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Operation Looking Glass 2025

I was able to share highlights from our recent **Operation Looking Glass** event held on Thursday, December 11th, 2025. This annual gathering is not just a meeting; it's an annual tradition where we reflect on the past year and look ahead to the future.

“The more you know about the past, the better prepared you are for the future”

Theodore Roosevelt

With over 24 dedicated staff members, management, and board members in attendance, we gathered for an insightful session. The term “looking glass” I think perfectly captures our intent: to review our achievements and challenges from the past year and to set our sights on the exciting opportunities ahead.

Key Highlights

- **Retrospective Analysis:** We delved into what transpired over the last year, celebrating our successes and learning from our challenges.
- **Collaborative Spirit:** It is always great to see our team come together, sharing ideas and strategies to enhance our services.
- **Future Goals:** We discussed our vision for the upcoming year, focusing on innovative programs and enhanced care for our seniors



In this newsletter, I've included some clips from the slides discussed during our session. For those who want the full picture, the entire slideshow is available on our community Liz TV. Be sure to check it out

A BIG thank you to everyone who participated. Your commitment to our mission makes all the difference. Together, we are creating a thriving environment for our seniors, and I couldn't be prouder of our team!

Looking forward to an amazing year ahead!



OFFICE OF THE PRES/CEO

ANNUAL HIGHLIGHTS

- ✓ Completion of our 2020 Strategic Plan
- ✓ Completion and opening of our Aven Pavilion building (Nov 2024)
- ✓ Successful marketing, intake and 100% occupancy of the Aven Pavilion
- ✓ Successful completion of over 95% of the Aven Pavilion building deficiencies
- ✓ Successful launch and completion of all three of our Aging in Place Services for our independent housing residents: AVENS Eat, AVENS Touch and AVENS Spin
- ✓ Launch of our fundraising initiative HOMES for SENIORS – CHOICE MATTERS with over \$568k raised to date



OPERATIONS

ANNUAL HIGHLIGHTS

- ✓ Handover of Aven Pavilion to Operations for full management and maintenance
- ✓ Supportive Services relocated to new Pavilion spaces
- ✓ Operational spaces in the Manor repurposed for serving food, and storage
- ✓ Entered into a lease contract with Northern Chocolate, Sage Studios, Hunter Foot Health, and recently Coyotes Bistro for the Up Here Pub
- ✓ TV Billboard program for Pavilion offering various options for media to be casted on all TVs in the Pavilion
- ✓ New accessible ramp for safe egress for Avens Cottages from the MPR courtyard
- ✓ New Parking management program where all who park on campus, must register their vehicle and affix the appropriate permit on the windshield



OFFICE OF THE PRES/CEO

LOOKING FORWARD

- AVENS is looking at a new employee benefit provider that will be provide us with better coverage premiums and NEW options...stay tuned
- The office of the CEO is working with a Downtown Yellowknife Biomass group that may reduce our heating costs by 30-40%
- You will see AVENS take MORE improved steps to cybersecure our personal and financial information
- Looking forward to our next Collective Bargaining Agreement (CBA) negotiations
- Finalizing our one-year service contract extension with NTHSSA



FINANCE & TECH

ANNUAL HIGHLIGHTS

- ✓ Continued processed improvements on reporting
- ✓ Implemented MFA & Windows 11 Upgrades
- ✓ NEW computer hardware roll out

LOOKING FORWARD

- Online portal for resident families in Rent Cafe
- Enhancements to the key card system
- Cyber security enhancements



Christmas Time At AVENS

As we step into this magical holiday season, I want to take a moment to express my sincere appreciation for our amazing staff and the supportive community we have here at AVENS. The atmosphere is always topped with fun and festivity, making this time of year truly special for everyone!

A Festive Spirit

At AVENS, the spirit of Christmas is everywhere. It's a wonderful time to come together and celebrate!

Exciting Activities on the Care Side

Here's a glimpse of just some of the incredible activities we've offered for our residents:

- **Annual Tree of Giving:** Over 57 resident wishes have been fulfilled by generous community members and businesses, making dreams come true and spreading holiday cheer.



- **Christmas Craft Fair:** Some residents and staff join in to showcase their creativity, offering unique handmade items for everyone to enjoy.
- **Pictures with Santa:** This delightful tradition allows residents and tenants to

capture the joy of the season with Santa himself!



- **Winter Wonderland with DJ Bruce:** Get ready to dance at our festive event, where DJ Bruce will keep the holiday spirit alive with great music.



- **Pajama Day:** Who doesn't love a cozy day in pajamas? Residents enjoyed a relaxed and fun-filled day!
- **Annual Reindeer Hunt:** A playful scavenger hunt that brought out the holiday spirit in everyone.



- **Christmas Hot Chocolate Cart:** Warm up with delicious hot chocolate available throughout the season!



- **School Visits:** We welcomed local school children, who brought joy and holiday cheer with their visits.
- **Christmas Ice Cream Cart:** Because who says ice cream is just for summer? A sweet treat for all!



- **Gingerbread Making:** Residents got creative while building and decorating their own gingerbread houses.



- **Christmas Carolers with the Smith Family:** The harmonious sounds of

caroling filled our halls, spreading joy and nostalgia.



- **Resident decorative door:** staff getting together to decorate doors for our residents' rooms. Bringing the joy of Christmas to their doorstep.
- **Christmas Tea Party:** A delightful gathering where residents enjoyed tea, treats, and each other's company.



- **Manor Christmas Party:** A festive celebration bringing everyone together to enjoy food, fun, and fellowship.



- **Christmas Kids Party:** A special event for our younger visitors, filled with games and laughter.





- **Ugly Sweater Day:** A fun way to show off our holiday spirit with some silly fashion!
- **Christmas Movie Character Dress-Up and Trivia:** Residents showcased their favorite characters while testing their holiday movie knowledge.
- **Pete's Pyjama Drive:** The Pagonis family tradition where every resident gets a fresh pair of pajama's and toiletry items
- **Whoville Dress-Up and Parade:** A whimsical event celebrating the joy of Dr. Seuss.
- **Christmas Brunch:** Mark your calendars for Wednesday, December 24th, as we gather for a festive brunch filled with delicious food and holiday cheer!

Celebrating Together in Independent Housing

On the housing side, we enjoyed a wonderful **Jingle and Mingle** on December 17th, where over 60 tenants joined management and board members for an evening of fun and story telling.

A HUGE thank you to Cindy at Shoppers Drug Mart for sponsoring the door prizes.



AVENS- A Team Effort

I am immensely proud of our staff who work tirelessly to create these wonderful experiences. Your dedication and creativity ensure that AVENS is a place where joy and community thrive during the holiday season.

As we celebrate together, let's continue to spread joy and kindness. Thank you all for making Christmas at AVENS a truly magical experience!

On behalf of AVENS, we want to wish everyone a joyous holiday season filled with love and laughter.