



Active Living • Professional Care

**St. Andrew's Residence, Chatham
Annual Report for the Annual General Meeting
ZOOM
June 27, 2022**

2021-2022 BOARD OF DIRECTORS

CINDY WADDICK	DEVON HANSEN	JUDITH LACINA
JANN WICKETT	DARRIN UTLEY	LES HERMAN
SHARON CHAPPLE	GREG SIMPSON	KELLY-ANNE APPLETON

2021-2022 EXECUTIVE

President: Darrin Utley	Vice President: Judith Lacina
Treasurer: Les Herman	Secretary: Greg Simpson
Past President: Vacant	

2021-2022 COMMITTEE CHAIRS

Finance Committee	Les Herman
Governance Committee	Devon Hansen
Community, Programs and Partnerships	Judith Lacina

2021-2022 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	Admin Assistant	Lisa Gales
Volunteer and Community Services Coordinator	Barb Noorenberghe	Finance Assistant	Diane Caughy
Reception	Lynda Sullivan		

2021-2022 St Andrew's Residence AGM
Chair Report by Darrin Utley

It is my privilege to present the Chair's report at the 2021-2022 Annual General Meeting for St Andrew's Residence.

I would like to begin by thanking all the staff of St Andrew's Residence for providing amazing support to our residents. Keeping everyone safe and happy during such a challenging time has not been easy but you have all stepped up, worked together, and got the job done. We thank you for your hard work and dedication.

I would specifically like to thank Senior Management who work closely with the Board. Christine Elliott, Lisa Gales, Mindy Jenner, and others – thank you for keeping us on track to ensure the Board meets all of our obligations.

I would like to thank our Executive Director, Jessica Smith who has always shown steady leadership but particularly so during the recent health care crisis. We appreciate your hard work and dedication to St. Andrews', - and we congratulate you on the recent addition to your family.

I would also like to recognize Glen Norton who is our Interim Executive Director. Glen has only recently started with St Andrew's but is already doing a great job in taking on this role. I would like to extend a special thank you to the Interim ED hiring committee that we put together, which also included Margaret Anderson, the Hospice Chair. You did a great job finding the right person for the job. And again - best of luck Glen.

I would like to thank all of our volunteers that have chosen St Andrew's as the place to donate their time. Programs like the Auxiliary and Meals on Wheels would not be able to carry out the important services they provide without the time generously given by our wonderful volunteers.

I would like to thank our community partners, St Andrew's Church, St Andrew's Terrace, and the Chatham-Kent Hospice. We are more than just neighbours and shared services – we are compliments to each other – and are we are looked upon as an example of successful partnerships to other communities.

Lastly, I would like to thank all the Board Members and the Community Members, who have dedicated their time to help St Andrew's enrich the lives of seniors in Chatham-Kent. A special thank you to the committee chairs for their added service. This year we say goodbye to retiring members, Les Herman, Devon Hanson and Betty Manso. We very much appreciate the time and effort you have given to St Andrew's.

As the pandemic slowed down over the past year, we chose to continue to meet virtually for our Board and Committee meetings. Although this was not anyone's preferred choice, it did not stop us from

completing all of our required tasks as well as taking on new exciting projects. I would now like to take a moment to highlight some of our successes.

I will start with the Foundation. In the past, our Foundation was very integral in providing the Residence with much needed financial support for both the resident day to day needs and large capital projects. In recent years however, as St Andrew's has become busy, - growing both inside our walls and outside in the community - the Foundation has not been able to be as active as it was in the past. We are now focused on changing this. With the help of Lynn McGeachy, who has been named the Executive Director of the Foundation (along with Foundation Board Chair Barry Fraser) , we have begun to revitalize this important piece of St Andrew's that has so much potential. With St Andrew's being in a great fiscal position, it was decided to move our reserves over to the Foundation to be properly invested for the future use of the Residence. As well, existing and new Foundation members are currently working on new plans that will further rejuvenate this important piece of St Andrew's Residence. Thank you, Lynn, for your leadership with the Foundation.

Meals on Wheels continues to be a very important program that we are proud to offer through St Andrew's. Over the past year, our Meals on Wheels clients have increased allowing us to help even more members of the community. Seniors Day out remains challenging based on the pandemic, but staff has done a great job in doing their best to keep these clients connected. This year we were notified that our funding for the Restorative Program was ending. This program was very beneficial to the community and although it is ending, this change will allow St Andrew's to provide more long-term beds for our residents.

St Andrew's was able to apply for and receive several grants this year. In total we received close to half a million dollars from various community and government sources. These funds have been used for equipment for the Residence, extra staffing throughout the pandemic, Meals on Wheels support – including our truck and to assist in our upcoming kitchen renovation. We are very appreciative for these generous grants.

Ontario Health Teams across the province have continued to develop, despite an initial slow down due to Covid. Our local OHT team has been progressing well and Jessica Smith (with Glen Norton currently filling in) continue to be much valued members of the steering committee as this large project develops.

Other noteworthy items to mention from the last year include the fact that covid outbreaks were very low and handled very professionally. St. Andrew's has maintained a very high occupancy level throughout the year, helping our financial position has remained strong. As mentioned, we are about to undertake a large kitchen renovation. This project will create some short-term logistics challenges, but the result will benefit the residence for years to come.

It was another very successful year for St Andrew's.

In closing, I would like to thank all of you for allowing me to be the Board Chair over the past two years. I have really enjoyed being a part of St Andrew's history and working with each of you. I welcome Judith

Lacina as the new incoming Chair and wish all the existing and new Board members much success in the upcoming year.

Thank You,
Darrin Utley,
Board Chair

St. Andrew's Residence, Chatham

Governance Report,

June 15, 2022

The 2021-2022 year was a productive one for the Governance Committee. We conducted business via 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. Over the past year we looked more closely at succession planning and recruitment. We are excited to welcome Deb Crawford, Jeff McGivern, Daryn Trainor, and Colin Bell to the board and look forward to utilizing their gifts and skills. We want to thank Jessica, Christine, and Lisa for their expertise and guidance this past year with all Governance Committee matters. As this is my last year on the board, I want to thank everyone (both staff and fellow board members) for their support these past 6 years, it has been a great experience.

Respectfully submitted by:
Chair of the Governance Committee
Devon Hansen

St Andrew's Residence

AGM Finance Committee Report
June 27th, 2022

Hello everyone, my name is Les Herman and I'm the Treasurer of the Board of Directors for St Andrew's Residence. This is my third year serving as the Chair of the Finance Committee.

We were fortunate to have a strong committee this year consisting of fellow Board Members Darrin Utley and for a time Jacob Rowe, as well as our long serving Community Member Jamey Campbell and Kevin Mills. Thank you for your support gentlemen.

The Finance Committee meets on a bi-monthly basis where we are tasked with several responsibilities to be 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 upcoming Capital Projects, as well as looking at the best ways to finance them
4. Reviewing and updating any policies and procedures that are related to finance areas of the organization
5. Reviewing the Auditor's Report

The last couple of years have been especially challenging for everyone here at St Andrews, but I'm happy to report that the Residence continues to be in strong financial shape.

I would like to extend a sincere thank you to Jessica Smith, Glen Norton and all of the administration staff for their ongoing support, in particular Lisa Gales and Christine Elliott who both provide a tremendous amount of assistance to our committee throughout the year.

This AGM is my last as a Board Member and I'd like to say it's been an honour and a privilege to have served the Residence in some small way. Good luck everyone as you move forward.

Respectfully submitted by:
Chair of the Finance Committee
Less Herman

Community Programs and Partnerships Committee

Annual Report June 2022

Members: Judith Lacina, Kelly-Anne Appleton, Sharon Chapple, Cindy Waddick
Betty Manso, Linda Reiger, (Community Members)
Darrin Utley (Board Chair - Ex-Officio)
Lynn McGeachy Schultz (Executive Director, St. Andrew's Residence Foundation - Ex-Officio)

This past year has been one of growth and development as we welcomed new Board Members, Sharon Chapple and Cindy Waddick to the committee and we became more familiar with our new terms of reference and refined the workplan. The focus of our committee is to

1. monitor trends in Senior's care,
2. monitor and evaluate programs and services,
3. assess market share and community needs,
4. review current partnerships and identify future partnerships that support STAR strategic priorities
5. support development of volunteer resources
6. advise the Board of risks and opportunities related to the committee's scope

Overview:

- **Meals on Wheels annual satisfaction surveys** from both clients and volunteers were reviewed and results were presented to the Board. Responses continue to be very positive, specifically identifying that both groups felt safe and protected with the Covid-19 precautions implemented by STAR.
- **Resident Satisfaction survey** results were reviewed and reported to the Board. On our recommendation, of the reporting format was revised to show year over year comparisons. Resident satisfaction remains strong despite the ongoing disruptions caused by a pandemic outbreak and resulting restrictions. Evidence of follow-up of resident concerns and problem solving is reported to the committee and subsequently shared with the Board.
- **Student Satisfaction Surveys** have been developed, with strong feedback from the respondents. Clinical placements and Co-op opportunities have been limited due to Covid 19.
- **Volunteer resources** and opportunities increased as Covid 19 restrictions eased. We continue to support recruitment, needs, and use of a skills matrix. The committee recommended that STAR volunteer satisfaction survey results be reported separate from Meals on Wheels. The Volunteer Recruitment and Diversity Policy was reviewed.
- **Community Partnership Evaluation** tool was developed and piloted with good feedback. Its purpose is to establish criteria and assist board decision making about potential new partnerships collaborations and alliances. The tool will be further reviewed after STAR administration has an opportunity to trial it further.
- **Programs and Services** continue to be impacted by Covid-19 restrictions. Seniors Day Out, funded through Ontario Health, remains a challenge as it currently cannot be hosted on site. We are supportive of plans to investigate a different delivery and staffing model.
- **Trends in Seniors' Care** were reviewed with updated information charting comparisons in the various levels of services and costs offered by local Long Term Care homes and other Retirement Homes in Chatham-Kent. STAR remains very competitive being the only not for profit model locally, with a strong market share evidenced by our current waiting list for admission.
- **Risk** identification specific to CPPC scope was developed. CPPC Chair and senior management are working to update the Risk Management plan, assigning scores and mitigation processes to determine priorities.

The Community, Programs and Partnerships Committee is privileged to have two community members, Linda Reiger and Betty Manso, supporting our work, and providing their expertise. We are very grateful for the many

hours contributed this past year. After many years of service, Betty will be leaving CPPC. Her clinical nursing background, and thoughtful insight have been an invaluable resource. We are very grateful and wish her well.

On behalf of our Committee, I would like to acknowledge Lisa Gales, Christine Elliott, Mindy Jenner, and Jessica Smith for tremendous support and assistance throughout this very challenging year. We look forward to the coming year under the leadership of Glen Norton.

Respectfully submitted,

Judith Lacina, Chair CPPC

**St. Andrew's Residence Auxiliary Report For 2021
Annual Meeting June 27, 2022**

Prayer:

Loving God:

We thank you for the grace you have given us to help others. Teach us to accept cheerfully that those in need still have their wisdom and experiences in life for us to share and honour with them.

Help us to make peace with yesterday and have an open mind and heart for today.

May we always see the good around us, the good in others and the good in ourselves and may our hearts be truly thankful.

Please bless those who are sick and bless those who have lost a loved one.

I ask this in Jesus Name. Amen

In 2021 our Auxiliary executive consisted of Linda Rieger as President, Ann LaPointe as Secretary and Lynda Williams as Treasurer. We had a total of 25 members. 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. I have been with the Auxiliary for 15 years and the President for 13 years and I am so proud of each and every one of our committee.

In September 2021 the Auxiliary celebrated 50 years of service to the St. Andrew's Residence. Due to Covid we were unable to get together but hope to do that in the near future.

A special shout out to Dorothy Chapple who has served for almost 51 years and will be celebrating her 103rd birthday on July 2nd of this year. She is so full of life and has the biggest heart.

In September 2021 a short training session on Covid was held and 11 ladies attended. Unfortunately we are still unable to volunteer as a group, but we will be ready when needed.

Today the monthly Birthdays are celebrated once a month on the third Tuesday. The residents who have a birthday that month are treated to a special lunch and they seem to love it. Two of our auxiliary ladies are allowed to come in and serve the lunch and share precious time. We have to come early and be tested and wear a mask and a face guard. It is worth it to see the smiles on their faces. 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.

A personal card to the residents, on the actual date of their birthday is delivered by the staff from the auxiliary. I am thankful for their help. We also donated more money to purchase more paints for the crafts they do. There is a lot of talent in the St. Andrew's family!

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 2022.

Respectfully submitted by:

Chair of the

St. Andrew's Residence Auxiliary

Linda Rieger