



**St. Andrew's Residence, Chatham
Annual Report for the Annual General Meeting
Kathryn Clements Hall
Monday, June 26, 2017**

2016-2017 BOARD OF DIRECTORS

KEVIN BOWERS	DEVON HANSEN	DOUG JACKSON
LYNN McGEACHY	LISA NORTHCOTT	JAMES SNYDER
SCHULTZ		
CLARENCE LEISTRA	DARRIN UTLEY	

2016-2017 EXECUTIVE

President:	James Snyder	Vice President:	Doug Jackson
Treasurer:	Darrin Utley	Past President:	
Secretary:	Clarence Leistra		

2016-2017 COMMITTEE CHAIRS

Finance Committee	Darrin Utley
Governance Committee	Lynn McGeachy Schultz
Quality Care and Community Programs	Kevin Bowers

2016-2017 MANAGEMENT STAFF

Executive Director	Jessica Smith	Interim Executive Director	Denise Dodman
Director of Administration	Christine Elliott	Director of Operations	Kate Moerman
Finance Manager	Karen Travis	Community & Client Relations Manager	Melinda Jenner
Resident Care Manager	Anita Miller	Maintenance Supervisor	Barry Elgie
Programs Coordinator	Lucas Roe	Support Services Manager	Cathy Konecny
Administrative Assistant	Ina Beintema	Executive Assistant	Irene Spisar
MOW Coordinator	Steven Reinhardus	Finance Assistant	Diane Caughy

Message from St. Andrew's Residence
President of the Board of Directors-*James Snyder*

I am pleased to report on the progress of St. Andrews Residence, Chatham for the 2016-2017 year.

Jessica Smith our Executive Director has recently added another child to her family and will be off for a year. Our sincere thanks to Jessica for the work done to stabilize and grow our organization. We wish her well for the year off and look forward to her return. The Search committee did a fantastic job in seeking an Interim Executive Director and developing a one year contract for the position. As such we welcome Denise Dodman as our Interim Executive Director and has hit the ground running in managing our Organization. All the best for the forthcoming year.

Thank you to our Board committees and volunteers. They are essential to the smooth running of our organization, and are to be commended for their dedicated service and commitment to St. Andrews Residence

Thank you to all of our program volunteers for assisting with special events, Seniors Day Out and Meals on Wheels. Without your support these programs would not be the success that they are, improving the quality of life for our residents and seniors throughout CK.

Thank you to our Auxiliary volunteers, some of whom who have been members since the beginning of St Andrews. They are an incredible asset to the residents of St. Andrew's and are truly valued for their contributions.

Of course one must never forget our staff at all levels. Their compassion and dedication to service is a major reason why St. Andrews is recognized, once again as the Best Seniors Care Provider for three years in a row and as the first runner up for the best Retirement Living Residence. You are the front line to making this happen and it is well appreciated.

Thank you to our funding and program partners from the LHIN and CCAC for your support. The community benefits from your commitment to such programs.

The Hospice is up and running very well and we are pleased to be associated with this extremely worthwhile organization and support to the community. You have an amazing Board and fantastic volunteers. The Shared Services Committee continues to ensure a positive relationship between our two organizations.

We are proud of our history and support for St. Andrews Terrace, the building and the residents are aging well. We are pleased that the resale agreement has been modified to add more funds to their capital reserve fund.

Capital works over the past year have included the continued replacement of windows, building repairs and the major work in creating a new parking lot along Adelaide St.

We are financially in a good place and continue to add to reserves for future improvements.

We are still a member of the Municipal Seniors Advisory Committee, and are pleased that the Municipality has taken on the administration and staff support for this committee.

It has been a stable year for our organization as we move forward with a new five year strategic plan over the next year.

This has been my final term as President/Chair Of St. Andrews and I wish the incoming President/Chair, the Board, Committee members, Volunteers, Partners and Staff continued success in making the St. Andrews Residence, Chatham organization the best that we can be.

We do good work.

Message from St. Andrew's Residence

Interim Executive Director-*Denise Dodman*

I'd like to take this opportunity to thank each of you for the warm welcome and support during these first few months at St. Andrew's Residence as Interim Executive Director. It is my privilege to carry the baton for a season and build on the good work of Jessica Smith and to serve a not-for-profit charitable organization, its residents and employees in my home community. The past year has been full of exciting changes under the direction of Jessica Smith, Executive Director.

COMMUNITY AWARENESS

The Chatham-Kent community was invited in to experience St. Andrew's Residence through events such as the Strawberry Social, Car Show, Mother's Day and Father's Day Brunch/BBQ and the "Night on the Town - Black and White Day". Our social media presence increased to 2,600 people in the community through social media celebrating these events. We also created a new Senior Day Out (SDO) colour logo and updated the promotional materials which led to increased referrals from the CCAC and community partners. The Meals on Wheels Coordinator conducted awareness sessions in the community and the program saw a 20% increase in meals served. Total meals served this fiscal year was 23,624.

BUILDING UPDATES AND MAINTANANCE

Windows were replaced in zones 1B and 2B to increase the St. Andrew's Residence clients' satisfaction and overall building appearance. Construction to the ambulance entrance at Adelaide St. provided fourteen new parking spaces and its landscaping enhanced the appearance of the east side of the residence. A new Wi-Fi system was installed throughout the building. A new integrated secure service was installed at Hospice and serves both organizations. A new phone system was installed through the building replacing the original infrastructure. New wireless phones were purchased for the nursing department. An updated Call Bell system was installed to support the new phone and wireless phone system.

QUALITY AND INNOVATION

Residence: The average age of residents has increased from 87 to 90. Four residents transferred to long term care, one resident to another rest and retirement home facility and fourteen residents deceased. The average occupancy rate was very high with quick turnover. A scorecard for quality measures was created to monitor the effectiveness of quality improvement initiatives such as falls and infection controls. These have increased awareness and transparency of key quality indicators for employees and board members. One key indicator includes infection control. Influenza vaccination rates of staff increased by 31.7 % in 2016-2017 over 2015-2016 to 96% and immunization rate for residents was 94%. St. Andrews Residence did not experience an influenza outbreak. There were two infectious outbreaks: April 2016 (Rhinovirus and Coronavirus, 29 days) and March 5, 2017 (Coronavirus, 8 days). Dr. Samantha Chandrasena continues to offer her services as physician to those without a family physician and currently sees approximately 20 of the 62 permanent residents.

Restorative program: The 8 bed program has an average occupancy rate of 83%. This program supports those who are unable to return home immediately from hospital (53) or who are struggling to remain at home (15). Forty-one individuals were able to return to their own home with services, 11 home without services, 8 were unable to return home and 8 were re-admitted to the hospital.

Senior's Day Out program: The program was redesigned to centralize the activities into the Katherine Clements Hall creating a more welcoming, less institutional setting. There was a 30% increase in attendance from its worst month to its best month. A partnership with VON has also added value and is a factor in retention of participants.

The yearly audit for Imagine Canada was completed in November of 2016 leading to continued accreditation status. RHRA requirements for emergency planning were conducted and reviewed.

PEOPLE WORKING GROUP

A lottery was held as an incentive for completion of the on-line safety and regulations training leading to 100% compliance. Annual staff satisfaction surveys were repeated; participation in the survey process was low with no specific recommendations. There is a continued partnership with the Chatham-Kent Hospice during its first year of operation utilizing shared administrative staff and support services.

RESIDENTS WORKING GROUP

Town Hall meetings moved from every other month to monthly, allowing for quicker response and resolution for resident concerns and requests greatly improving the atmosphere of these meetings. Resident Satisfaction Survey highlighted the desire for increased fresh vegetables. As a result, a salad bar/chiller table was approved through the capital plan for 2017-2018. Resident Education Program continues with diabetes awareness, infection control and hand hygiene and new sessions by the Spiritual Care Coordinator. The exercise program continues to be key preventative of functional decline.

Jessica Smith and I would like to thank our clients, residents and their families for entrusting us with your care and the privilege of being part of your lives. Thank you for choosing St. Andrew's Residence! You are amazing people and it is our privilege to serve you. To our volunteers, we recognize that you could bring your time, talents and commitment to many worthy organizations and yet you chose us. Your hard work and kind and caring touch enhances the lives of everyone here. Thank you to the board of directors for your guidance and endless dedication. To our fellow staff members, we are both proud to be working alongside you; your dedication, passion, talents and commitment inspires us each day that we work with you. You never forget the heart of what we do together as we seek to maintain and increase the quality of life for seniors living in Chatham-Kent.

Respectfully,
Denise Dodman RN, BScN, MScN
Interim Executive Director

Message from St. Andrew's Residence Committee Chairs

Finance- Darrin Utley

- My name is Darrin Utley and I am the Treasurer on the Board of Directors of St Andrew's Residence. I am proud to serve as the Chair of the Finance Committee. Prior to joining the board I was a Community Member on the Finance Committee for three years.
- We are fortunate to have a very strong committee. Joining me are fellow Board Members, Les Herman and Clarence Leistra, as well as Community Members, Jamey Campbell, Bruce Ross and Kevin Mills.
- Special thanks to Karen Travis, Irene Spisar, and Christine Elliott - who we receive tremendous administrative support.
- We would also like to thank Jessica Smith who provides tremendous support. And also welcome and thank Denise Dodman who is assisting us in the interim.
- Our committee meets on a quarterly basis, where we are tasked with reviewing the financial statements of the organization, as well as assist in policy and expenditure issues as they arise.
- I am happy to report that we continue to be in strong financial shape, while also completing numerous capital projects over the past year.
- The biggest capital project over the last year was our beautiful new parking area. The finance committee played a key role in deciding the best manner in funding this project. After much discussion and analysis, I am confident that we completed this project in the most fiscally responsible manner for the organization.
- The Finance Committee also spent a lot of time revising our existing, but arguably vague, Subsidy Policy. We now have a much more defined policy. We also reviewed and updated other policies as they came up throughout the year.
- The Committee reviewed the upcoming budget for St Andrew's as well as the upcoming capital projects with the Executive Director, before being presented to the Board.
- And finally, we also reviewed the Auditor's Report with Christine Muckle, prior to going to the Board.
- I would like to thank the Board for allowing me to Chair the Finance Committee. And I would like to thank all members of our Finance team for the work they have done over the past year. I look forward to working with everyone in the upcoming year.

Quality Care and Community Programs

Vice Chair Doug Jackson

Amalgamation of Quality Committee and Community Programs has worked well.

Members; Kevin Bowers (Chair), Doug Jackson, Linda Rieger, Betty Manso, Lyn Rush, James Snyder

(a balance of health care, risk management, volunteer management professionals and interested others including senior staff and board representatives)

Highlights

The committee receives regular and informative reports about the “health” of the residents and the status of the programs that affect residents and other consumers of STAR services. Staff does a GREAT job of keep the committee informed and of offering solutions for problems that appear.

The committee also receives reports about **employee satisfaction** which indicate that our organization is functioning well. Cudos again to senior staff

STARS affiliation with regulatory bodies like the **RHRA (Retirement Homes Regulatory Authority)** is another item covered at the QCCP committee and I can tell you that all is well and we are in full compliance with organizations that oversee our operation.

An exciting development on the committee is the development of a method of reporting the many facets involved and that has been accomplished through the development of a **balanced scorecard**. When things need tweaking the scorecard identifies the need and when things are going well the scorecard helps us to see that. The scorecard includes reports on occupational health and safety/internal operation goals and safety training programs. At this point all is well – again cudos to all staff.

Another report that is now coming to the QCCP committee is the **complaint report**. That report includes a scale that identifies level of seriousness that identifies what complaints should be handled by the operational staff and what should be handled by the board.

Related activities like **Meals On Wheels** and **Seniors Day Out** are part of the mix of reports that come to the QCCP committee and I can report that those activities are doing well and on their program targets and both did well on the satisfaction surveys conducted on the participants in those programs.

As a committee we look forward to what is coming next and working as a team to accomplish the goals and strategic objectives the next board sets out for us.

Governance Committee-Lynn McGeachy Schultz

The Governance committee once again had a busy year ensuring that the Board plans, reviews and makes sure that the Board fulfills its legal and functional responsibilities.

Along with working hard to keep on top of the changing environment we operate in, Kevin Bowers, Devon Hansen, James Snyder and Doug Jackson and I have all enjoyed our early morning meetings, and the opportunity to contribute our skills to St Andrew's Residence.

This year we dealt with issues such as:

- use of electronic voting
- educational needs of the Board and its members
- recruitment of new members, both from a skills point of view and also one of succession planning
- preparation for the upcoming year of strategic planning
- policy review and compliance

- Fine tuning the orientation of new members to the Board
- as well as the regular work of the Committee

This year we will say Thank you to James as he assumes his role as Past President, and welcome new directors, Judith Brisbin, Joanne Gamble, and Colleen Garlough.

St Andrew's has been very fortunate to have a good board with many skills and interests all of whom have volunteered their time freely. We have had very fine support from Christine Elliott, Jessica Smith, Denise Dodman and Irene Spisar, who has tried to record all of these many conversations.

All in all we have had a productive and interesting year. We look forward to the 2017-2018 year and the opportunities that it holds.

**Message from the President of
St. Andrew's Residence Auxiliary
Linda Rieger**

Prayer:

Loving God, Thank you for today and for showering each of us with the Blessings of Life, Family and Friends. Please be with those who are sick and grieving for a lost loved one.

We ask that you teach us how to conduct our work with a spirit of joy & enthusiasm.

May we always work together, and encourage each other to excellence, and may we challenge each other to reach higher and further to be the best we can be and to be an inspiration to others.

I ask this in Jesus Name. Amen

In 2016 our Auxiliary executive consisted of Linda Rieger as President, Ann LaPointe as Secretary and Lynda Williams as Treasurer. I would like to thank Ann and Lynda for their dedication and for making my job so much easier. It is an honour to serve as president and work and have fun with all the auxiliary ladies.

In September 2016 we celebrated 45 years of service to the St. Andrew's Residence.

The Auxiliary has a membership of 29 ladies. 6 members have served the auxiliary for 1 to 5 years. 6 members from 5 to 10 years, 11 members from 10 to 20 years, and 6 members from 30 to 45 years. Jane Smith has served for 42 years and was President for 12 years. Gwen Taylor was a member for 45 years and was 102 years young. She would apologize for not being able to get out to the meetings as her son didn't want her driving but she still baked for our Strawberry Social. People would ask for her Angel food cake. Gwen passed away in November and we will all miss her. Dorothy Chapple & Marg Tewkesbury are two of the original members who started with the auxiliary almost 46 years ago. Dorothy said they were told to show up at the residence by Kathryn Clements to entertain at the birthday party and they knew better than to say no. Dorothy is 90 plus years young and still helps at our Strawberry Social & comes out to all of our meetings. She is full of life and a joy to talk to. Marg Tewkesbury is also 90 plus but is unable to attend our meetings anymore but I know she is there in spirit. All of my ladies are an inspiration to me and I hope, to all of you.

This month we lost another special member of our team. Betty Nash was a member for 14 years and always helped until it wasn't possible for her to come out & join us. I know she missed being with her friends and all of us will miss her. Each one of my ladies is like family and losing one of them is like losing a piece of my heart. Each one of my ladies gives her time freely and always with a smile & a hug.

Our June strawberry social, complete with a bake table and jazzy jewellery table, our yard sale in September and Penny sale in October are all good money makers. All were great successes in 2016. Monies earned at these events are used to help, where needed at the residence.

This past year the Auxiliary donated \$3,000.00 to the Residence to help cover the costs of the new gazebo for the courtyard.

We are still very involved with the monthly Birthday parties and we supply the cakes for as many months of the year as needed. A Birthday card with a toonie inside is given to each resident celebrating that month and Norma Gardiner, one of our auxiliary ladies and a resident of St. Andrew's, delivers the cards personally to the person celebrating on the actual date of their birthday. The residents seem to like getting their card on their actual birthday instead of receiving them at the monthly Birthday Parties. Our members also help with the day away

programs, work in the tuck shop, and help with the monthly bingos, the treat cart and the fashion shows with Gerri Fashions.

I would like to recognize and thank Jessica Smith, Mindy Jenner and Lucas Roe for all their assistance & support over this past year. I would also like to welcome Denise Dodman as we look forward to working with her while Jessica is enjoying her beautiful family. On behalf of the Auxiliary I would like to thank the Board for inviting us to this Annual meeting. May God grant St. Andrew's Residence a prosperous and rewarding 2017.