



**St. Andrew's Residence, Chatham  
Annual Report for the Annual General Meeting  
McGeachy Auditorium  
June 25, 2018**

**2017-2018 BOARD OF DIRECTORS**

KEVIN BOWERS	DEVON HANSEN	DOUG JACKSON
LYNN McGEACHY	JOANNE GAMBLE	JAMES SNYDER
SCHULTZ	COLLEEN GARLOUGH	JUDITH BRISBIN
CLARENCE LEISTRA	DARRIN UTLEY	LES HERMAN

**2017-2018 EXECUTIVE**

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

**2017-2018 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	Director of Operations	Kate Moerman
Director of Administration	Christine Elliott	Community & Client Relations Manager	Melinda Jenner
Finance Manager	Karen Travis	Maintenance Supervisor	Barry Elgie
Resident Care Manager	Hope Mugridge	Support Services Manager	Cathy Konecny
Programs Coordinator	Lucas Roe	Admin Assistant	Lisa Gales
Admin Assistant	Ina Beintema	Finance Assistant	Diane Caughy
MOW & Volunteer Coordinator	Melissa Bishop	Admin Assistant	Kathryn Plante

**Message from St. Andrew's Residence**  
**President of the Board of Directors-*Doug Jackson***

I am pleased to make the presidents report for St. Andrew's Residence, Chatham for the 2017-2018 year. Rather than list accomplishments, of which there are many, I am simply going to say thanks.

First, our sincere thanks to Jessica Smith for the work she has done to lead and continue to grow our organization.

Thank you to our Board and the Board committees (finance/governance/quality and executive) they are essential to the smooth running of our organization, and the board and committee members 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 programs. Without your support, these programs, and a certain quality of life for seniors in Chatham-Kent, would not be possible.

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

Thank you to the St Andrews Terrace and St Andrews Foundation boards for their continued commitment to the St Andrew's family.

Thank you to our funding and program partners throughout the community

Thank you to the joint STAR/Hospice committee for ensuring the strong relationship between St Andrew's and CK Hospice continues for the benefit of all.

And, of course, thank you to all staff from full time senior administrative to part time front line. Your professionalism, compassion and dedication to service is a major reason why St. Andrew's is recognized as one of the best senior care providers in the region.

As the Board Chair I am extremely proud of what St Andrew's has been to the community and I am very excited about the future as we head into what I believe will be a pivotal strategic plan process.

We are in a good place and to paraphrase a well know current political figure; it's just going to get better from here.

Thank you for your time.

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**Message from St. Andrew's Residence**  
**Executive Director-*Jessica Smith***

The 2017-18 year has been full of excitement and change here at St. Andrew's Residence. In preparation for this meeting, I always enjoy taking time to reflect on our accomplishments over the past year and I am pleased to share some highlights with you.

This year we've welcomed a number of new staff – Hope, Lisa, Melissa and Kathryn. All have been great additions to our administrative team, bringing enthusiasm and fresh ideas.

In the Residence, we were excited to add a salad bar to the Dining Room last fall, which has allowed us to offer more fruits and vegetables and fostered our resident's independence in making healthy eating choices. Also at the Residence we are pleased to have Dr. Ian McLean join our care team as a new House Physician. Dr McLean began serving patients here last month and they are very happy with his schedule of 2 visits to the Residence each week. Capital renovations including another phase of window replacements also took place last summer, updating our resident rooms and adding energy efficiency. We're excited for the final phase of windows to be completed later this summer.

As for our Community Programs

In Seniors Day Out we implemented a new health clinic overseen by our Resident Care Manager Hope, where clients can receive health teaching and preventative health care services such as blood pressure and weight monitoring.

In our Meals on Wheels program we've recently added computer software that will allow for electronic charting of our client profiles, preferences and meal delivery schedules. This will reduce manual processing, improving the client experience and tracking of program statistics.

St. Andrew's has continued to provide administrative and property management support to our neighbours and community partners, St. Andrew's Terrace and the Chatham-Kent Hospice. We are grateful to be involved with these two organizations as another way to work towards fulfilling our own mission and vision and look forward to good relationships in the years ahead.

As we close out this year, I would also like to say a few thank you's.

Firstly, to our residents, clients and families – thank you for choosing St. Andrew's Residence and allowing us the privilege to care for you and be a part of your lives. I would like to thank all of our hardworking volunteers, for your caring and kindness towards our residents and clients. Thank you to Doug and the Board of Directors for your guidance and endless dedication. To my fellow staff members, I am proud to be part of such a supportive, talented, passionate and dedicated team and the words “thank you” do not even come close to describing how much I appreciate all of you.

As another good year comes to a close, I look forward with excitement to a new year ahead.

## **Message from St. Andrew's Residence Committee Chairs**

### ***Finance- Darrin Utley***

My name is Darrin Utley and I am proud to be the Treasurer on the Board of Directors for St Andrew's Residence. This is my second year serving 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. I am happy to report all Community Members will be rejoining us in the upcoming year.
- Our committee meets on a quarterly basis, where we are tasked with several responsibilities to completed before they go to the Board. Key items that we examine include, but are not limited to:
  - Reviewing the Financial Statements of the organization
  - Reviewing the upcoming Budget
  - Reviewing the upcoming Capital Projects, as well as looking at the best ways to finance them
  - Reviewing the Auditor's Report
  - Reviewing and updating any policies and procedures that are related to finance of the organization
- We are happy to report that St Andrew's Residence continues to be in strong financial shape, while we have also completed a number of capital projects over the past year.
- We would like to extend a sincere thank you to Jessica Smith and all of St Andrew's Administration staff for their ongoing support. In particular, Karen Travis and Christine Elliott – who provide a tremendous amount of assistance to our committee throughout the year.
- I would personally like to thank the Board for allowing me to Chair the Finance Committee. And I would like to extend thanks to 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**

### ***Presented by Doug Jackson***

Members: Kevin Bowers (Chair), Doug Jackson, Colleen Garlough, Judith Brisbin, Linda Rieger, Betty Manso, Lyn Rush

### **Highlights**

The Quality Care and Community Programs Committee met 4 times throughout this term. During those meetings, regular updates were received through the Balanced Scorecard results. Staff has increased training and education for fall prevention protocols as well as implementation of a new Falls Committee.

We are thrilled to announce staff and residents have done extremely well to prevent infection control with 0 outbreak days

St. Andrew's Residence is pleased to welcome a new physician this year. Dr. Ian McLean. Employee Satisfaction and Community Programs surveys are in process with results to be compiled in Fall 2018. First order of business for the September meeting.

Quality and management has strengthened the Risk Registry which also ties in with the annual Imagine Canada requirements.

Meals on Wheels Coordinator has been changed to Volunteer & Community Services Coordinator.

Our committee looks forward to accomplishing the goals and strategic objectives the next board sets out for us.

### **Governance Committee-Lynn McGeachy Schultz**

This year has been a bit more challenging than others as we have begun the process to establish a new strategic plan for St. Andrew's residence. The new plan will set the direction for much of the Boards work for the next 5 years. To that end we have engaged Aileen Murray, Mellor Murray Consulting to assist us with this process. There is much information to be gathered over the next bit of time as we ensure that St. Andrew's Residence continues to meet the needs of its residents both now and for those who will join us in the future.

The Governance committee as part of its responsibilities ensures that we continue to fulfill our legal and functional responsibilities. We continue to work at review of both policies and by laws that govern our actions.

This year we will say not only Thank you but good bye to James Snyder who will complete his year as past president on the Board. The Board is now at its full complement. As always we are mindful of the need to have a solid succession plan in place.

We welcomed Jessica back after the birth of her second child in May of 2017. During her time away the board continued to do its work with the assistance of Christine Elliott and Lisa Gales. They have been an invaluable resource to us. The board has members with a great mix of skills and interests. The residence is in good hands.

We look forward to sharing with you the new strategic plan. It will be a busy year.

**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 those grieving for the loss of a loved one. The path you put me on has brought me to St. Andrew's Residence and I thank you. You have given me special friends and special memories that I will treasure always. Being a volunteer is an honour and I ask you to bless each one of us with patience, compassion & Love. Please teach us how to conduct ourselves with a spirit of joy and enthusiasm and may we always inspire each other to do our best. I ask this in Jesus Name. Amen*

In 2017 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 willingness to stay on and work with me on our committee. Their dedication makes 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 2017 we celebrated 46 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. Their names are Susan, Bonnie, Mary, Olivia, Eileen & Judy. 6 members have served from 6 to 10 years. Their names are Harriet, Betty, Penny, Sue, Lena & Lynda. 9 members have served from 11 to 20 years. Their names are Kay, Pat, Norma, Marguerite, Gale, Jean, Rada, Linda & Donna. 3 members have served from 21 to 30 years. Their names are June, Betty & Ann. 2 members have served for 35 years. Their names are Phyllis & Dorothy. Jane Smith has served for 43 years and was President for 12 years. I have been president for 9 years so I am catching up to you Jane! Dorothy Chapple & Marg Tewkesbury are two of the original members who started with the auxiliary almost 47 years ago. 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 here in spirit. All of my ladies are an inspiration to me and I hope, to all of you.

Our June strawberry social, complete with a bake table and jazzy jewellery table earned \$1,135.50. Our yard sale in September earned \$695.00. Monies earned at these events are used to help, where needed at the residence.

If anyone has any suggestions as to how the money could be used please let me know.

The Auxiliary ladies 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. Sometimes I even model and then I shop...

I would like to thank Denise Dodman, Mindy Jenner and Lucas Roe for all their assistance & support over this past year. I would also like to welcome Jessica Smith back. We all missed your smile while you were away.

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 2018.