

CHAIRMAN'S and ADMINISTRATOR'S REPORT to the COLUMBUS LONG TERM CARE SOCIETY ANNUAL GENERAL MEETING on June 29, 2016

*"Without continual growth and progress, such words as improvement, achievement, and success have no meaning."
Benjamin Franklin*

Speaking to the elderly in St. Peter's Square, Pope Francis said, "Homes for the elderly should be the lungs of humanity in a town, a neighbourhood, or a parish. They should be sanctuaries of humanity where one who is old and weak is cared for and protected like a big brother or sister..." We celebrated our 25th Anniversary last October and special guest The Most Reverend Archbishop Michael, CSB quoted Pope Francis adding "For 25 years this residence has been a 'sanctuary of humanity' for our community. We have much to give thanks for today."

Looking back over this last fiscal year it is clear that we had, and continue to have, much to be thankful for. Our anniversary celebration was a jubilant event. Many friends, involved with Columbus over the years, were present including Bishop Monroe, Diocese of Kamloops, who blessed this home at the grand opening in 1990. The celebration included the opening and blessing of the 'Wally Nezil Meeting Room' dedicated to the Society's founding President, and a reception where residents



Margeurite, Vera and Jeanette lead guests in song.

and Music Therapist, Lyndia led guests in an original song entitled 'Home in My Heart' to the tune of Home on the Range. A commemorative Anniversary Book that beautifully captures our history was created for the event.



13 original staff members

Our financial picture at March 31, 2016 saw a small deficit. However, our financial position remains reasonably stable overall. A Cash Flow statement was developed this past year and with oversight of the Finance Committee, we are constantly improving our ability to plan expenditures.

This year we have again appealed our property assessment that saw, not surprisingly, an increase of 1.25 million dollars in our land value. The City proposed some reduction to our 2015 assessment; however, the amount was minimal and so was rejected. The City has now combined our 2015 and 2016 appeals and we are awaiting a decision.

In addition to day to day operations, the organization's main focus has been, and will continue to be, preparing for Accreditation and the surveyor's onsite visit in March 2017. In an effort to ensure Standards and Action plans are shared with all staff, a large portable notice board travels from floor to floor. The Board of Directors completed a self-evaluation tool and is now reviewing standards in the Governance category.

A Resident Satisfaction Survey was completed in February providing valuable feedback from residents and family that is vital to our continued organizational growth. We always appreciate learning how we can better meet the needs of residents and family and gain insight into what we do well.

Dale Clements continues to sit on the George Pearson Steering Committee and more recently representing VCH's Administrators' Council on the Palliative Steering Committee where the current focus is on developing a palliative care education plan for front line staff. Dale gave a presentation on Residential Care to a group of psychology students at the City University of Seattle.

Our group of dedicated and energetic Family Council members truly help our community shine. They play a pivotal role in advocating for our residents who do not have family, and supporting family members who are working through the often difficult transition of their loved one moving to a care home. Recreation Therapist, Paloma Leon, serves as a liaison assisting the Family Council to share experiences, learn and exchange information with each other, management and staff.

HUMAN RESOURCES

Sick Leave remains a challenge placing a great strain on our financial and human resources. In February we held a mandatory staff meeting to discuss the impact of the high usage. Staff participated in a brainstorming activity that produced several ideas for reducing sick leave hours and associated costs.

Dale was on medical leave and then Graduated Return to Work programs after two different surgeries last year. The Leadership Team is commended for stepping in during her absence.

To meet VCH's requirements regarding direct care hours per resident/per day, the part time LPN positions on the Special Care Unit were increased to full time.

We completed our 3-year Strategic Plan in March and met all but one goal. The Leadership Team has begun a new plan and will involve the Board, staff and other stakeholders in its development and implementation.



Fun on the dance floor - Staff Party 2016!

We saw an increase in Worksafe claims this past year; however the duration of these claims was shorter with some resulting in no wage loss. Worksafe introduced new reporting requirements that include reporting 'near misses'. Whereas this certainly creates additional work, it is hoped the documentation will result in better analysis of potential workplace injuries.

The Workplace Wellness Team made further advancement, including the completion of a comprehensive Risk Assessment, on the Violence Prevention program. Several team members and other front line staff attended Violence Prevention education. We welcomed new members to the team and are pleased to have greater representation from each department.

We remain committed to providing management, staff, volunteers and students with opportunities to enhance their knowledge and acquire new skills. Management and staff participated in a variety of in-services and workshops that included: Gentle Persuasion Approach, Managing Workplace Issues, First Aid, Creating a Culture of Safety: Introduction to Safety Leadership, Palliative Oral Care, Conflict Resolution, Music and Memory: The Path to Connection, Handwashing, and Healing of Memories.

In August, we learned of a retired employee's passing. Erlinda did not have family in Canada and so with support from our Spiritual Care team, the staff, in a true spirit of love and compassion, came together and paid, with donations from their Staff Fund, for the cremation, Funeral Mass and reception of their former coworker.

In January we experienced an outbreak of the Norwalk Virus, as did numerous other facilities in the province. Thanks to the rapid response of staff, the cooperation of resident and families, and finely tuned infection control protocols we were able to keep the virus from reaching our vulnerable 4th floor residents, and lifted the quarantine after 10 days.

In the Care department, the Falls Prevention program was reviewed and two new assessments were created. The admission fall risk assessment determines the level of risk and appropriate interventions for each level. The post fall assessment is in a checklist format and has proven to improve analysis by better revealing the root causes of the fall. For Continuous Quality Improvement purposes, the focus, which was formerly on the number of falls, has shifted to the number of serious injuries resulting from falls.

In September we entered into a program agreement with our Medical Coordinator, Dr. Stan Karon and the Vancouver Division of Family Practice Society designed to have physicians participate as active, engaged members of facility interdisciplinary teams. Under this program that aims to reduce inappropriate transfers to acute care, improve resident –provider experience and reduce costs per resident, Dr. Karon attends resident care conferences and takes part in an after-hours call group to provide 24/7 resident coverage.

A licensing inspection in early November saw us not in compliance with a very minor number of regulations (6 of 190) not in compliance. These were corrected within 48 hours. Ricky Chau, DOC, Emily Blakeburn, Care Coordinator and the Care team are commended for this fantastic result.

Columbus Residence continues to meet VCH's 4 day turn-around time for resident admissions, one of only a few of the 28 affiliate facilities to do so. Meeting the target would not be possible without the tremendous teamwork from the Care, Support Services and Maintenance departments.

Our resident kitchen, where families gather to celebrate birthdays and other special occasions was fully booked on weekends for several months of the year. With so few residents able to go out with their loved ones, it's a blessing to have this room available. There were also some large celebrations with as many as 30 guests in attendance. Our dietary staff are commended for their willingness to lend an extra helping hand in the setup and cleanup for such events. Special meals sell out quickly, a wonderful compliment to the cooks who for all meals must constantly find creative ways to prepare food that is tasty and esthetically pleasing and do so working with a food budget that has remained the same for several years at approximately \$6.00 a day per resident.

Despite the ongoing challenges in maintaining the facility's cleanliness due to the increased complexity of our resident population, Housekeeping staff receive regular and well deserved praise from families and visitors on how clean the resident rooms and common areas are.

Our Dietician, Lillian Ho, led nutrition in-services this past year and covered topics that included: Managing Dysphagia, Dining with Dignity and Mealtime Assistance for Residents with Alzheimer's disease. With the frailty of our residents, dietary adjustments are constant and keep Lillian very busy on the 2 days per week she works here.

The Recreation Team saw considerable change beginning in 2014. This past year they worked with Carol Sutton, Facilitator and Coach, learning about their individual work styles, team dynamics and moving to cohesiveness as they transitioned in their new roles and routines.

A Recreation Therapy student completed her practicum experience with the Recreation Department, which was an opportunity to have increased recreation programming as well as help the student gain well needed hands on experience. The Recreation Coordinator is planning to have a student do an internship at Columbus in January 2017.

In the Recreation Department, therapists continue successful scheduled daily group programs and monthly themed special events and luncheons. Spontaneous 1:1 and small groups of 2-3 residents support residents that find structured group activities overwhelming or challenging. Providing opportunities for a quiet, calm environment for residents who find large gatherings over stimulating is done on an as need basis in the Resident Kitchen or Activity Room.

Gardening remains a popular activity during the spring and summer months. Last year's crops produced a bounty of vegetables that residents helped turn into delicious soups and salads.



Mary and Betty prep vegetable soup

The intergenerational program continues to be a success with the grade 5 class students from St. Anthony of Padua School visit our residents monthly. The students are becoming familiar with individual residents, and after their musical portion of singing or playing recorders, they enjoy talking with and reading to the residents. A new intergenerational program will soon be introduced with high school, college, and university students performing and interacting with residents.



Student from St. Anthony of Padua reads to Evelyn

Our monthly themed events, such as Western Day, St. Patrick's Day, Valentine Day, Remembrance Celebration, and Over 100 Birthday Celebration (we currently have 5 residents over 100 years!), as well as the larger annual events - Summer Social, Family Night and Courtyard Fair, bring a sense of belonging, along with fun and music. The Courtyard Fair saw many family members and staff, as well as our neighbors come together creating a wonderful community atmosphere. To recognize our Asian residents' we celebrated Chinese New Year, had performances by Chinese dancers and organized a few Chinese themed lunches. This past year saw new types of performances that included a magic show and opera singers.



Jeanette and Vicky in pie eating contest

Our resident bus continues to be well used. Residents go on weekly mystery drives and once per month get out for dessert or lunch. Special outings this past year included a concert at the Orpheum, Christmas Lunch at the Bayshore hotel, and trips to both Finnish Manor and Yaletown House for an afternoon of music and friendship.

Donations by family members made it possible to have a Mahjong set and a fidget apron (a creative and unique way to provide sensory stimulation for residents with Alzheimer's Disease or other forms of dementia.)

Residents have been active the past year, enjoying special music therapy events, as well as the regularly scheduled programs like "Beat Parade" (rhythm in action) and "Gone Fishing". The new and improved "Wonderwheel" has provided fun opportunities for the residents to participate fully in song choice and expression.



Rec. Therapist Paloma with residents at the Bayshore for lunch

The collaborative shows with the Recreation team, such as “Dancing with the Stars” and “Swinging thru the Seasons”, continue to enthuse, entertain, and involve the residents’ creativity.

The needs of the special care residents on the 4th floor have changed in recent years; instead of group programs, 1:1 music therapy sessions are most effective in creating relationship and engagement.

A highlight of the year was the first annual “Neighbourly Jamboree”, when some residents of the Finnish Manor visited Columbus to make music with our residents. The session was followed by a welcoming tea and new friendships were formed. A few weeks later, our residents visited Yaletown House to join in the music therapy festivities there. The spirit of community was strong and positive feelings were expressed by our residents for several days after.



Jim, Mary Clare and Helene perform a Hawaiian dance



Lyndia and Bill perform at Neighbourly Jamboree

Philip, our Rehabilitation Assistant, continues to lead residents in a fitness group that focuses on improvement in cardiovascular, metabolic, endocrine and psychological health. Collaborating with our Allison, our Physiotherapist, Philip also works with individual residents providing restorative exercises directed towards functional fitness, which refers to a level of strength, endurance, cardiovascular efficiency, joint flexibility and balance that aims to help residents carry out activities of daily living (ability to dress, eat independently etc.) A resident, who was hospitalized due to pneumonia, greatly benefited from the 1:1 rehabilitation. When the resident returned from hospital she was not able to walk using her walker. Gait training and strengthening exercises helped her to attain functional

independence in daily activities; remarkable at 100 years of age! Philip also led in-services for staff that focused on stretching and body mechanics.

ENVIRONMENT AND EQUIPMENT

We received close to \$36,000 in one time funding from VCH allocated to education, equipment and capital projects. Different than other one time funding we have received, we can carry unused funds into future years.

Larger purchases in the care department this past year included 10 specialty mattresses and five bed alarms to support our Fall Prevention program. Thanks to a grant from Mr. and Mrs. P.A. Woodward’s Foundation, we purchased 5 electric beds.

Vancouver Coastal Health (VCH) introduced a new wheelchair policy that states all facilities must provide, at no cost to the resident, a basic wheelchair if assessed as needing one. Initially facilities were to be responsible for the purchase and storage of the wheelchairs, however after examining the cost to individual facilities; VCH is now supplying them as needed.

Our IT provider, Adaptive Inc. now services our nurse call system; changing companies has saved us a considerable amount of money is hourly billing charges.

Our main computer hard drive was replaced after crashing in late February; the hand scan timeclock that ties into our payroll system was also replaced. A payroll upgrade and conversion took place in September, a very big and time sensitive job. Jaime Ascher, who led the conversion, Cathy Milne and Corinne Wheeler-Hogan were all congratulated as Comvida, our provider, reported that we had the cleanest data for an employer over 100 employees.

Building enhancements included: the refurbishment of our Meeting Room now named The Wally Nezil Meeting Room; wiring of the parkade gate so it remains operable in the event of a power outage; wall mounting hand sanitizers on all floors; applying locks to closet doors on 4th floor.

Thanks to Knights of Columbus Council 1081 we received new KofC flags.

We entered into an agreement with BC Hydro's Energy Conservation Assistance Program, which resulted in the no-cost installation of energy saving products such as light bulbs and water-saving showerheads in all of the Independent Housing apartments.

SPIRITUAL CARE

Our Spiritual Care team continues to offer prayer and Spiritual support to all residents of all faiths here in their home and when in hospital. While providing Spiritual care to residents, staff and families, we also try to strengthen our identity as a Roman Catholic care facility. Our Catholic faith is our greatest treasure; it is the rock-solid foundation for Columbus Residence, in the spirit of Father McGivney and St. Marguerite d'Youville. Catholic residents can attend Mass twice weekly, receive daily Holy Communion, receive the Anointing of the Sick, and the Sacrament of Reconciliation. They can also participate in weekly Eucharistic Adoration and Rosary.



Marisa Ku, Director of Spiritual Care, and SeungHee Kang, Spiritual Care Associate and numerous volunteers make up the Spiritual Care Team.

We collaborated with Recreation to host a Volunteer Appreciation Tea. The invitation was extended to Board members, Family Council, and Recreation and Spiritual Care volunteers. Photos of all our volunteers were on display in the main lounge for a couple of weeks.

Our Spiritual care ministry would be unimaginable without the continued support and self-sacrifice of our volunteers. Our Sunday volunteer group now includes: Nora and Ariel Fernandez, Van Nguyen, Connie Tolado, Helen Shearon and Gloria Mirandilia. They provide great assistance in portering residents to Mass, playing the organ, serving Mass with Father Eason and serving as Lector. Elizabeth Yan, a tenant and retired volunteer, continues to attend morning liturgy and assist our residents when she is able. Ester Fajardo, a tenant, helps out each Monday and Friday as well as leads the Rosary. Kenneth Yeung and John Ng Shum come on Tuesday to assist with the Liturgy and Adoration. Cecilia Lam, Janet Tng, Maggie Li and Agnes Ho, facilitate the Chinese Bible Study on Tuesdays. The group has grown considerably so has moved from the Resident kitchen to the chapel. Adelia Alojado comes on Wednesday. Vivian Punzalan and Marj Inocencio help with Liturgy on Thursdays. Vivian also comes other days of the week when available. Brother John Gale helps with Liturgy on Friday and also does 1:1 Spiritual visiting.

We continue to have four hospice volunteers, currently Irene, Selina, Landis and YC visit residents 1:1 on Fridays. Last but not the least; we are grateful to Father Justin Huang, the pastor of St Anthony of Padua and Fr. A. Frank Landry along with the parishioners of St's. Peter and Paul Roman Catholic Church for the generous gifts, which bring joy to our residents at Christmas.

Chapel

Our chapel is the heart of our home. Residents, families, staff and volunteers visit our chapel for many reasons: to sit in stillness before the Blessed Sacrament, to offer their daily and evening prayers, to seek solace and strength in times of difficulty, to renew their serenity when overwhelmed by changes and losses, and to simply abide in the love and mercy of God. This past year we were privileged to hold two Funeral Masses, two private Celebrations of Life and four Community Memorial Services.

Worship Services

We are grateful to the clergy who come to Columbus Residence to celebrate Mass and other worship services on a weekly or monthly basis. Father John Eason, our Archdiocesan Chaplain, comes every Sunday to celebrate Mass. Fr. Joachim Singarajah, OMI celebrates Mass on Fridays.



Chinese Bible Study Group

On Tuesdays we gather for The Adoration of Jesus in the Blessed Sacrament. On Fridays we gather to pray the Rosary after Mass. On Tuesdays there is a hymn sing on the 4th floor and a Chinese Bible Study in the chapel. Twice a month we hold an English Bible Reflection. Interdenominational services were held on Thanksgiving Day, Remembrance Day, and World Day of the Sick.

Pastor David Jones of the Open Brethren Church continues to come once a month to edify our residents of all faiths with song and the Word of God. At Easter and Christmas, to the great delight of the residents, children from the church's pre-school class visit. We have yet to secure an Anglican priest to hold a monthly service, however continue the search.

Light Up for Christ

We begin each liturgical year in a prayerful spirit with our *Light Up for Christ Celebration* in the tradition of the Knights of Columbus. Monsignor Bernard Rossi, P.H., J.C.D., Pastor of St. Michael's Parish was the special guest who brought us a message of God's love. On this enjoyable evening, the inspiration of the Advent season was motivated by the music, provided by St. Pat's 9 AM Choir, the courtyard lights and the Word of God.



Marisa Ku assists resident Eva in lighting candle of Hope.

Support Groups

To recognize National Nursing Week, a Nursing Week Prayer Service was held to express our gratitude to all care staff. Various staff from different departments and different faiths shared prayers that they had either written or adapted; it was a very moving service.

In May 2015, Spiritual began a "Prayer circle" program specifically for staff. Prayer circle is held bi-weekly for 10-15 minutes in the chapel and has benefited staff emotionally and spiritually.

Spiritual Care led two well attended in-services last year. Topics were "Relationship and Spirituality" and "Healing of Memories". Four chapel volunteers attended the CHABC conference, "Understanding the Moral, Ethical and Practical Complexities of Assisted Suicide". The conference had the highest number of attendees in the Association's history. We are most grateful to CHABC and CHAC for their support and guidance as we face the complexity of navigating the impact of the now legislated Medical Aid in Dying.

A Spiritual Care survey for staff was conducted in December with a view to learn from staff: their level of satisfaction with the Spiritual and spiritual care services provided, what education might be helpful, and what challenges they face in their work that Spiritual care may assist. Feedback was positive and an action plan to reflect suggestions made is underway.

Spiritual Care supports family's 1:1 providing information and/or counselling based on their needs. Gathering with family at the bedside to pray and share memories after their loved one has passed continues to be a very meaningful practice for both family and staff.

The World Day of the Sick

Five residents attended a Mass of Anointing officiated by Archbishop Miller at Our Lady of Sorrows Parish on World Day of the Sick (February 11th). It was a powerful experience for all in attendance. Ash Wednesday was February 18; Fr. Eason held a Mass of Anointing and distributed ashes to the Columbus Community. Fr. Eason also officiated the Sacrament of Anointing in March and December.

Mission Integration

Our Mission, Palliative Care & Ethics Team continues to meet regularly to reflect prayerfully and talk about how we can better live our Mission as a Catholic health care facility. We continue to make time in our meetings for ethical discernment and invite front line care staff to attend this portion of the meeting.

We introduced A Palliative Care satisfaction survey, adapted from a survey used by VCH's Residential Care Palliative Team that is sent out to families 2-3 months after their loved one has passed away. Feedback to date has been very valuable and has helped improve this service.

The eye catching displays on the Mission Integration board aim to bring greater awareness to how we strive to live our Mission. We do this through pictures, scripture quotes and one or two highlighted points from our Mission Statement or Values and Beliefs Statement. It's wonderful to see many staff, residents and visitors stop, look and read the board.

Let us pray for our Holy Father Pope Francis and Archbishop Michael Miller as we follow them in our ongoing commitment to the mission of Catholic health care.

IN APPRECIATION

We express our heartfelt appreciation to all the dedicated staff, volunteers, board members and many others who serve our seniors with compassion and respect that comforts them physically, mentally, emotionally and spiritually. In the coming year, with God's grace, may we continue to learn from our residents and to be touched by their wisdom. May we nurture a home rich in hope through a generous spirit of gentleness, kindness, and service.

Michael Steffen, Chairman

Dale Clements, Administrator