



Active Living • Professional Care

**St. Andrew's Residence, Chatham
Annual Report for the Annual General Meeting
ZOOM
June 28, 2021**

2020-2021 BOARD OF DIRECTORS

LYNN McGEACHY
SCHULTZ
JACOB ROWE

DEVON HANSEN
DARRIN UTLEY
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LES HERMAN

2019-2020 EXECUTIVE

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Treasurer: Les Herman
Past President: Vacant

Vice President: Darrin Utley
Secretary: Judith Lacina

2020-2021 COMMITTEE CHAIRS

Finance Committee

Les Herman

Governance Committee

Devon Hansen

Community, Programs and Partnerships

Judith Lacina

2020-2021 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

Interim Resident Care
Manager Lisa DeRaadt

Support Services
Manager

Cathy Konecny

Programs Coordinator Julie Hill
Volunteer and
Community Services
Coordinator Barb Noorenberghe

Admin Assistant
Finance Assistant
MOW Coordinator

Lisa Gales

Diane Caughy

Melissa Bishop

Reception Lynda Sullivan

St. Andrew's Residence Annual General Meeting
Reports
June 28, 2021

Message from the St. Andrew's Residence
Board President, Darrin Utley

It is my privilege to present the Chair's report at the 2020-2021 AGM for St Andrew's Residence.

I took over the Chair position mid-way through the last fiscal year when our previous Chair, Lynn McGeachy stepped down to take on the role of Project Manager for St Andrew's. The Board owes Lynn a great deal of gratitude for her hard work and dedication to St Andrew's while she was on the Board, and we are excited to work with her in her new role. Thank you so much Lynn.

I would like to begin by recognizing the entire St Andrew's staff. When I reflect about the past year and think about the amazing work you have done, I think of how closely your actions reflect the core values of the residence. These values are not just words on a piece of paper. They are truly the foundation of what you do as you continue to provide the best place to live for our residents. Our values are "Resident Centred, Safety and Security, Compassion, Stewardship and Creativity". All of these values have been front and centre during this challenging year, but I would specifically like to comment on two of them.

Firstly - Safety and Security

It goes without saying that the pandemic has proven how serious St Andrew's takes the safety and security of our residents. If anyone has any doubt about this, they just need to try to walk into the Residence and see how far they will get before they are thoroughly screened by the staff. I think I made it two steps past the door once. I have no doubt that this commitment to safety is a key reason why we have not had any covid outbreaks within the Residence. In addition, we have had a very high staff vaccination rate, which again shows your concern for our residents' well-being. This is a huge accomplishment and one that everyone should be immensely proud of.

And secondly - Creativity. You have done an amazing job as you have tried to keep life as normal as possible for our residents during the pandemic. You have

managed to keep families connected through virtual meetings, window visits, outside visits and finally in person visits. Programming for the residents have continued, but in new creative ways such as Hallway Bingo and online games. You also created fun atmospheres with different themes such as a Mexican Day and a Mardi Gras party.

Again - to all employees of St Andrew's, we thank you for hard work and dedication.

I would also like to thank the members of St Andrew's Management team that work directly with the Board. Thank you Jessica, Christine, Karen, Lisa and Mindy, and all others for your help throughout the year.

I would like to thank the many volunteers that have chosen St Andrews' as a place to donate their time. Programs like the Auxiliary and Meals on Wheels would not be able to carry out the very much needed services they provide without the countless hours given by our wonderful volunteers.

I would like to thank all of our Community Partners including the Chatham-Kent Hospice, St Andrew's Terrace and St. Andrew's Church. These relationships allow us to share our strengths, making each individual organization stronger. Because of relationships like these, we are looked upon by other communities as an example of what successful partnerships can do.

And lastly, I would like to thank all of the Board Members and Community Members who have dedicated their time and skills to help St Andrews continue to enrich the lives of seniors in Chatham-Kent. A special thank you to the Committee Chairs for their added service. I am happy to report that all current members will be back on the Board next year, and we are excited to welcome three new members.

Although we were not able to meet in person for most of this year, the Board was able to successfully complete all of our required tasks. As well, each of our committees have done a great job in each of their areas of expertise. Our Finance Committee continues to manage the budget, evaluate financial risks, and keep the Residence in a strong financial situation. Our Governance Committee has kept us up with all policies and procedure and has also done excellent job with Board succession planning. Our Programs and Partnerships committee are always

looking for ways to improve our existing partnerships and are committed to look for new opportunities to benefit both the Residence and our community.

Some of our Board accomplishments this year include:

- Monitoring the progress of our Strategic Plan
- The purchase of a van for the residence
- The development of a new Project Manager role which has already resulted in exciting opportunities
- Changes to our risk monitoring process
- Continuing leadership from our ED on the local Ontario Health Team steering committee
- Initial Planning for future development.

Hopefully, we are nearing the end of the pandemic and we will be to resume business as usual soon. I know I speak on behalf of all the Board Members when I say how proud we are to be part of this organization and we look forward to continuing to make St Andrew's the best retirement home in Chatham-Kent.

Thank You,
Darrin Utley

Message from the St. Andrew's Residence Executive Director, Jessica Smith

Although the 2020-21 year was a year full of challenges and uncertainty, it's been wonderful to reflect and review the accomplishments and successes over the past fiscal year and appreciate the silver linings of a rollercoaster year.

Looking back at the last year gives me goosebumps, brings a lump to my throat and tears to my eyes - when I think about the hard things we've been through as well as all of the wonderful things that the pandemic brought to us that we never imagined before.

2020 was supposed to be the year we celebrated 50 years of caring for our community at St. Andrew's Residence. And although the big party will have to wait for now, we did our best to recognize this significant milestone through our new quarterly newsletter and print advertisements in the community where we told the story of St. Andrew's Residence through the years.

During the 20-21 year, we continued to build on the strategic priorities and working towards our Mission of enriching the lives of seniors in Chatham-Kent. We 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.

- This year we welcomed Lisa DeRaadt to our team, as our Resident Care Manager Hope Mugridge welcomed a new baby boy to her family in November. Lisa has done an excellent job stepping in to a critical role at a critical time and hardly missing a beat!
- We officially became a signatory member of the Chatham-Kent Ontario Health Team in April, along with 14 other local partners. The strong trusting relationships that have blossomed through the OHT have been tested through the pandemic and helped us at St. Andrew's to weather the storm as well as give opportunities to lean into our strengths and support others.
- We were successful in several grant applications this year – expanding our ability to support our residents and clients in ways that would have otherwise not been possible. Several food security grants allowed our Meals on Wheels program to subsidize meals for isolated clients, replace equipment and provide food hampers for our clients as well as for partner

agencies such as Dresden MOW, Community Living, the Alzheimer Society and the Victoria Ave Food Program.

- We served over 30% more clients in 20-21 than we have in any year before. With great thanks to our dedicated Meals on Wheels staff and volunteers (some longstanding and many new), our MOW program has not missed a single day of delivery during the pandemic.
- This year we also saw changes in our Programs Department. Julie completely redesigned programming for the residents (more than once!) to ensure they had the best opportunities for recreation and socialization all within precautionary guidelines.

This year we also welcomed Keely, Clancy and Ashley to support residents in precautionary isolation as well as our visitor programs, each embracing this new and evolving role with a cheerful and caring approach.

- We rounded out the year with the positive news of a Trillium Foundation Resiliency Grant, allowing us the resources to rebuild our volunteer and St. Andrew's Foundation programs to ensure a strong recovery from the pandemic and for years in the future.
- Last but certainly not least, we survived an entire year of a global pandemic without a single case of covid in our home. And we didn't just survive – we thrived. Information, directives and precautionary measures were changing so fast our inboxes couldn't keep up. But we pulled together as a team and did what was needed to keep our residents, clients, staff and volunteers safe. Everyone did their part and for that I couldn't be more grateful.

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

Thank you to all of our hardworking volunteers and auxiliary members, for your endless caring and kindness towards our residents and clients.

Thank you to Lynn, Darrin and all the members of our Board of Directors for your dedication to our cause. Although our volunteers and board members were unable to be on site on the Residence most of the year, you remained our greatest support and cheerleaders. Thank you.

To each and every one of the St. Andrew's staff - I am proud to be part of such a caring, talented and passionate team. The successes of the last year would not have been possible without this amazing group and that goes across all roles and all

departments. Your caring and dedication to our residents and clients has been unwavering and my greatest thanks to all of you.

I look forward to a safe and prosperous 21-22 year

Message from the St. Andrew's Residence Finance Committee Chair, Les Herman

Hello my name is Les Herman, Treasurer of the Board of Directors for St Andrew's Residence. This is my second 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 bi-monthly 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 Investments
7. Reviewing and updating any policies and procedures that are relate to finance areas of the organization

This year has been especially challenging for us all at St Andrews, but I'm happy to report that the Residence continues to be in strong financial shape.

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 look forward to working with them next year.

**Message from the St. Andrew's Residence
Community Programs and Partnerships Committee Chair
Judith Lacina**

Members: Judith Lacina (Chair), Kelly-Anne Appleton, Greg Simpson
Betty Manso, Linda Reiger, (Community Members)
Lynn McGeachy Schultz, Darrin Utley (as of Feb. 2021) - Ex-Officio

This past term has been one of significant transition for our committee. The Community, Programs and Partnership Committee (CPPC) is a new standing Committee that grew from the previous Quality Care and Community Programs Committee (QCCP).

In October 2020, a recommendation was made that Quality Improvement initiatives would be reported by St. Andrew's senior administration team directly to the Board as a whole. Other responsibilities, previously under the QCCP committee, such as monitoring of the quality indicators reported on the Balanced Score Card were transitioned to the Finance committee. Risk responsibilities for 2020-2021 were identified by each of the Standing committees, and an overall Risk Management Plan framework was developed by the Board in January 2021. As a result of this change, CPPC will focus on Programs and Services, Volunteer resources, Student Placement experiences, and Community partnerships, both current and future considerations.

Overview:

- New terms of reference were created by the Committee and approved by the Board.
- Draft workplan was developed – feedback will result in some timeline changes in the coming year.
- Meals on Wheels - client and volunteer's satisfaction surveys were reviewed and reported to the Board. Results continue to be very positive; Covid restrictions were implemented and safe alternative processes were developed by staff with strong support from both clients and volunteers.
- Resident Satisfaction survey results were reviewed and reported to the Board. Satisfaction remains strong despite the many disruptions caused by

pandemic and resulting restrictions. Feedback is to be shared with staff. Evidence of follow-up of resident concerns and problem solving is reported to the committee and subsequently shared with the Board.

- Volunteer resources and opportunities are increasing as Covid 19 restrictions ease. Work to support recruitment, needs, skills matrix and evaluate satisfaction is in progress with support from the Committee.
- Student Satisfaction Surveys are in development with recommendations from the Committee.
- Current community partnerships were reviewed with a recommendation made by the Committee for inclusion in the Board Member orientation package.
- A Partnership Evaluation tool is in development to establish criteria and assist board decision making about potential new partnerships collaborations and alliances.
- Review of program and services inventory is in progress with many successes despite pandemic impact. The Committee will continue to seek references and resources to inform us about trends in seniors care and to forecast future needs and opportunities.
- Ongoing evaluation of effectiveness and efficiency of all STAR programs

The Community, Programs and Partnerships Committee looks forward to further refinement of our workplan and enhanced opportunities to support St. Andrews Residence Strategic Plan.

**Message from the St. Andrew's Residence
Governance Committee, Devon Hansen**

The 2020-2021 year was a productive one for the Governance Committee. We conducted business via both in-person meetings when permitted and virtual meetings via Zoom. The Governance Committee as part of its mandate, ensures that we continue to fulfill our legal and functional responsibilities. We continued to review and revise STAR policies that were up for review and all other related documents related to our strategic plan and general governance business. We want to thank outgoing member Lynn McGeachy-Schultz for her support on the committee as well as on the board. We wish her well as she shifts to new responsibilities with the Foundation. Over the past year we looked more closely at succession planning and recruitment. We are excited to welcome Jann Wickett, Cindy Waddick, and Sharon Chapple to the board and look forward to utilizing their gifts and skills. Once again, we want to also thank Jessica, Christine, and Lisa for their expertise and guidance this past year.

**Message from the St. Andrew's Residence
Auxiliary Chair, Linda Rieger**

Prayer:

Loving God:

Accept our gratitude for bringing us this new day.

We thank you for your Blessings of Life, Family & Friends.

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

This past year has been difficult for the staff, the residents and the volunteers. We pray that 2021 will bring us back together with good health and a spirit of joy and enthusiasm.

May the Peace of Christ be with each of us today and always.

I ask this in Jesus Name. Amen

In 2020 our Auxiliary executive consisted of Linda Rieger as President, Ann LaPointe as Secretary and Lynda Williams as Treasurer. Thank you to Ann and Lynda for their willingness to stay on and work with me on our committee. Their dedication makes my job so much easier and it is my honour to serve as president and work and have fun with all the Auxiliary ladies.

In September 2021 we will celebrate 50 years of service to the St. Andrew's Residence.

I am proud of each of our members and would like to introduce them to you.

Mary & Eileen have 4 years of service, Susan & Bonnie have 5 years, Olivia and Judy have 6 years, Betty & Penny have 9 years, Lynda has 10 years, Harriet has 12 years, Sue & Lena have 13 years, Jean and Linda have 14 years, Kay & Gale have 16 years, Pat, Rada & Donna have 19 years, Marguerite has 21 years, Norma has 23 years, Betty & Ann have 24 years, Phyllis & Dorothy have 38 years and Jane Smith has 46 years. Jane was past president for 12 years. A special shout out to Dorothy Chapple who has served for 50 years and will be celebrating her 102nd birthday on July 2nd of this year. She is so full of life and still likes to come out to meetings when possible.

On a sad note Jean McCracken passed away on April 13th, 2020 and will now be one of our Auxiliary Angels in heaven. Jean was beautiful inside and out and will be missed.

Because of Covid-19 our last day to serve the residents at a Birthday Party was February 20th, 2020. We all miss volunteering but the staff is doing an excellent job keeping everyone healthy and happy. Love the smiles when the residents show off their crafts on Facebook.

Norma Gardiner, one of our Auxiliary ladies for 23 years and a resident of St. Andrew's, delivers a personal card to the residents, on the actual date of their birthday. I am thankful for Norma's help. She is a treasure.

I would like to thank Jessica Smith & Mindy Jenner for keeping me informed on what is happening at the Residence this past year.

On behalf of the Auxiliary I would like to thank the Board for inviting me to this Zoom Annual meeting.

May God grant St. Andrew's Residence a prosperous and rewarding 2021.