



**St. Andrew's Residence, Chatham  
Annual Report for the Annual General Meeting  
Katheryn Clements Hall  
Monday, June 22, 2015 - 4:00pm**

**2014-2015 BOARD OF DIRECTORS**

KEVIN BOWERS	STEPHEN BRENT	KELLEY DOYLE
FAYE GEDDES	JUDITH HOUSTON	DOUG JACKSON
CLARENCE LEISTRA	JANET McGUIGAN KELLY	BEV SHREVE
JAMES SNYDER		

**2014-2015 EXECUTIVE**

President: Kelley Doyle	Vice President: Doug Jackson
Treasurer: Stephen Brent	Past President: Faye Geddes
Secretary: Bev Shreve	

**2014-2015 COMMITTEE CHAIRS**

Finance Committee	Steve Brent
Governance Committee	James Snyder
Community Programs	Doug Jackson
Quality and Human Risk	Judith Houston
Nominating Committee	Faye Geddes

**2015-2015 STAFF**

Executive Director	Jessica Smith	Director of Development	Jodi Maroney
Director of Operations	Kate Moerman	Director of Administration	Christine Elliott
Human Resources	Ashley Parker	Finance Manager	Karen Travis
Generalist			
Director of Care	Linda Slemensky	Community Programs Coordinator	Steven Reinhardus
Executive Assistant	Irene Spisar	Community & Client Relations Manager	Melissa Parker
Administrative Assistant	Ina Beintema	Programs Coordinator	Melinda Jenner
Maintenance Supervisor	Barry Elgie	Age Friendly, Plan Project Coordinator	Devin Andrews

## **Message from St. Andrew's Residence President of the Board of Directors**

It has been an exciting year for St. Andrew's Residence (STAR) and certainly a year of transition. We have had many opportunities to learn and grow as an organization:

- We began work on our new strategic plan to help provide our staff, residents, families and system partners with the vision of St. Andrew's for the future.
- We recruited a new Executive Director (ED) and now an interim ED for the next year.
- St. Andrew's Residence took a lead role in the development of the Age Friendly Chatham-Kent report, written and presented by Devin Andrews.
- We further developed the programs St. Andrew's has been providing for a number of years, such as Meals on Wheels, and Seniors Day Out.
- We developed a new relationship with Chatham Kent Hospice and have developed a new Committee structure to promote open communication between the two Boards sharing the Executive Director and some administrative roles between the two organizations.
- We have promoted more open communications between the STAR Board and St. Andrew's Terrace, by having two (2) STAR Board members as members of the St. Andrew's Terrace Board.
- We successfully have completed our first application for the accreditation process with Imagine Canada
- We have further developed the Committees of the Board by growing our compliment of community members at each Committee.
- We have reviewed our Committee structure and made revisions were appropriate to ensure we are meeting the needs of STAR, while respecting the volunteer time of our members.
- We have continued to have a very successful Auxiliary, whose volunteers provide hundreds of hours to support the programs of STAR.

I am confident STAR will continue to be responsive to the changing needs of our community in the coming years and we attribute this success to the dedication of our Board members, volunteers, staff, residents and system partners.

I have enjoyed the opportunity to be a volunteer with STAR and will support our incoming Chair for the coming year.

Sincerely,  
Kelley Doyle  
Chair 2014/2015

## **Message from St. Andrew's Residence Executive Director**

It is truly a pleasure to have the opportunity to work with an incredible organization such as St Andrews Residence (STAR). Over the last couple of months there have been many learnings for me. The biggest of these has been that when you are joining a solid foundation with an amazing, driven team, everything seems to fall into place. As I have been compiling this report, I have been in constant awe at the amount that this organization has achieved over the last year. And while we work to move the strategic plan forward, it is my pleasure to link this past year's successes to the four strategic pillars: people, residents, community partnerships and quality and innovation.

### **People:**

Our people are the backbone of this organization. And although this past year has seen areas of change, these changes have ultimately enhanced our growth, stability and sustainability. From the appointment of a well-designed leadership team, to negotiations with both of our unions (CLAC and ONA), as well as a solid employee training program implemented to keep employees up to date on legislation and best practices, the future of STAR is looking bright.

Thank you to our 39 volunteers who have contributed more than 1007 hours this year. And congratulations to our 3 volunteers who have celebrated 15 years of continuous service with us as part of the Ladies Auxiliary. Your dedication is admirable.

### **Residents**

While census numbers have increased from approximately 78% to 97%, STAR has still continued to have a successful Restorative program as well. To date, we have had more than 100 residents come in for that program. STAR has really risen the bar to ensure that we are engaging residents as well. Efforts have even been made to provide individualized programming and activities in accordance to resident's wants and needs.

Clinically, STAR has continued to be exceptional as well. With Dr Chandrasena's first full term under her belt as medical director, she can proudly say, that no residents have been transferred into long term care facilities nor have they transferred into other retirement residences in the community in her time here. Also, through our RHRA Annual inspection held recently, there were no major findings. Well done team!

### **Community Partnerships**

With all of the wonderful things that STAR is doing inside its doors, the work that is being done to cultivate relationships outside of these walls is equally amazing. Not only do we invite approximately 20 community groups to come in and use our meeting rooms on a regular basis, but we have also grown our Seniors Day Out participation by a dozen members and our Meals on Wheels program has welcomed 190 new people this year! Incredible!

STAR also continues to strengthen its partnership with Chatham-Kent Hospice as there have been opportunities for shared resources for both organizations. Furthermore, the CK Hospice project has both increased our ability to profile STAR as well as reestablish our STAR Foundation due to the experience and expertise gained with our link to the CK Hospice project.

### **Quality and Innovation**

With a mission to “provide services that maintain and increase quality of life for seniors living in Chatham Kent”, quality and innovation is vital. This year has seen many tangible and intangible quality improvements. Over the past months we have seen the sprinkler systems be installed so that our building meets fire code, but what is not as apparent is the safety mechanisms put in place that we cannot see. Kudos to the Joint Health and Safety Committee who has updated STAR’s systems to ensure that we are not only compliant, but that we meeting best practices and standards set out. We even completed the bi-annual full building evacuation!

It is with all of these initiatives that I can see why STAR has been given the Reader’s Choice Award for “Best Senior’s Care Provider” for the 2<sup>nd</sup> year in a row.

### **Thank you!**

What an amazing year! Thank you to the Board of St. Andrew’s Residence; you volunteer your time and expertise to help move this organization forward and it is greatly appreciated. To our staff and volunteers; thank you for running the show! I have had the pleasure of highlighting all of the amazing things that you have done this year, but they would not have succeeded without your hard work and dedication to making STAR a success. I saw your passion for this organization within days of being of being a part of it and I look forward to what the next year will hold.

Before I step down, I want to congratulate and thank Faye Geddes for 15 years on the STAR board of directors! Over the last few months I have heard you share many stories of your time with STAR. You truly are an inspiration to the next generation of leaders who have had the opportunity to work with you. Thank you again.

Delynn Miller,  
Interim Executive Director

**Message from St. Andrew's Residence  
Medical Director**

Report to the Board of St Andrew's Residence from the Medical Director. June 22, 2015

It gives me great pleasure to be representing the residents of St. Andrew's for the first time as their medical director. I have come into this position as of October 2014, prior to this residents were under the care of Dr. Brian Gamble, who had the opportunity of providing great care until his retirement, we thank him for his dedication as medical director for over 30 years at St. Andrews Residence.

There are currently 68 residents at the home and 23 of those are under my direct care, in addition we have had 1 resident from the Terrace join as part of St. Andrews Residence care this year. Since my arrival as medical director, I can proudly say, no residents were transferred into long term care facilities and no residents have transferred into other retirement residences in the community. Our average age is approximately 89 years compared with 87 last report.

We experienced an Influenza A outbreak the beginning of 2015 despite the fact that approximately 91% of residents and staff received the influenza vaccine or Tamiflu antiviral medication at the beginning of the 2014 fall season. In addition there was 1 case of parainfluenza which is less virulent. There is a strong will to prevent and protect the residents from influenza as it is one of the more serious illnesses in the elderly.

The active exercise programs in the Residence keeps people mobile and independent and I encourage as much of this activity as is possible.

St. Andrew's Residence continues to provide superior health care and is among the best facilities in the community. I offer special thanks to the Nursing and Health care staff for their dedication to the health and well-being of the residents.

Respectfully submitted

Samantha Chandrasena BHsc, MD, CCFP  
Medical Director, St. Andrew's Residence

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

Prayer:

*Loving God, Today I have the honour of thanking you for showering each of us with the Blessings of Life, Family and Friends. Please look around this room and see the Goodness and the Wisdom you have planted into each one of us and know that we have used your gifts wisely. Please walk with us as we continue to do your work by helping others and asking for nothing in return. Remind us that we never walk alone and you are always there to pick us up if we fall. This I ask in Jesus Name. Amen*

In 2014 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 2015 we will celebrate 44 years of service to the St. Andrew's Residence.

The Auxiliary has a membership of 29 ladies. 5 members have served the auxiliary for 1 to 5 years. 5 members from 5 to 10 years, 12 members from 10 to 20 years, 3 members from 20-30 years. 1 member, Jane Smith has served for 40 years and was President for 12 years. Jane says I can't divulge her age and she sits behind me in Church so I had better be good. 3 members have served for 44 years in September. Dorothy Chapple who is 90 plus and helped sell bake goods at our Strawberry Social, Marg Tewkesbury who is also 90 plus and Gwen Taylor who just turned 101 in March and still bakes and drives her donations to the residence. All of these ladies are an inspiration to me and I hope to all of you.

This past year we lost three of our special members, Gladys Clark, Joan O'Sullivan and Betty Liberty. I say special, as all of the women in the auxiliary are special to me. Each one of my ladies gives her time freely and never asks for anything in return.

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.

Monies earned at these events are used to help, where needed at the residence.

This past year the Auxiliary has donated \$1,000.00 to the Chatham Kent hospice as well as purchasing an activity cart for the residents at a cost of \$571.64. This cart will be stocked with games, cards, books and treats etc. and will be taken to the rooms of the residents who cannot get out and about as much as they would like to. The auxiliary also paid \$4,802.50 to have two handicap door openers installed at the Church Street entrance and the door leading out to the courtyard near the dining area.

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. Norma Gardiner, one of our auxiliary ladies delivers the cards personally to the person celebrating on the actual date of their birthday. The residents seem to like getting their card on the actual day as in the past the cards were handed out at the monthly Birthday Parties. Our members also help with the day away programs, work in the tuck shop, help with the monthly bingos and the treat cart, and supply transportation for any day trips that are planned.

I would like to recognize and thank Jessica Smith, Melissa Parker, Mindy Jenner, Emily Guerin and Melanie Watson 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 2015.