as Manager of Life Enrichment & Recreation and Mia as Music Therapist. The team was also supported by summer students Lauren and Ella and co-op students Morgan, Hannah, Josee, and Kali.

We continued partnerships with West Hants Education Centre and Kings-Edgehill, and completed a painting project with Avonview High School students. We also started two new intergenerational programs: monthly visits with the Family Resource Center and “GrandFriends,” which brings the Falmouth Elementary pre-primary class to our home for weekly visits, fostering meaningful connections between residents and children. We hosted community events included an Alzheimer’s Walk, summer carnival, Terry Fox Walk, Halloween trick-or-treating, Christmas Craft Sale, a Falmouth community tree lighting and we welcomed Share the Wind for motorcycle sidecar rides for residents. We also held our first Volunteer Social since before COVID to recognize our volunteer team!



We supported new offsite bus trips, including a trip to Peggy’s Cove, a wheelchair-accessible fishing trip, a visit to the Discovery Centre, and a winter wheelchair curling outing where residents had the opportunity to curl on the ice! New programs included the Men’s Club, Garden Club, and activities such as baby duckling visits, Monopoly (Windsor Elms edition), umbrella ball, adapted floor hockey, horse racing games, and “Minute to Win It” challenges.

Finally, We improved our physical spaces by updating storage systems to make programming resources easier to access.

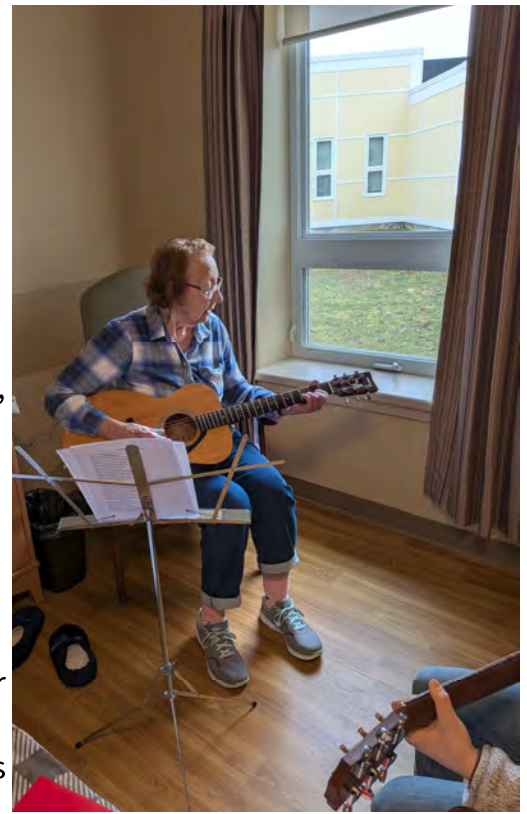
We are proud of all that has been accomplished this past year and grateful for the many residents, loved ones, volunteers, students, and community partners who have been part of it. As we move into the new year, we are excited to continue building on these connections, exploring new ideas, and creating more opportunities for meaningful engagement, joy, and shared experiences for everyone in our home.

LIFE ENRICHMENT



This year marked a transition in **Music Therapy** at Windsor Elms, as we said goodbye to Zoë and welcomed Mia in June. Many beloved programs continued, including the chime choir, while new initiatives were introduced, such as the resident choir, the Happy Harmonizers.

Throughout the year, we hosted four seasonal Music Therapy Showcases, providing residents with opportunities to share their talents and highlight the progress made in their sessions. Mia also supervised six practicum students from Acadia University as they completed their Music Therapy degrees.



The goals addressed in Music Therapy sessions reflect the diverse needs and abilities of Windsor Elms residents. From building breath support through singing, to encouraging movement through instrument play, to providing comfort and connection through music during end-of-life care.

-Mia Clow, Music Therapist



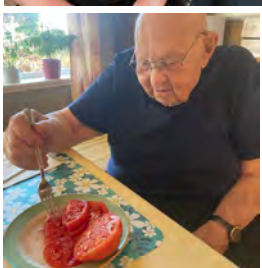
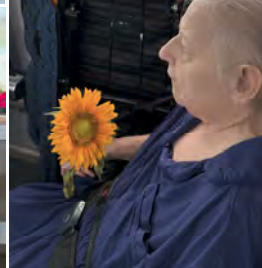
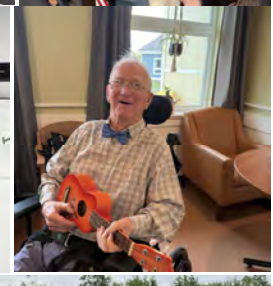
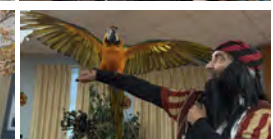
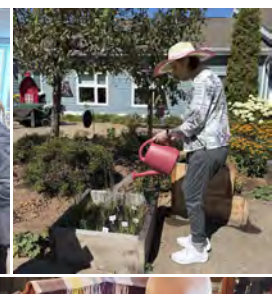
Over the last year, the integration of **spiritual care** at Windsor Elms Village has continued to grow in meaningful and encouraging ways. Expanding the Chaplain's role throughout the week, in addition to Sunday afternoons, has created valuable opportunities to support both residents and care partners.

Spiritual care is best nurtured in a community that is willing to be open and honest about life's challenges, including loss, grief, and mental health. I am pleased to share that this spirit of openness is present at Windsor Elms Village.

Throughout the year, this was reflected in several meaningful initiatives, including our Spring and Fall Memorial Services, Blue Christmas Time of Reflection event, and a Grief and Loss Workshop for families, staff, and residents. We also launched the Seasoned Saint Resident Prayer Warriors, a resident-led prayer group supporting staff, families, and fellow residents, as well as a Men's Coffee Group where residents can share stories and build connections.

Being a valued member of the Palliative Care Team has also helped strengthen the Chaplain's role within our community. This collaborative approach to care continues to grow, and I look forward to sharing more in the year ahead.

-Jason Flinn, Chaplain



LEAD THE CHANGE

Lead the Change

Be the best example of what Long Term Care can be and use our voice to cultivate change.



Award-Winning Care

A highlight of the year was Windsor Elms Village being named the recipient of the Annapolis Valley Chamber of Commerce's Valley's Best Award for Best in Health Care for the second consecutive year. This recognition reflects the dedication of our care partners, the trust of our residents and families, and the strong relationships we have built within our home and throughout the broader community.



More than an award, this achievement celebrates the compassion, connection, and sense of belonging that define life at Windsor Elms Village. We are grateful to everyone who helps create a welcoming community where residents can thrive and meaningful relationships flourish. Thank you to the Annapolis Valley Chamber of Commerce for organizing this great event!



Planting Joy, Harvesting Connections

Our newly formed Garden Club is already in full bloom. Residents, families, volunteers, therapeutic horticulturists, and members of our Life Enrichment team have come together to create meaningful opportunities for connection through gardening. Even our Medical Director, Dr. LaPierre, has joined in by getting their hands in the soil alongside residents, and building garden boxes together too!

More than just tending flowers and vegetables, the Garden Club is cultivating purpose, companionship, and joy. From planting and weeding to caring for hummingbird feeders, participants are helping create beautiful outdoor spaces while sharing stories, skills, and friendships.



"I enjoy getting outside to care for the plants, weeding in the gardens and taking care of the hummingbird feeders. It is nice to see the plants growing each week and when my hands are in the dirt, I feel normal. When I lived at home, I would walk my gardens every night and Gardening Club reminds me of that."

— Debbie Veinotte, Resident

LEAD THE CHANGE

Lead the Change

Be the best example of what Long Term Care can be and use our voice to cultivate change.



Windsor Elms Village was proud to welcome Minister Barbara Adams, Nova Scotia's Minister of Seniors and Long-Term Care, along with her team and Melissa Sheehy-Richard, MLA for Hants West. During their visit, we showcased our successful pilot of the Continuing Care Assistant Extended Practice Medication Administration Program, which is helping ensure the right person is doing the right job at the right time. The visit highlighted the dedication of our care partners and Windsor Elms' commitment to advancing innovative approaches to resident care and the future of long-term care in Nova Scotia.



Windsor Elms Village is committed to fostering a culture of continuous learning and leadership development. Throughout the year, 11 members of our leadership team actively participated in conferences, sector committees, provincial working groups, research initiatives, workshops, and specialized training opportunities. Areas of focus included leadership development, clinical best practices, infection prevention and control, labour relations, equity, diversity and inclusion, resident-directed care, and innovation in long-term care.

Beyond formal education and sector engagement, our leadership team remained actively involved in the local community. Team members participated in initiatives such as the Tim Hortons Smile Cookie Campaign, spending time decorating dozens of cookies in support of local causes and helping strengthen community connections.

Through their involvement both within the sector and the broader community, our leaders not only enhanced their own knowledge and skills but also contributed to discussions and initiatives shaping the future of long-term care in Nova Scotia. The insights, relationships, and best practices gained through these experiences continue to strengthen our organization, support our teams, and enhance the quality of care and services provided to residents and families.



BE A VILLAGE OF INNOVATORS

Be a Village of Innovators

Everyone plays a role in making our Village work, and even the smallest innovations can make a big difference.



Windsor Elms Village

Want to make a difference and build real-life leadership skills?

Join our Board of Directors as a Director-in-Training! This volunteer role gives you hands-on experience in how boards work, how formal meetings run, and what it means to lead in your community.

You'll gain skills in strategy, teamwork, and communication—perfect for your resume or future career!

We're seeking someone who:

- Is between the ages of 16-21
- Has an interest in healthcare or long-term care
- Wants to learn about leadership and decision-making
- Is ready to make an impact

Ready to make a difference? Apply today!
To apply or for more information, email Melissa at melissa.macaskill@windsor-elms.ca or share this with someone who should!



CALL FOR BOARD MEMBERS!
Now Recruiting
Director-in-Training (Ages 16-21)

In 2025, Windsor Elms Village launched an innovative Director in Training (DIT) Board Initiative, creating a unique opportunity for a young adult to gain firsthand experience in governance, strategic planning, finance, and quality oversight within a long-term care organization. Through mentorship from experienced Board members, the participant develops valuable

leadership skills while contributing fresh perspectives to Board discussions. This forward-thinking initiative reflects our commitment to building future leaders, fostering intergenerational learning, and strengthening the sustainability of long-term care through mentorship, innovation, and community engagement. In keeping with Eden Alternative principles, the program recognizes that growth, purpose, and meaningful contribution are lifelong opportunities, enriching both the individual and the community they serve.



A meaningful highlight of the year was a commemorative celebration recognizing Cyril's service to the Windsor Fire Department and the broader community. As the oldest living member of the department, Cyril was honoured with a special visit from local firefighters, complete with sirens, flashing lights, and a heartfelt ceremony that brought together residents, families, staff, and community members.

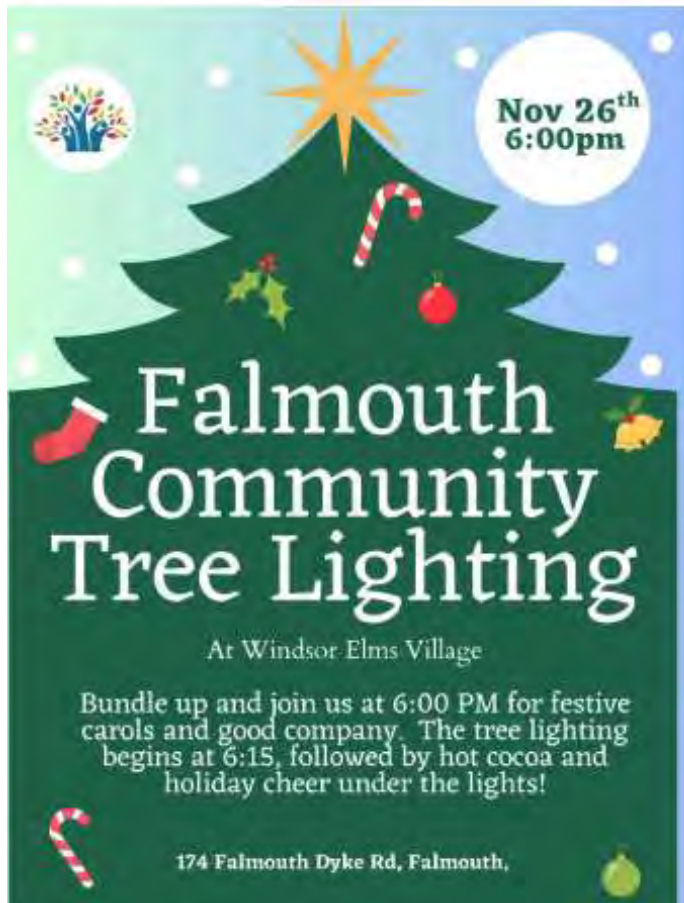
This celebration reflected The Eden Alternative Principle of Meaning, recognizing the unique life stories, contributions, and connections that continue to enrich our community. By honouring Cyril's lifelong service and maintaining his connection to the Windsor Fire Department, we celebrated not only a milestone birthday but also the relationships and sense of purpose that contribute to well-being at every stage of life.

We extend our sincere thanks to the Windsor Fire Department for helping create a memorable experience that brought joy to Cyril and the entire Windsor Elms Village community.



BE A VILLAGE OF INNOVATORS

Use creativity to open up new opportunities for residents



Windsor Elms Village was delighted to host our annual Community Tree Lighting, bringing together residents, families, care partners, and community members for an evening of celebration, connection, and holiday spirit. Open to all, the event featured festive carol singing led by our Music Therapist, Mia, the lighting of our community tree, and an opportunity for guests to gather and enjoy hot chocolate and cookies together.

We were thrilled with the outstanding turnout and grateful to see so many members of the community join us for this new annual tradition. Events like these help strengthen the connections between Windsor Elms Village and the broader community while creating meaningful moments for our residents. A special thank you to the members of Falmouth Baptist Church, who arrived in droves and added to the warmth and festive atmosphere of the evening.



EDEN WARMTH SURVEYS



Each year, Windsor Elms Village conducts Eden Warmth Surveys with residents, families, and staff to gather feedback on the culture, relationships, and overall environment of care. Rooted in the Eden Alternative philosophy, these surveys help us celebrate our strengths and identify opportunities to enhance our person-directed approach, ensuring a warm, inclusive, and life-affirming community for all.

Improvements this year were identified as;

- People from the community are involved in the facility. (7% improvement)
- Staff members take time to talk and listen to the residents. (4% improvement)
- Staff members are friendly (1% improvement)
- In general, I am satisfied with the home. (2% improvement)
- The residents appear lonely most of the time (2% improvement)
- The people who live here are safe. (1% improvement)
- I trust my family members physician. (6% improvement)
- The residents appear board most of the time. (5% improvement)

Family
51 surveys

GENEROSITY, OPTIMISM & TRUST were all significantly trending upwards overall. Driving improvements were:

- "I can choose when to get up and when to go to bed" (15% improvement)
- "I trust my Physician" (24% improvement)
- "Staff members take time and talk and listen to me." (3% improvement)
- "Staff members are respectful of me" (2% improvement)
- "The staff cares about me" (8% improvement)

Resident
31 surveys

PESSIMISM, CYNICISM & STINGINESS

In these categories we look for a **DECREASE** in percentage. A decrease in a negative response is an improvement) You expressed **improvement** in the following;

- "I rarely see the Nurses" (32% improvement)
- "I am lonely most of the time" (8% improvement)
- "I feel helpless most of the time" (7% improvement)

GENEROSITY, OPTIMISM & TRUST were all significantly trending upwards overall. Driving improvements were:

- Leadership invests resources to grow people (10% improvement)
- I am kept up to date on changes that affect my job (10% improvement)
- I have an opportunity to grow (5% improvement)
- Management is leading us in the right direction (6% improvement)
- I am given opportunities to use my talents for the organizations benefit (2% improvement)
- At the end of a typical day, I have contributed to the quality of life of the residents I serve (3% improvement)

Employee
84 surveys

PESSIMISM, CYNICISM & STINGINESS

In these categories we look for a **DECREASE** in percentage. A decrease in a negative response is an improvement) You expressed **improvement** in the following;

- When I try to do my work, I run into obstacles (7% improvement)
- If you start doing favours for people, they will just walk all over you (10% improvement)
- I have to follow procedures that prevent me from doing my job well (9% improvement)
- People pretend to care more about one another than they really do (4% improvement)

OUR EDEN JOURNEY

THE
eden
ALTERNATIVE®

Certified
MEMBER
VALID THRU
JANUARY 2027

This year marked an exciting chapter for the Windsor Elms Village Eden Committee as the group was revitalized and began meeting regularly once again. Guided by the principles of the Eden Alternative, the committee focused on creating opportunities for meaningful engagement, connection, purpose, and spontaneity throughout daily life. The committee is currently working on Eden Tracks and Practices with a focus on Food & Dining, Life Enrichment, Leadership & Communication, and Inclusive Language. These areas help guide ongoing improvements that support resident choice, strengthen relationships, and enhance quality of life throughout the Village.

In May, Windsor Elms Village hosted Eden Associate Training, welcoming care partners from our own team as well as staff from other local long-term care homes. The training strengthened understanding of the Eden philosophy and encouraged discussion about creating environments where residents experience greater choice, purpose, and companionship.

A highlight of the year was welcoming representative, Kristi Doan, from the Eden Alternative for an Eden site visit. During their time in the Village, Kristi met with residents, families, volunteers, leadership, and care partners to learn more about our culture and the ways we bring Eden principles to life. The visit provided valuable feedback, celebrated the strengths of our community, and inspired new ideas as we continue fostering a home where residents are empowered to live lives rich with purpose, choice, and connection.



New Blog Post!

Traveling to Nova Scotia:
Rediscovering the Heart
of Well-Being

By Kristi Doan



eden
ALTERNATIVE®

Read about Kristi's visit here!



SUPPORT CARE PARTNERS FOR SUCCESS

"We make a living by what we get, but we make a life by what we give."

— Winston Churchill

The CCA Mentor group, co-led by Michael Wood (RCM) and Christa Church (RCM), continued to foster growth, learning, and meaningful relationships throughout the year. Following the retirement of Christa Church, LPN, Resident Care Manager, Carrie Dykens, CCA, stepped into the role of Co-Lead, and we welcomed several new members to the team. All group members are Eden Associate trained and remain committed to creating a positive and supportive onboarding experience for new care partners.

Meeting quarterly, the group worked on a variety of initiatives to enhance the experience of both new and existing team members. Orientation resources were reviewed and updated, including revisions to the Day 1 Orientation Checklist. Work also began on developing clear mentor expectations and a feedback process that will allow new hires to share constructive feedback about their mentoring experience.

The group collaborated closely with the Therapy Team to explore practical solutions to everyday challenges and advocated for improvements to equipment and supplies, including the addition of shower mops and the trial of new non-slip shower booties for staff use. The committee also welcomed educational opportunities throughout the year, including a presentation from Malorie, WEV Social Worker, on the organization's new Harassment Policy, which was well received and appreciated by members. In addition, committee members continued to recognize and celebrate the strengths of their colleagues through Four Leaf Clover Award nominations. Through collaboration, advocacy, and a commitment to continuous improvement, the Mentor Committee continues to nurture a culture of belonging, growth, and empowerment, helping new care partners feel welcomed, valued, and connected from their very first day in our community.



SUPPORT CARE PARTNERS FOR SUCCESS



The Nurse Mentor group, co-led by Linda Jamieson (RCM) and Allison Wheaton (ADOC), continued to strengthen knowledge sharing, professional growth, and supportive relationships among nursing team members throughout the year. The group remained consistent with two RN's and four LPN's and met three times over the past year, including a special celebration recognizing the completion of their first full year as mentors.

Drawing on their experience and frontline insights, mentors provided valuable feedback and support on new processes and initiatives within the home. A key focus this year was the development of a Shift Huddle Template designed to support consistent communication, collaboration, and information sharing during team huddles each shift.



Recognizing an opportunity for additional learning, the group helped coordinate an educational session with VitalAire in December. The session focused on Oxygen Therapy, including hands-on guidance for safely changing regulators between oxygen tanks, helping to build confidence and competency among care partners.

Through ongoing collaboration, mentorship, and a commitment to continuous learning, the Nurse Mentor group continues to foster an environment where knowledge is shared, team members are supported, and quality care is strengthened. Looking ahead, the group is excited to continue its work, including the implementation of the formalized Shift Huddle Template and other initiatives that promote growth and excellence in care.

"A mentor is someone who allows you to see the hope inside yourself."
— Oprah Winfrey

APPRECIATION FOR OUR CARE PARTNERS



Recognizing and celebrating our care partners remains an important part of life at Windsor Elms Village. Throughout the year, we acknowledge the many roles that keep our home running every day through professional recognition events and role-specific celebrations. These opportunities allow us to recognize the unique contributions of each team member and reinforce the importance of every role in creating a supportive and caring environment for our residents. In addition to these recognitions, staff enjoyed a variety of appreciation events designed to promote wellness, connection, and all around fun. Highlights included Chocolate Bunnies for all, an OH&S BBQ, Long-Term Care Proud Day Cake & Punch social, an Ice Cream Social, a Corn Boil, a SUBtember Subway day, Continuing Care Month celebrations, the Staff Holiday Party, National Hot Chocolate Day, Fresh Fruit February, and March Madness fun. Together, these events provided meaningful opportunities for staff to connect, recharge, and celebrate the dedication and teamwork that make Windsor Elms Village the best place to live, work and visit.



FOUR LEAF CLOVER AWARDS OF EXCELLENCE

Eden All-Star *Rising Star*
Community *Leadership*
Inclusion *Safety*
Windsor Elms Village

Now in its fifth year, the WEV Four Leaf Clover Awards of Excellence continues to celebrate the incredible Care Partners who help make Windsor Elms Village a community rooted in compassion, belonging, and growth. Guided by our Eden Philosophy and the principle of celebrating each other, these peer-nominated awards recognize team members who go above and beyond in supporting safety, inclusion, leadership, innovation, and meaningful community connection. Award categories included Excellence in Safety, Community Connectivity, Leadership, Inclusion, Rising Star, and the Windsor Elms Village Eden All-Star Award. The evening opened with remarks from Nancy O'Halloran, Owner of Be Brave Executive Coaching and past Board Member, who spoke about the importance of recognizing and uplifting one another within our community. We gathered once again at Gerrish & Grey Café for an evening of connection, laughter, and celebration. Surrounded by colleagues and friends, we took time to recognize the people who bring heart and purpose to our community each day.



Award Winners Group Hug!



Safety - Steven Lake
Presented by Board Member,
Aine Casey



**Celebrating All Nominees — and Heartfelt Thanks to Everyone
Who Took the Time to Recognize a Fellow Care Partner!**



Leadership - Carrie Dykens
Presented by Director of
People Operations, Tanya
Carey



Eden All-Star - Kathy Harvey
Presented by Board Member,
John Shanks



Rising Star - Austin Hill
Presented by Board Member,
Scott Campbell



Inclusion - Jason Flinn
Presented by Board Member,
Wanda Matthews



Community Connectivity - Amanda Whitehead
Presented by Board Member,
Peggy Wells

INVESTING IN LEARNING, LEADERSHIP AND GROWTH



Support Care Partners for Success

We succeed when our people succeed. We empower our people to develop and grow in a supportive and inclusive space.



In January 2026, Windsor Elms Village was honoured to launch the Eden Growth & Development Memorial Bursary, established in memory of former resident Annie Mosher. Inspired by Annie's connection to the Eden Philosophy and the meaningful experiences she shared within our community, this bursary provides staff with opportunities to pursue personal and professional development that aligns with Eden principles.



The bursary supports courses, conferences, and learning experiences that foster meaningful relationships, promote purpose and growth, and enhance the well-being of residents and care partners alike. Through this opportunity, staff are encouraged to expand their knowledge, develop new skills, and bring fresh ideas back to our community.

We extend our heartfelt thanks to the Mosher family for their extraordinary generosity in honouring their mother, Annie. Their gift will have a lasting impact on Windsor Elms Village, supporting the growth and development of our team for years to come while continuing Annie's legacy of learning, connection, and compassionate care.

Pictured left; Annie Mosher at garden club

This year, Melissa MacAskill, Executive Assistant, successfully completed an Equity, Diversity, and Inclusion (EDI) certificate program through Dalhousie University. This achievement reflects her, and WEV's, commitment to fostering a more inclusive and welcoming environment for residents, care partners, families, and community members. Melissa leads the EDI Committee alongside a group of dedicated staff care partners, recognizing that meaningful inclusion is strengthened through collaboration, learning, and shared perspectives. The knowledge gained through the program continues to support and strengthen Windsor Elms Village's ongoing EDI initiatives and commitment to creating a culture of belonging.



Windsor Elms Village is proud to support the growth and development of our care partners. This year, Crystal Rosta, CCA Mentor, successfully completed a nine-month leadership program through Mount Saint Vincent University. Crystal's dedication to professional growth and leadership development reflects her commitment to supporting both residents and fellow care partners. The knowledge and skills gained through this program will continue to strengthen our team, foster a positive workplace culture, and enhance the care and support provided to residents each day.



Congratulations Crystal!

Honouring Dedication & Service



We are proud to recognize and celebrate the dedicated team members reaching service milestones at Windsor Elms Village. From 2 years to 50+ years of service, each milestone represents the compassion, commitment, and meaningful relationships that help make our community feel like home. Guided by our Eden Philosophy and the principle of celebrating each other, we honour the lasting impact these Care Partners have on the lives of residents, families, and fellow team members each and every day.

Below, we proudly recognize the Care Partners who have dedicated 20 years or more of service to Windsor Elms Village. Their compassion, commitment, and lasting contributions have helped shape our community and enrich the lives of residents, families, and fellow team members for generations.

In celebration of Long Term Care Proud Day, celebrated annually, Windsor Elms Village hosted a design contest for residents and staff to showcase their creativity and community spirit. Entries were voted on worldwide, and the winning design was created by RSA Austin Hill, whose artwork beautifully captured the pride and connection shared throughout our home. Keep the creativity flowing Austin!



20+ years of service

Jennie Ward	20	Carolyn Hazel	26	Nancy Harnish	28	Lisa Beckwith	34	Donna Cunningham	44
Lisa Blue	21	Shannon Coldwell	27	Krista Caldwell	29	Kimberley Langdon	35	Joyce Lyons	48
Pam Card	22	Lori Frenette	27	Heather Dill	30	Annette Turner	36	Judy Veinott	49
Candace Lyon	24	Kathy Harvey	27	Bertha Rose Card	30	Yvonne Boylan	37		
Jennifer Cochrane	24	Debbie Bland	27	Joanne Harvie	32	Linda Jamieson	37		
Anne Parks	25	Carrie Dykens	27	Karlene Ross	33	Debora Aker	39		
Sarah Brown	25	Mary Coffill	27	Paula Parker	33	Sherry Smith	40		

A LASTING IMPACT

With sincere appreciation, we recognize the following individuals who retired this year. Thank you for your years of dedication, kindness, and the meaningful contributions you have made to the Windsor Elms Village community. Enjoy your next chapter and visit anytime.

- Debbie White - 39 years
- Cheryl Connors - 15 years
- Bonnie Hopper - 42 years
- Christa Church - 35 years

Congratulations!

happy retirement

After years of caring for others, may retirement bring you the joy and rest you deserve!

CONNECTED BEYOND OUR WALLS

Empower
People through
Technology

We adapt to changing
needs and provide tools
that empower everyone
to enjoy their Windsor
Elms experience.

Windsor Elms Village



3,778,775

FACEBOOK VIEWS

From April 1, 2025 to March 31, 2026, Windsor Elms Village reached a record-breaking amount of Facebook views! By sharing moments from around our home and out in the community, we continue to celebrate life at WEV and stay connected with families, friends, and supporters, near and far.



Follow us by scanning the QR code ---->

facebook 

[WWW.FACEBOOK.COM/WINDSORELMS](https://www.facebook.com/windsorelms)



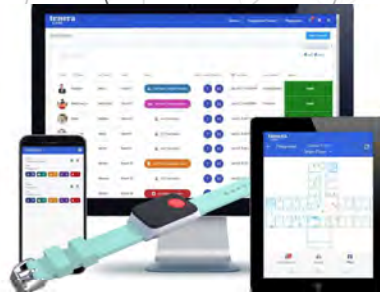
Empowered through technology, Les (pictured left) took flight into a new learning experience, embracing innovation with curiosity and confidence.

This year, we introduced a community computer space, providing residents with another way to stay connected, engaged, and independent. Whether browsing the internet, playing games, exploring personal interests, or connecting with family and friends, residents now have greater access to technology and the opportunities it provides. This addition reflects our commitment to supporting choice, meaningful engagement, and continued growth while helping residents maintain connections with the people and activities that matter most to them.



CONNECTED BEYOND OUR WALLS

tenera
CARE



**Empower
People through
Technology**

We adapt to changing needs and provide tools that empower everyone to enjoy their Windsor Elms experience.

Windsor Elms Village successfully implemented Tenera Care, an innovative indoor positioning and nurse call system designed to enhance resident safety, staff responsiveness, and overall quality of care. Residents and care partners now utilize discreet wearable devices, while sensors throughout the Village provide real-time location information through a secure Canadian-based platform. The system has replaced our previous nurse call infrastructure, supporting faster and more informed responses to resident needs. Beyond call bell functionality, Tenera Care provides valuable data that helps staff better understand resident routines, identify changes in wellbeing, support safety initiatives, and inform quality improvement efforts. Comprehensive staff training has supported the successful integration of this technology into daily care practices. As one of the early adopters of this technology in Nova Scotia long-term care, Windsor Elms Village continues to embrace innovative solutions that enhance the resident experience and support person-directed care.



The UVC Light Study successfully concluded this year, marking the completion of four years of innovative research involving 141 participants. A final badge study was conducted to measure daily ultraviolet exposure for individuals living and working under the UVC lighting system. With data collection now complete, we are awaiting the final report and findings. We look forward to learning how this research may help shape the future of infection prevention and control in long-term care and healthcare settings.

Resident Care continued to advance its use of electronic documentation through the staged expansion of Momentum charting capabilities. Throughout the year, additional features were implemented to support more efficient documentation, improve access to resident information. As resident care needs continue to evolve, we remain committed to adapting our practices and providing our care partners with the tools and resources they need to succeed in their roles and deliver safe, efficient, and resident-directed care.

MOMENTUM
HEALTHWARE

SPECIAL MENTIONS & TESTIMONIALS

The first time I visited my step-mom after she moved into Windsor Elms, I was so happy as I looked around and walked through the residence. It felt like a home, beautifully decorated and so welcoming, smiling staff, complete with a lovely cafe. I commented to one of the staff that they must work very hard because the “home” was so lovely, and her response was “I love working here, we are just like a family”.

At Christmas, the staff provided us with a beautiful large room to celebrate with Betty and our family. I do not worry about Betty, she is happy, safe and well cared for. All the staff at Windsor Elms make this possible.

Thank you and God Bless you.

Gratefully,
Don and Barb Jerrett, Step-daughter and son-in-law of Resident, Betty Ferguson

“

After retiring as the primary IT Services contact of Digital nGenuity for Windsor Elms Village at the end of 2024, my wife Kathy and I began volunteering by performing guitar and singing concerts for residents, accompanied by our White Golden Retriever, Tess. We now visit regularly for one-hour performances, and it has been a truly rewarding experience getting to know the residents and staff and seeing their positive responses. I’m grateful for the opportunity to give back in this small way. The Volunteer Appreciation Evening was lovely and a wonderful chance to meet staff and fellow volunteers.

Greetings,
Rodney Hanks



”

The Elms village is a wonderful community - not only for the residents, for it has helped me to heal and grow, after my self experiencing a rough time. The staff do such a wonderful job of helping residents and guests flourish!

I myself succumbed to job burnout in 2022. Part of my recovery was to learn to play guitar.

This eventually led me to play renditions for my late mother in-law Betty Beckwith. I then responded to a call for volunteers to play for the residents of the Elms village. My first performance at the village was pretty shaky however the residents accepted me with great enthusiasm and continue to express their appreciation.

This gave me the confidence to continue sharing my renditions and has helped me to improve and flourish and further; reengage in the general community as well. So thank you and the residents. These performances at the Elms village allow me to contribute and give back in a very meaningful way!

Thank you!

Patrick Perry Patterson

What connection at Windsor Elms Village means to me is the relationships I have built with the residents through volunteering. I have been volunteering there for a few years, and it has been such a rewarding experience. I enjoy spending time with the residents, listening to their stories about when they were younger and learning about their life experiences. Over the years, I have developed many meaningful connections and friendships with the residents, and each visit teaches me something new. Volunteering at Windsor Elms Village has helped me appreciate the importance of community, kindness, and connection. I would also like to thank the staff for always supporting and encouraging me during my time volunteering there. Their kindness and dedication help create such a welcoming and caring environment for both the residents and volunteers.

▫ Kris Cornelius, Volunteer

SPECIAL MENTIONS & TESTIMONIALS

I would like to thank everyone here for the amazing work they do and for taking care of me. The place feels like home, and I have my own space to enjoy.

The food is very good. I appreciate how the staff keep the place nice and clean. I can't say enough good things about the staff who take care of me. Whenever I need something, they are always there to help, and I appreciate it so much. Thank God for them all. Thank you to the recreation staff for all the activities you plan and bring to us as well.



Betty States
Resident of WEV

It felt like home to me when I came here on January 16, 2026, as my husband Robert was already here, and I enjoyed being with him and my sister, Wendy. Wendy passed away on January 16, and I am still able to be with my husband.

We both truly appreciate the care we receive. The staff are always kind and friendly, and they are always there when we need someone to talk to or when we need assistance with our care.

This is the only place we call home because we are together here. We both love all the staff because this is our home now.

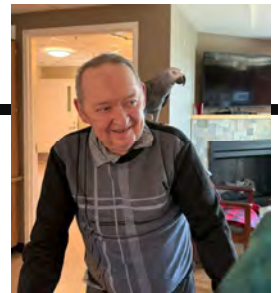
Mary & Robert Knee
Residents of WEV



”

I've been in the Elms for almost half a year. The food is good, and the games we play are interesting. The staff is great and very helpful with anything you want to do. The staff help keep the place very clean.

Mac MacIVOR, Resident of WEV



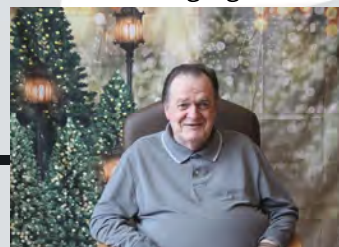
”

Windsor Elms Village is about people caring for people. I am deeply grateful for the opportunity to work alongside such an extraordinary community of residents, staff, families, volunteers, and selfless leaders.

Jeremy Lutes, WEV Board Member since 2022

Since moving to Windsor Elms Village on April 21, 2023, I have felt welcomed and supported by both the staff and residents. In a short time, I came to know many people by name and began to feel at home within the community. One special young lady made me feel like part of the family, and over time I developed meaningful connections with many residents and care partners. Living in a community means sharing experiences, learning from one another, and building relationships, and I have appreciated being part of that journey. I am grateful for the kindness, support, and sense of belonging I have found here, and I am very glad that I came to live at Windsor Elms Village.

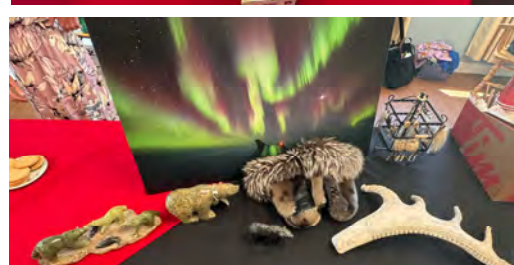
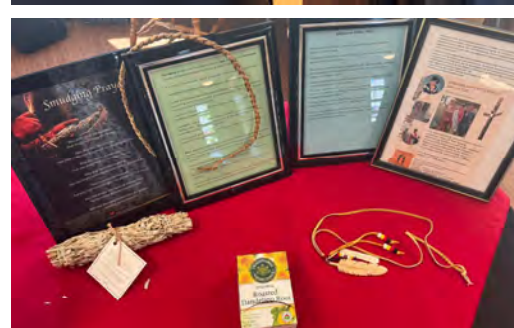
Lawrence Caldwell, Resident of WEV



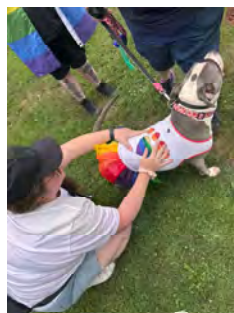
CREATING A CULTURE OF BELONGING



At Windsor Elms Village, we are committed to fostering a community where every resident, family member, volunteer, care partner, and guest feels welcomed, respected, and valued. This year, our Equity, Diversity and Inclusion (EDI) Committee continued to build awareness and meaningful connections throughout our community. Building on our monthly recognition calendar and educational displays, we expanded our efforts through educational sessions, participation in the Pride Parade, and a Multicultural Day celebration. These initiatives created opportunities to learn, share experiences, celebrate diversity, and strengthen our culture of belonging.



Our commitment to EDI extends beyond recognizing important dates. Through ongoing education, engagement, and collaboration, we continue to create opportunities for learning and growth that support a more inclusive community for everyone who lives, works, volunteers, and visits Windsor Elms Village. We are grateful to the members of our EDI Committee and all those who participated throughout the year as we work together to ensure everyone feels seen, heard, and valued.



COMPASSIONATE CARE IN ACTION



Submitted by Cynthia Sanche, RN, Palliative Care Committee Chair

Throughout the year, Windsor Elms Village, through its Palliative Care Committee, continued to strengthen its commitment to compassionate palliative and end-of-life care through education, staff support, family resources, and community engagement. During Palliative Care Week, staff and residents gathered to celebrate with a special cake event on May 9, recognizing the importance of comfort, dignity, and quality of life in care. Three staff members also attended the NSHPCA Annual Conference, bringing back valuable knowledge and insights to support ongoing growth in palliative care practices within our home.



Educational opportunities were provided throughout the year, including a MAiD presentation with Erica Maynard, Nurse Practitioner and MAiD provider, as well as a November 9 presentation offering an alternate perspective on MAiD. This latter session featured psycho-spiritual therapist and author of Early Exits, David Maginley. Grief support sessions for both community members and staff were facilitated by Jason Flinn and Debbie Aker, providing meaningful opportunities for reflection, support, and connection.

Additional initiatives included the development of a resource package for families wishing to be present with their loved one at end of life, created by Malorie Beckett, Social Worker. To further enhance the comfort and atmosphere surrounding end-of-life care, a music box with specially selected music was purchased with support from Mia Clow, Music Therapist. The facility also purchased new, locally handmade hearts to place outside the rooms of residents who are at end of life, helping to foster awareness, compassion, and respect among staff, residents, and visitors.

Fundraising and community engagement activities included the annual bake sale held on November 28 and a Sign Paint Night fundraiser, both of which were well supported and contributed to ongoing palliative care initiatives within the home.



SAFETY IS PARAMOUNT

Awareness
Prevention
Reporting
Training

Over the past 8 years, since joining the JOHS Committee in 2018, I have truly enjoyed being part of a team dedicated to creating and maintaining a safe and healthy workplace at Windsor Elms Village. Throughout my journey in different roles—as an RSA, CCA, and now as part of the People Operations Team—I have had the privilege of supporting the organization through many different perspectives while continuing to advocate for workplace safety and staff well-being. I strongly believe that having a safe place to work is paramount, and I take great pride in helping to promote and strengthen that culture within our home. In 2024, I was honoured to take on the role of Chair of the JOHS Committee, proudly representing the staff of Windsor Elms Village. To me, this role is about much more than simply being the “leader” of a proactive team. It is about collaboration, communication, organization, teamwork, being approachable, and working together to build a strong and positive safety culture for everyone. Some faces have come and gone along the way, but I am proud of how reliable and trustworthy we have always been as a team. Our committee has also shared many laughs, memorable moments, and a lot of fun together, which has helped build relationships and made our team even stronger.

A NOTE FROM OUR JOINT OCCUPATIONAL HEALTH & SAFETY COMMITTEE CHAIR

Submitted by Jessica Rideout



Building a strong culture of safety remains a priority at Windsor Elms Village. Throughout the year, the JOHS Committee promoted workplace safety through engaging initiatives such as our Fire Prevention Week word search contest, which received 37 entries. During Occupational Health and Safety Week in May, care partners put their safety knowledge to the test while enjoying hot-off-the-grill hot dogs at a safety-themed BBQ. The committee meets monthly and is always available to bring forward and discuss workplace safety concerns. These efforts help keep safety top of mind while fostering teamwork and engagement across our home.



COMMUNITY CONNECTIONS



Our connection to the community is one of Windsor Elms Village's greatest strengths. Throughout the year, we were fortunate to receive support, kindness, and generosity from countless individuals, organizations, and community groups. While it would be impossible to capture every contribution, a few examples highlight the incredible spirit of partnership that surrounds our home.



We were grateful to welcome members of the local Legion, whose visits brought meaningful opportunities for connection and conversation. The Avon Valley Quilters once again demonstrated their generosity by donating beautiful handmade quilts that bring warmth and comfort to residents' rooms. During the holiday season, New Boundaries spread joy throughout our home by providing a Christmas gift for each and every one of our 108 residents. Their kindness extended to our staff care partners as well, with cookies and candy delivered to brighten the season.



These examples represent only a small portion of the support we receive from our community. Whether through donations, volunteerism, entertainment, visits, or acts of kindness, our community continues to enrich the lives of residents and staff alike. We are deeply grateful for the relationships we have built and for everyone who has played a part in our story. Your support helps make Windsor Elms Village a truly special place to live, work, and visit.



MANY THANKS TO OUR LOCAL CONNECTIONS!



The Best Place To Live, Work & Visit. Today and Tomorrow.



The organizations featured represent only a selection of the many valued partners and community connections that support Windsor Elms Village.



WWW.FACEBOOK.COM/WINDSORELMS



WWW.INSTAGRAM.COM/WINDSOR_ELMSVILLAGE



WWW.WINDSORELMS.COM

1-902-798-2251
174 Falmouth Dyke Road
Falmouth, Nova Scotia
B0P1P0

The Best Place To Live, Work & Visit. Today and Tomorrow.

Windsor Elms Village

The Best Place To Live, Work & Visit. Today and Tomorrow.

