



**St. Andrew's Residence, Chatham
Annual Report for the Annual General Meeting
McGeachy Auditorium
June 24, 2019**

2018-2019 BOARD OF DIRECTORS

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

2018-2019 EXECUTIVE

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

2018-2019 COMMITTEE CHAIRS

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

2018-2019 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	Lucas Roe	Admin Assistant	Lisa Gales
Admin Assistant	Kathryn Plante	Finance Assistant	Diane Caughy
MOW & Volunteer Coordinator	Melissa Bishop		

St. Andrew's Residence Annual General Meeting

Executive Director Report

June 24/2019

Good Evening everyone. It's my pleasure to provide an update and review tonight on behalf of the St. Andrew's Residence organization. I really enjoy this opportunity to slow down every year and reflect on our accomplishments. And although the 2018-19 year wasn't without its challenges, it has also been a year full of positivity and growth.

On the challenging side, we experienced some lower than average occupancy rates throughout the year, struggled to keep our client numbers for our community programs strong and experienced great transformation in the external environment with the change in Government and the merging of Community Care Access Centre with the Local Health Integration Network, and most recently, the newly announced Ontario Health.

St. Andrew's Residence has once again risen to the challenge and we are back on track to make St Andrew's a great place to live, work and volunteer.

We have signed our Memorandum of Understanding with the LHIN for our Restorative Care program as well as our Multi Sector Accountability Agreement for both funded community support services Meals on Wheels and Senior's Day Out.

This year we continued with some significant building improvements by finishing our 4 year window replacement project, completing repairs to

the parking lot along the north side of the building and replacing the building Chiller with new, energy efficient equipment.

Once again we achieved our Imagine Canada accreditation with no exceptions noted, and our resident occupancy rates are back well above target. We gained significant attention in the community (and beyond!) for our Positivity Day music video, and our relationships with close partners like St. Andrew's Terrace and Chatham-Kent Hospice remain positive.

During the 2018-19 year, significant time and effort was spent by staff and board members creating a new strategic plan for our organization.

A big thank you to all of you who participated in the process, and a special thank you to Aileen Murray of Mellor Murray Consulting for her leadership throughout all stages of our plan development including: an environmental scan which included surveys & focus groups; providing data on national, provincial and local programs; engaging and productive board retreats; and finally, written documents of our plan including refreshed Mission, Vision and value statements.

The strategic plan provides direction to the St Andrew's Residence Board and staff for the next three years and I'm excited to see this work unfold. We've provided a copy of the Mission, Vision and Values for everyone in their meeting package, and I'd like to take this opportunity to review the strategic priorities and the work that has already been underway in these areas.

#1 Exceptional Resident and Participant Experience. We will support the health and happiness of residents and program participants with the appropriate services and amenities.

Over the 2018-19 year,

- Occupancy rates have resulted in an 86% overall average year. Occupancy was lower than budgeted for several months, but the staff team worked hard to attract new residents and this resulted in higher than budgeted occupancy before the end of fiscal year.
- Introduction of a new House Physician, Dr. Ian McLean. Residents are pleased with Dr. McLean's care and appreciate his visits to the home every Tuesday and Friday.
- Introduction of a new pharmacy service provider, Silver Fox, resulting in lower monthly fees for residents and improved customer service.
- Implementation of the Point Click Care and Point of Care electronic resident charting system has improved record keeping and continuity of care for our residents
- Recruitment of a new hairdresser has resulted in enhanced services, improved hours and increased resident satisfaction.
- Numerous high quality special events were designed and offered for our residents and well attended
- We've maintained membership with the Ontario Retirement Communities Association and several staff members attended their regional workshops throughout the year

#2 To be a great place to work and volunteer. We will create a work culture and environment that attracts, develops and retains extraordinary employees and volunteers.

- This year, significant time and resources dedicated to staff training above and beyond legislative requirements – highlights include: Gentle Persuasive Approach; Working at Heights; SALT training (Safety, Ambulating, Lifting & Transferring); Health & Safety Certification; Infection Control education; Fundamentals of Palliative Care; Mental Health Training; Restorative Care Workshop
- We recruited for a dedicated Human Resources Generalist position. Sarah Baute joined our organization last September and has been a great asset to our team.
- St. Andrew's held a highly successful Job Fair in the Fall as part of our efforts to recruit for health care staff.
- We've established a formal Attendance Management Program
- We recognized Employee Years of Service with awards, including a special party and recognition of a 30 year employee, Ina Beintema who retired in August.
- Volunteer appreciation events were well attended – Christmas Jingle Mingle and our spring event at the Links of Kent
- And We continue to maintain positive relations with both the ONA and CLAC bargaining units

#3 Operational Excellence We will establish a culture of continuous improvement through innovation, leadership, efficiency and financial management.

- With the guidance of the Quality & Community Programs Committee, our Risk management plan was finalized and approved by the Board

- Improvements were made to Quality Scorecard and focus on continuous improvement was enhanced
- With the support of the Finance Committee, our Annual Operating Budget & Capital Budget were completed on schedule
- Also, under the review of the Finance Committee we submitted our 3 year CAPS budget which was in turn approved by the ESC LHIN
- With the resignation of auditor Christine Muckle, we undertook the RFP process for auditing services, with the oversight of our Treasurer Darrin Utley, and we were pleased to welcome aboard Lori Phillips and her Baker Tilly CK, LLP team

#4 Targeted Service Delivery We will establish resident and program delivery guidelines.

- Senior's Day Out continues to struggle with meeting attendance day targets, but increases in client attendance have been seen this year, compared to previous year.
- Significant efforts made to improve awareness of the program and implement program changes to attract and retain clients including many small group presentations, building relationships with CKHA and FHTs, attending senior fairs and we are seeing the results of this outreach as we had 8 new client registrations in 1 month alone!
- In collaboration with our Ladies Auxiliary volunteers, we've enjoyed planning and hosting numerous special events for residents and families with highlights including: Car Show, Strawberry Social, Halloween Party, Christmas Brunch, Titanic Tea, Night on the Town, Mother's Day Brunch, Memorial service

As we look forward to the year ahead, it's with great excitement as we will be celebrating 50 years of business. We're grateful to the dedicated volunteers that 50 years ago inspired the vision for what St. Andrew's Residence could be. A home where seniors would enjoy an exceptional quality of life and well-being and we are proud to continue in that vision today and into the future.

In closing, 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, I 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 my fellow staff members, I am proud to be working alongside you; your dedication, passion, talents and commitment inspires me every single day. You never forget the heart of what we do together as we seek to enrich the lives of seniors in Chatham-Kent. Thank you.

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 third year serving as the Chair of the Finance Committee.

- 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 bi-monthly basis, where we are tasked with several responsibilities to complete 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
- Capital projects completed included:
 1. completion of new windows throughout the residence
 2. a new chiller
 3. roof safety improvements
 4. parking lot improvementsNext year our main capital project will be to replace the east elevator
- 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 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.

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

Prayer:

Loving God, You have showered us with so many Blessings and we thank you. 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. 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 2018 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 2019 we will celebrate 48 years of service to the St. Andrew's Residence.

The Auxiliary has a membership of 27 ladies. Jane Smith has served for 43 years and was President for 12 years. I have been president now for 10 years so I am catching up to you Jane! Dorothy Chapple & Marg Tewkesbury are two of the original members who started with the Auxiliary 48 years ago. Dorothy will be celebrating her 100th birthday in July of this year 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 was one of the original members too and just passed away this past April, so now she is an Auxiliary angel, and keeps an eye on us from above. 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 \$1,257.00. In September we earned \$772.60 for a Bake Sale that we held instead of a yard sale. Thanks to the kitchen & all the staff who donated yummy bake goods to our sale. Together we make a difference. Monies earned at these events are used to help, where needed at the residence.

In December 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 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 volunteer when needed at other events.

I would like to thank Jessica Smith, Mindy Jenner and Lucas Roe 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 2019.