

COMMUNITY PARTNER *update*

Issue 1 2025

peopleCare
communities

Spring is a time of growth and renewal, a perfect reflection of what's happening at peopleCare. This year we'll have five LTC developments on the go, two of them welcoming residents soon. We're forging new municipal partnerships where LTC is most needed, fast-tracking projects in our pipeline, celebrating the impact of long-time LTC leaders and sharing what we're learning with our senior living colleagues. Read on to see how all of this positive energy and growth is unfolding at peopleCare.

Breaking ground, building community in Tillsonburg

peopleCare celebrated the official start of construction on a new 160-bed LTC home in the heart of Tillsonburg, Ontario, in Oxford County. This fantastic development means more local seniors and their families will have access to the quality care and services they need to live and age well in this community. We are proud to bring this new LTC home to Tillsonburg, a community that values its seniors and their families, and excited to create jobs, build partnerships, and contribute to a vibrant future for the Town and Oxford County. Thank you to the Ministry of Long-Term Care and our Minister Natalia Kusendova-Bashta, Parliamentary Assistant MPP Tyler Allsopp, Oxford MPP Ernie Hardeman, and Mayor Deb Gilvesy for their leadership in making this development a reality.

Read [peopleCare breaks ground in Tillsonburg](#).



L-R MPP Tyler Allsopp, Mayor Deb Gilvesy, peopleCare's Jenn Killing, Oxford MPP Ernie Hardeman

In other development news

peopleCare is committed to helping the government achieve its goals for development and improved care for seniors, and we are one of the operators building and opening the most LTC homes in the province. We're actively seeking new opportunities to partner with municipalities where LTC is most needed while also accelerating the LTC developments in our pipeline. This spring and summer, we will welcome residents to their new 128-bed peopleCare LTC homes in [Delhi](#) and [Kitchener](#). In addition to [Tillsonburg](#) we'll have shovels in the ground in [Stratford](#) and [Peterborough](#) – where our LTC home on Trent University lands will be complemented by an exciting teaching and research partnership.

From the ground up, peopleCare is [Designing Vibrant Communities](#) across Ontario.

Putting empathy at heart of family/staff relations

peopleCare continues to provide empowering and transformative education to our team members and residents' loved ones, which is especially impactful as they navigate the emotional transition into LTC. From hands-on workshops to book clubs and ongoing peer support, seniors care consultant, speaker and author [Deb Bakti's](#) Relational Approach is helping put empathy at the core the family/staff relationship, fostering trust and connection. New for 2025 is enhanced training, coaching and support for internal leads (two in each peopleCare home), who will develop customized strategies to empower their colleagues. All leading to greater collaboration and a culture rooted in empathy.

Read more about how this is making a difference in peopleCare homes. [Relational Approach fosters community between families and team members](#).



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Let's get social





peopleCare leader honoured for contributions to LTC

Jenn Killing, peopleCare's VP, Quality, Research and Strategic Partnerships, was recently recognized with the prestigious King Charles III Medal for her dedication to excellence and impact in the LTC sector. With three decades of meaningful contributions in clinical and leadership roles, Jenn continues to drive real change with a focus on innovations that improve care, outcomes, and experiences for residents, families, and staff. A trusted voice in senior living, she is a sought-after speaker and strategic advisor, who always inspires others about the rewards of a career in LTC. The medal was presented by the Honourable Minister of Long-Term Care Natalia Kusendova-Bashta and MPP Silvia Gualtieri. Jenn was recognized alongside fellow recipient Dr. J. Fred Mather, President of the Ontario Long-Term Care Clinicians. Congratulations to these outstanding leaders!

RNAO Clinical Pathways support enriched admissions

peopleCare appreciated the opportunity to highlight how the RNAO's Clinical Pathways are enhancing our ENRICHED LTC Admission model, which aims to maximize existing innovations with new technology and HR solutions. A key component of this multi-faceted model, RNAO's Admission Assessment and Resident & Family Centred Care tools are improving collaboration, safety, efficiency and the overall experience for new residents, families and our staff. Grounded in RNAO's evidence-based Best Practice Guidelines, these tools help us ask the right questions, at the right time by the right team member.



peopleCare Communities ENRICHED LTC Admissions

Enhanced, Resident/family/staff-centred,
Integrated, Collaborative, Holistic, Efficient,
Dynamic

RNAO Clinical Pathways
Symposium 2025
RNAO

Critical information is captured and shared within 24 hours of move-in, supporting a smooth admission and personalized care experience. Thank you to RNAO and PointClickCare for helping us lead this important work, and to CareRx, London Health Sciences Centre, THINK Breakthrough, and Trent University for your support in making better admissions a reality.

Community honours peopleCare home with Reader's Choice

Congratulations to the outstanding team at peopleCare Hilltop Manor LTC on their Cambridge Times Readers' Choice Award for excellence in the senior living category! To see how all of our teams are transforming experiences in our homes, visit us on [Facebook](#).



Upcoming Events

Find peopleCare at Together We Care

Toronto Congress Centre | April 7-9, 2025

Transforming Experiences: Empowering Purpose Through Coaching and Mentorship



Tuesday, April 8, 2025
2:00 - 2:45 PM



Iuliana Constantin
CFO, peopleCare Communities

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Empowering Long-Term Care Teams with AI-Driven Wound Care Solutions



Tuesday, April 8, 2025
4:00 - 4:45 PM



Wendy Filiatrault
Director of Clinical Services, peopleCare Communities
Jennifer Killing
VP Quality Research & Strategic Partnerships, peopleCare Communities
Richard Pietro
Partnerships Lead, Skinopathy

SKINOPATHY

SAVE THE DATE

September 18th, 2025

GREY SILO GOLF COURSE
2001 University Ave East, Waterloo, ON

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Golf tournament
registration opens
May 1st, 2025



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