



Active Living • Professional Care

**St. Andrew's Residence, Chatham  
Annual Report for the Annual General Meeting  
ZOOM  
September 28, 2020**

**2019-2020 BOARD OF DIRECTORS**

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

**2019-2020 EXECUTIVE**

President:	Lynn McGeachy Schultz	Vice President:	Darrin Utley
Treasurer:	Les Herman	Secretary:	Judith Brisbin
Past President:	Vacant		

**2019-2020 COMMITTEE CHAIRS**

Finance Committee	Les Herman
Governance Committee	Devon Hansen
Quality Care and Community Programs	Kevin Bowers

**2019-2020 MANAGEMENT STAFF**

Executive Director	Jessica Smith	Human Resources Generalist	Sarah Baute
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	Julie Hill	Admin Assistant	Lisa Gales
Interim MOW & Volunteer Coordinator	Barb Noorenberghe	Finance Assistant	Diane Caughy
Reception	Lynda Sullivan		

**St. Andrew's Residence Annual General Meeting**  
**September 28, 2020**

**Message from St. Andrew's Residence**  
**Board President, *Lynn McGeachy Schultz***

As I sit down to write the Chairs report it is hard to imagine or even remember a time before COVID. For the most part the 2019-2020 fiscal year was a good year with many positive things happening in the life of the Residence and the Board. Before reviewing the year, I would be remiss in not recognizing the tremendous staff and leadership we have at the Residence. This has been exemplified not only during "normal times" but more importantly in some of the most challenging times for most of the world. To date the processes and plans that are in place have kept everyone safe, healthy and for the most part happy. Thank you to all; staff, administration, volunteers and the Board. Together we make a very good team.

The year 2019 brought with it many of the year two changes contemplated in the strategic plan. While many are operational and will be part of the ED report, the Board has been focused on the long term sustainability of the Residence. We remain committed to ensuring that we are well positioned to face the future in a sound financial position. To that end the board has made a commitment to assist the Foundation to grow its financial position. The Foundation has been the cornerstone to significant capital investments in the Residence and the need for ongoing resources is and will be paramount.

In early spring the Board signed a MOW to participate in one of the newly formed Ontario Health Teams. One of a very few in the province, the area of focus for this team is around seniors and their care. It will be an opportunity to advocate for appropriate levels of service for this target group.

This year is the 50th Anniversary of the Residence. Celebrating our rich history although postponed until we can safely gather is something well worth noting. The original intent of the residence remains at the core of all that we do. As we look back, it was the idea of one but the power of many. It is the strength of the collective that will ensure an exciting 50 years more.

Over the course of the year the board said good bye to Coleen Garlough and thank her for her time on the Board. We also will say good bye to Lyn Rush who has served on the Quality committee as a community member and Bruce Ross who has been a community member on the Finance committee. Thank you both Lyn and Bruce for the gift of your time and wisdom. We trust that you will enjoy your "retirement" and hope that our paths will cross again.

Very often at the AGM we hear reports from committees but sometimes forget to recognize the chairs of each of those committees. Please accept my thanks for the time that you put into making the meetings run well, and ensuring the committee stays on course. It is important work and you should know that you very much appreciated.

This AGM will be the first and with any luck the only virtual AGM in the history of St. Andrew's Residence. The AGM is a time not only to do the business of the Residence, but a time to reflect and acknowledge the work of the previous year. It is a time to gather and give thanks. The predictability of the future is at best challenging. The very things that were in place 50 years ago, good people, great staff, committed volunteers, and residents who entrusted us with their care; remain. We are positive and optimistic about what St. Andrew's can be but never fear that it will lose what it makes it great. Here is to the next 50!

## **Message from St. Andrew's Residence Executive Director Report, *Jessica Smith***

The 2019-20 year was a year full of positivity and growth here at St. Andrew's Residence. As always, I enjoy taking this opportunity to slow down, look back and reflect on our accomplishments. This was especially enjoyable this year as it was an opportunity to reminisce on those simpler, pre-covid times, which feels like a lifetime ago.

During the 19-20 year, we continued to build on the strategic priorities and working towards our Mission of enriching the lives of seniors in Chatham-Kent. I am pleased to highlight some of this progress for you today.

### **Exceptional Resident & Participant Experience**

A consultant and customer service training program has been selected and dates originally scheduled for this Fall are being revisited due to Covid-19; however we look forward to offering this customized training to various roles within the organization.

Mid-year, our receptionist Kathryn Plante resigned to move outside of Chatham-Kent. The position description was revised with a heavier focus on customer service, and we were pleased to bring Lynda Sullivan on board. Lynda is a positive team player and has been a great addition to our organization.

A review of our complaints policy was also completed this year. We formalized our complaints reporting and finalized a standardized report that will go to Quality Committee and Board on a quarterly basis moving forward.

Additional hours for front desk coverage have been implemented to provide weekend support which has been especially helpful to assist with enhanced precautions for visitors and resident absences.

### **To Be a Great Place to Work & Volunteer**

We were very proud to achieved extremely high level of engagement with staff on our annual satisfaction survey this year and continue to build on this momentum

A formal Attendance Management policy and program has been implemented. Employee attendance has improved with very minimal absences on average.

## **Operational Excellence**

We took initial steps towards maintenance of our Imagine Canada Accreditation and began the process and planning for an ORCA Onsite Assessment

In the Fall we finalized a Development Officer role description, advertised and completed interviews, ultimately landing on a creative position to be fully staffed soon!

## **Targeted service delivery**

In late 2019, there were changes to the Volunteer & Community Programs Coordinator role as Melissa went off on a maternity leave and Barb Noorenberghe joined our team. As Barb has become more familiar with the organization, program and her role, she has been reviewing ideas and areas where optimization of our meals on wheels program is possible.

Mindy, Melissa & Barb completed a large number of presentations to local apartment buildings. In lunch and learn style, they provided a luncheon for the attendees and introduced them to Meals on Wheels and Senior's Day Out. Delivery in apartment buildings is very efficient and we gained significant interest through this outreach.

We introduced a second rural route to our late afternoon delivery. This route is delivered by a volunteer and expansion into the rural areas includes both new clients and more km's to cover. This additional route has allowed the MOW truck to deliver further, within safe food handling parameters.

This year we also saw changes in our Programs Department. In August, Lucas Roe returned to College working towards his Social Work degree. The remaining programs team members pulled together during the transition to ensure the vacancy of this role did not impact programming available for the residents. In September, we welcomed Julie Hill as our new Programs Coordinator. Julie has over 10 years' experience and has introduced a number of new ideas into the programming here at STAR including water colour painting lessons and an intergenerational program in partnership with the Chatham-Kent Public Library.

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.

In closing, I would like to say a few thank you's.

I would like to thank all of our hardworking volunteers and auxiliary members, for your caring and kindness towards our residents and clients. Thank you to Lynn and the Board of Directors for your endless dedication. To my fellow staff members, I have said this before and I will say it again, I am proud to be part of such a caring, talented and passionate team. The words "thank you" do not even come close to describing how much I appreciate all of you. Pre-covid, in-covid and for the future after covid – there is no greater team around and my greatest thanks to all of you.

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

### **Finance Committee, *Les Herman***

My name is Les Herman, Treasurer of the Board of Directors for St Andrew's Residence. This is my first year serving as the Chair of the Finance Committee.

We are fortunate to have a very strong committee, consisting of fellow Board Members Darrin Utley and Jacob Rowe, as well as Community Members Jamey Campbell and Kevin Mills.

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:

1. Reviewing the Financial Statements of the organization
2. Reviewing the upcoming Budget
3. Reviewing the upcoming Capital Projects, as well as looking at the best ways to finance them
4. Reviewing the Auditor's Report
5. Reviewing applications for subsidy requests
6. Reviewing out Reserve Policy and Investments
7. 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 also completing 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, Christine Elliott and Lisa Gales who provide a tremendous amount of assistance to our committee throughout the year.

I would also like to extend thanks to all members of our Finance team for the work they have done over the past year and to thank Bruce Ross for his years of support on the Committee and wish him good luck in future endeavors.

## **Governance Committee, *Devon Hansen***

The 2019-2020 year has been a busy time for the Governance Committee. What started out as a typical year working on our normal list of duties has ended with COVID challenges. The Governance committee as part of its responsibilities ensures that we continue to fulfill our legal and functional responsibilities. We continued to work through the strategic plan put in place as it applies to Governance. We want to thank outgoing chair Lynn McGeachy-Schultz for her leadership and vision and who continues to be a great resource on this committee as a member. We continue to work at review of both policies and by laws that govern our actions. We said goodbye this past year to Kevin Bowers and thank him for his service on Governance.

Over the coming year we will look more closely at succession planning and recruitment as we continue to find board members with a mix of skills and interests that benefit the residence. We want also thank Jessica, Christine, and Lisa for their expertise and guidance as we look towards the future.

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

Prayer:

We thank you for the time we share together and for Blessing us with patience, compassion & Love.

Accept our gratitude for bringing us this new day.

Please guide us in every problem we face, every decision we make and help us to treat everyone kindly, fairly and thoughtfully.

Please be with those who are sick and those who are grieving the loss of a loved one.

I ask this in Jesus Name. Amen

In 2019 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 my honour to serve as president and work and have fun with all the Auxiliary ladies. They are family to me.

In September 2020 we will celebrate 49 years of service to the St. Andrew's Residence.

The Auxiliary has a membership of 26 ladies. Jane Smith has served for 45 years and was President for 12 years. I have now been president for 11 years and did not plan on catching up to Jane! Dorothy Chapple is an original member who started with the Auxiliary 49 years ago. Dorothy just celebrated her 101st birthday in July of this year and still wants to help if she can. She is full of life and a joy to talk to. 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 a total of \$1,638.69. Thanks to the kitchen & all the staff who donated yummy bake goods to our sale and for helping to make it such a success. Together we do make a difference. Monies earned at these events are used to help, where needed at the residence.

In January 2019 the Auxiliary donated \$3,045.35 to purchase a credenza for the Katheryn Clements Hall.

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 for 22 years and a resident of St. Andrew's, delivers the cards personally 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 volunteer when needed at other events.

I would like to thank Jessica Smith, Mindy Jenner and Julie Hill for all their assistance & support over this past year.

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 2020.