



Active Living • Professional Care

**St. Andrew's Residence, Chatham
Annual Report for the Annual General Meeting
Katheryn Clements Hall
June 26, 2023**

2022-2023 BOARD OF DIRECTORS

CINDY WADDICK	JEFF MCGIVERN	JUDITH LACINA
JANN WICKETT	DARRIN UTLEY	DEB CRAWFORD
SHARON CHAPPLE	GREG SIMPSON	KELLY-ANNE APPLETON
COLIN BELL	DARYN TRAINOR	

2022-2023 EXECUTIVE

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

2022-2023 COMMITTEE CHAIRS

Finance Committee	Darrin Utley
Governance Committee	Greg Simpson
Community, Programs and Partnerships	Judith Lacina/Cindy Waddick

2022-2023 MANAGEMENT STAFF

Interim Executive Director	Glen Norton	Human Resources Generalist	Sarah Baute
Director of Administration	Christine Elliott	Community & Client Relations Manager	Melinda Jenner
Finance Manager	Sheila Martin	Maintenance Supervisor	Barry Elgie
Resident Care Manager	Jaimie Abreu	Support Services Manager	Cathy Konecny
Director of Care	Jolayne Gander	Administrative Assistant	Lisa Gales
Programs Coordinator	Julie Hill/Kelly Warwick-Burke	Accounts Processing Assistant	Diane Caught
Volunteer and Community Services Coordinator	Barb Noorenberghe	Customer Service	Debbie Lowe

St. Andrews Residence Annual General Meeting

June 26, 2023

Board Chair Annual Report

I am very honoured to present the St. Andrew's Residence Board of Directors annual Chair's Report for 2022-2023.

At the Board level, and at the organization level, we have much to be proud of, successfully navigating our way through a year that could be described as one of "Transitions."

Transition within the leadership team, transition of board membership and roles, transition to new infrastructure with the kitchen renovation, transition in and out of Covid outbreaks and restrictions, transition to in-person meetings, transition to a revitalized Foundation, transition to expanded outreach programs...

This report will highlight the various milestones and achievements of this past year. I hope you will agree that our mission of Enriching the lives of senior in Chatham-Kent and our vision of Providing a home where seniors enjoy an exceptional quality of life and well-being, were successfully achieved.

Organizational Achievements

- Exceeded targeted occupancy rates with completed renovation of former restorative program suites
- Completed kitchen renovation
- Expanded Meals on Wheels program, including purchase of delivery vehicle
- Resumed Seniors Day Out program with expansion to community service delivery model and new coordinator position
- Wage compensation study completed
- Administrative roles re-aligned, including new management team positions
- Nursing study completed
- Growing participation with CKOHT
- Enhanced Call Bell system

Board Milestones

- Onboarded 4 new members
- Approved simplified Rules of Order for meetings
- Ethical Decision-Making Framework adopted
- Co-hosted Equity, Diversity, Inclusion, Justice workshop with Hospice Board and STAR Foundation Board
- Risk Management policies updated

- Transitioning to Ontario Not for Profit Corporations Act compliance requirements
- Committee chairs and board executive vacancies filled
- Resumption of in-person meetings
- Recruited a new member

Special Mentions and Thank You's

It is very clear that these accomplishments do not happen spontaneously, or in a vacuum.

To our Senior Management team, Glen Norton, Christine Elliott, and Mindy Jenner, – Thank you for your knowledge, support, leadership, and creativity. We are especially grateful for Lisa Gales' exemplary assistance to ensure Board and committee business is accurately reflected in the meeting minutes, agendas, and document packages.

To our staff – Thank you for your focus on resident care, your patience and ability to adapt to changing circumstances resulting from Covid, Kitchen reno, and staffing challenges. Families and residents consistently comment on the friendliness of all staff and how they appreciate all you do.

To our volunteers - Thank you for the gift of your time. Our programs, especially Meals on Wheels could not run without you. The work of the Auxiliary certainly enhances the enjoyment our residents experience at the various social events and celebrations. The broad range of recreational and entertainment activities supported by our volunteers are a highlight of life at St. Andrews.

To all our community partners - Thank you for your ongoing involvement with St. Andrews Residence. Strong partnerships with mutually beneficial goals make us all stronger organizations.

To our Board members – Thank you for your commitment to St. Andrew's Residence. Your willingness to participate, to advise, to share your insights, knowledge and recommendations in the important decision making to ensure the wellbeing of our residents and the organization is invaluable. Your lives are busy; we are so grateful you choose to share your time with St. Andrew's. On a personal note, I am very appreciative of the support each of you has shown me during my first year in this Chair role.

I would like to make special mention of 3 people for whom this will be their final Board meeting.

Sharon Chapple is transitioning from her current director role to become a St. Andrew's Residence Auxiliary member. Her contributions over the past 2 years to the CPPC committee and to the Board have been insightful. Sharron's knowledge and experience with Veterans, and familiarity with services offered by other retirement and long-term care organizations have been of great benefit to our Board. We are very pleased that she will be continuing her involvement with St. Andrew's with the Ladies Auxiliary.

Darrin Utley has been involved with St. Andrew's Residence for the past 10 years. He served as a community member of the Finance Committee from 2013 – 2016. He joined the Board of directors in 2016 and subsequently served as chair of the finance committee from 2016-2018, and then again in 2022-2023. He took on a leadership role in 2019-2020 in the role of vice chair and then became our Board Chair for 2021-2022. He has also served as STAR's representative on the Terrace Board, and more recently as a community member for the St. Andrew's Residence Foundation Board.

We are so very grateful for Darrin's exceptional commitment, expertise, and leadership over the past decade. He successfully led the Board through the challenges brought by Covid, senior staff vacancies and the development of the STAR Foundation executive director role. Darrin guided many important recommendations from the finance committee as we embarked on capital projects and the re-vitalization of the Foundation. Again, thank you for your important and lasting contributions.

Glen Norton has served as our interim Executive director for the past year and will be leaving us in September when Jessica Smith returns from her leave. Glen has successfully led us through a very challenging year with the major kitchen renovation, 2 Covid outbreaks, front line staff shortages, a lengthy vacancy of the finance manager position, the withdrawal of Ministry funding for the restorative program, the sad loss of Lynn McGeachy, as well as his responsibilities to the Hospice and the Terrace. His leadership skills and forward strategic thinking have been of immeasurable value. Many of the organizational achievements identified earlier in this annual report were initiated by Glen. He has contributed much to the success of our organization and we are very grateful for his outstanding commitment to St. Andrews Residence and our community partners over this past year.

Glen, we appreciate all you have done and you will be missed.

As noted at the beginning of this report, we have much to be proud of. And I am confident we have much to look forward to in the coming year as we continue to transition and grow with the development of our next strategic plan.

Respectfully submitted,

Judith Lacina

Board Chair

Community Programs and Partnerships Committee

Annual Report June 2023

Members: Judith Lacina, Kelly-Anne Appleton, Sharon Chapple, Cindy Waddick
Linda Reiger, Rose Scott (Community Members)

This past year we were happy to welcome a new Community Member, Rose Scott, to the committee.

We became more aware that our Terms of Reference continue to need adjusting in order to fulfill our purpose as 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 Satisfaction Surveys** continue to show very positive results. The number of meals continues to increase with a large volunteer base making this program a huge success.
- **Programs and Services: Seniors Day Out**, funded through Ontario Health, has been re-implemented this year now that Covid restrictions have been lifted. The expansion of the program to rural areas, such as Dresden, is a great benefit to the Chatham-Kent Community. Expectation is that Tilbury and other areas will be served in the near future. We are very excited about the possibilities that this programming offers to many in our community.
- **Resident Satisfaction Survey:** Resident satisfaction remains positive, with residents feeling safe and well-cared for. The follow-up of resident concerns and problem solving by the staff is always handled in a timely and complete manner.
- **Student Satisfaction Surveys:** Due to Covid restrictions, and the small number of student placements, we will resume these surveys in the upcoming year.
- **Risk Management:** The Risk Register was updated by the Chair and Sr. Management, was reviewed in January and was presented to the Board in February.
Quality indicators reported on the Balanced Score Card are being reviewed by CPPC on a trial basis prior to presentation to the Board. CPPC Terms of Reference will be modified depending on the outcome of the pilot.
- **Volunteer Resources:** Happily, we were finally able to acknowledge our volunteers with an in-person Volunteer Appreciation Brunch earlier in June. The turnout was excellent and enjoyed by all in attendance. The Strawberry Social, organized by the Ladies Auxiliary on June 15th, was a huge success! Many thanks to Linda and all of the volunteers who contributed to this wonderful event.

On behalf of our committee, we would like to acknowledge Lisa Gales, Christine Elliott, Mindy Jenner, and Glen Norton for tremendous support and assistance. We have appreciated the leadership that Glen has provided and wish him well in his future endeavours. We also thank Sharon Chapple for her commitment and dedication to St. Andrew's, specifically with her work on the CPPC. As she leaves the Board and changes roles, we know that we will see her continue to serve the residents of St. Andrew's in the future.

Respectfully submitted,

Cindy Waddick, Judith Lacina

Co-Chairs, CPPC

St. Andrew's Residence, Chatham
Governance Report,
June 16, 2023

As the chair of the Governance committee for the 2022-2023 year, I am pleased to submit this report of a year of change and healthy growth.

First and foremost, I would like to extend our deepest gratitude to Christine Elliot and Lisa Gales for their commitment and supportive work. Their contribution to our governance meetings is very helpful and keeps us on the right track.

It is important to note that St Andrew's Residence Board is nearing the end of our current strategic plan. In preparation for this transition, we've been engaged in discussions about the future. We are mindful that the world we live in now is quite different from the one that existed when our current Strategic Plan was created. We want to be certain that our next steps are appropriate to guide the Residence for coming years and we are dedicated to ensuring that it reflects both the needs of our residents and the ever-evolving landscape of our community.

Education played a key role this year, both during board meetings and our special education event. This provided an opportunity for our board members to learn and share knowledge, reinforcing our commitment to continual growth and improvement.

We were delighted to welcome Carol Smith onto the board. We look forward to her compassionate nature and experience in Long-Term Care as invaluable assets on the board of St. Andrew's Residence.

Feedback is a crucial part of our evolution, and I wish to express my gratitude to the board members who have provided feedback through our surveys over the past year. Your insights are vital in making informed decisions that promote the healthy evolution and strengthening of our board and its relationships.

The Governance committee, has sought to ensure that the Board continues to fulfill our legal and functional responsibilities. I am confident that this will remain true as Jann Wickett steps into the position of Chair of Governance. I am deeply honoured to be moving into the position of Vice Chair of the Board, and I am eager to continue serving this organization in this new capacity.

Navigating the past year of internal and external changes, we are grateful for the steady leadership of Glen Norton, who has been serving as Interim Executive Director during Jessica Smith's maternity leave. His work has been integral to maintaining our high standards during this time as well as envisioning the future for St. Andrew's in the emerging OHT and post-COVID world.

We are poised to move into the next chapter with an open mind, ready to face new challenges and continue to provide the utmost care to our Residents.

Thank you for your continued support and dedication to St. Andrew's Residence.

Respectfully

Greg Simpson, Governance Chair

Treasurer's Report

June 24 2023

My name is Darrin Utley, and I am proud to be the Treasurer on the Board of Directors for St Andrew's Residence. St Andrew's is fortunate to have a very strong Finance Committee. Joining me are fellow Board Members, Colin Bell, Jeff McGivern, Daryn Trainor, as well as Community Members, Jamey Campbell, and Kevin Mills. We will be saying goodbye to Community Member Kevin Mills this year. Kevin has been a valuable member of the Finance Committee for nine years, providing invaluable insight and guidance. We sincerely thank Kevin for his commitment to the Committee and wish him the best in his future endeavors.

We would like to extend a sincere thank you to our Interim Executive Director, Glen Norton who has stepped in for Jessica Smith as well as all the St Andrew's Administration staff for their ongoing support. This year we also welcomed Sheila Martin, St Andrew's new Finance Manager and we thank her for her ongoing assistance.

The Finance 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.

I am pleased to report that in addition to fulfilling these responsibilities, St Andrew's is currently in a very strong financial position.

On a personal note, this year marks my final year on the Board at St Andrew's. Reflecting on my time here, I feel immense pride for the achievements we have accomplished as a team. The most rewarding aspect of being part of the St Andrew's Board has been the friendships forged with fellow Board Members and staff. It has been an absolute pleasure working alongside everyone involved with the Board over my time at St Andrew's

I would like to extend my best wishes to all of you in your continued dedication to making St Andrew's the Retirement Home of choice for seniors in Chatham-Kent.

Thank You,
Darrin Utley
Treasurer

**St. Andrew's Residence Auxiliary Report For 2022
Annual Meeting June 26, 2023**

Prayer:

Loving God:

We thank you for today, and for the Blessings you have bestowed on each and every one of us.

Due to Covid there have been many changes in the way we take care of the residents and ourselves. Bless everyone here who has gone above & beyond and have kept St. Andrew's safe & welcoming in the community.

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 2022 our Auxiliary executive consisted of Linda Rieger as President, Ann LaPointe as Secretary and Lynda Williams as Treasurer. Thank you Ann & Lynda for all your help over the past year.

In 2022 we had a total of 25 members. Sadly we lost two of our ladies last year. Pat Durfy & Olivia O'Brien will be greatly missed. I know they have their wings and will be keeping an eye on us.

I have been with the Auxiliary for 16 years and the President for 14 years and I am so proud of each and every one of our ladies and I am honoured to serve as their president. At this time we only have 12 ladies that are active in the committee but their years of service add up to 217 years in total. Sharon Chapple has just joined us & we are so happy to welcome her to our family.

In September 2023 the Auxiliary will be celebrating 52 years of service to the St. Andrew's Residence. Due to Covid we were unable to volunteer as much as we wanted to, but we hope that will change in the near future.

A special shout out to Dorothy Chapple who has served for almost 52 years and will be celebrating her 104th birthday on July 2nd of this year. She is so full of life and has the biggest heart.

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 love to see the smiles on their faces, especially when the wine and beer is served. They like the cupcakes too. Not sure how much they like our singing.

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.

Last year we donated money to purchase more paints for the crafts the residents do. There is a lot of talent in the St. Andrew's family!

I would like to thank Glen Norton, Mindy Jenner & Julie Hill 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 Annual meeting. May God grant St. Andrew's Residence a prosperous and rewarding 2023.