

**ANNUAL REPORT**  
of the  
**COLUMBUS LONG TERM CARE SOCIETY**  
**OPERATING AS**  
**COLUMBUS RESIDENCE**  
**On June 28, 2017**

**Since October 1990, Columbus Residence has operated as a non-profit society offering services in:**

**complex and dementia care,  
and independent housing for seniors.**



***Spirituality:***

***An awareness of God's love that adds  
hope, meaning and motivation to life!***

**CHAIRMAN’S and ADMINISTRATOR’S REPORT to the  
COLUMBUS LONG TERM CARE SOCIETY  
ANNUAL GENERAL MEETING on June 28, 2017**

*“It is my deepest belief that only by giving our lives do we find life.”  
Cesar Chavez*

The most significant organizational accomplishment this past year was our Accreditation survey in March. After two years of intensive preparation, our Accreditation journey culminated with surveyors visiting us March 20-22, 2017. The hard work by so many paid off as 99.4% of the standards set by Accreditation Canada were met and we received the highest commendation possible - Exemplary Standing. From the surveyors report – “Columbus Residence has gone beyond the requirement of the Qmentum Accreditation program, and demonstrates excellence in quality improvement. Family members, residents and community partners commented on the compassionate and quality care being delivered...Recreation and Music Therapy improve the residents’ quality of life...cleanliness of the facility...warmth felt on waking in the door makes the organization’s vision come alive.” We celebrated this success with a special tea party that was enjoyed by many.

Our financial picture at March 31, 2017 saw a small surplus and our financial position remains reasonably stable overall. We received \$33,307 in additional funding from VCH specifically for education, equipment and capital projects. Last June the Board of Directors approved moving investments into Escasa Mutual Funds, a federally supported company for employers contracted with provincial Housing organizations. A time consuming but worthwhile review of our GST payments on invoices etc. from the last four years, resulted in reimbursements of approximately \$18,000. As members of Complete Purchasing, we recouped \$5,000 in rebates from BC Hydro after an analysis over a 4 year period found billing errors.

Two different Resident Satisfaction Surveys were completed this past year. In response to our internal survey, we posted the results and action plans that brought awareness to practices and addressed concerns. In October, trained, vetted volunteers for the Office of the Seniors’ Advocate carried out a provincial wide survey with a view for all residents and/or their primary visitors to have their voice heard regarding long term care, and to review and act on what has and hasn’t worked. We anticipate a final report on the survey results in September 2017.

Our Family Council continues to support and advocate on behalf of the residents and the organization whether welcoming new family and friends, or listening and sharing with those who are struggling with their loved ones’ health changes. Residents who have no family benefit from the Council’s kind gestures of birthday cards and gifts on special occasions. It is very touching to have members, whose loved ones no longer live at Columbus, remain active in Council activities. This past year the Council created a beautiful display board with the heading “Together We Make a Family”. It features photos of Council members with their loved ones, current meeting minutes and the Council’s Mission and Vision statements. The Council also made improvements to our Palliative Care Carts generously purchasing two new Cd players, universal chargers, and various toiletries. Family Council member, Betty made some fidget aprons made from various fabrics and textures and decorated with items that can be fidgeted with including zippers, pockets, Velcro, lace, or buttons. The aprons help focus attention, stimulate senses and memory, exercise hand muscles and entertain users. Most recently the Council generously donated three ear thermometers.

## HUMAN RESOURCES

The Leadership Team developed a 3 yr strategic plan for 2016-2019 and action plans are reviewed and updated on a regular basis.

Our premium rate from WorkSafe BC for 2017 is 2.16%; a reduction of .23% from 2016's rate and is below the industry base rate, which is 2.36%. While the reduction is not a significant change, it will save Columbus approximately \$2,000 per year and is a reflection on staff who are committed to safety in the workplace.



*Some of the Columbus crew - Staff Party*

We are thankful to have additional funding for direct care hours that recently allowed us to create a new permanent care aide position for evenings and add one hour to a dayshift. Three staff retired this past year and a long term employee resigned to take on new employment closer to her home community.

The Workplace Wellness Team completed as a group, online education on Violence Prevention. More recently this education was completed by all staff as mandated from VCH. We welcomed new members to the team and are pleased to have greater representation from each department.

New processes were implemented that allow staff to view their schedules online and receive their pay slips electronically saving considerable time and costs associated with printing.

Opportunities for learning continue to be a priority. Numerous educational sessions were offered including: EPAIRS (Embedding a Palliative Approach in Residential Settings), Gentle Persuasion Approach recertification, Infection Control, Oral Care, Working with People with Dementia, Mental Health First Aid, End of Life Care from a Multi-Faith Perspective, and The Pain Journey in Residential Care.

In January we experienced an Influenza A outbreak that affected nine residents and five staff members. Our quarantine began January 6<sup>th</sup> and was lifted on January 17<sup>th</sup>. VCH reported 13 other facilities or units experiencing outbreaks during the same month. The flu season, as determined by the CDC, was much longer than in past years.

In the Care department, statistics for the number of Falls and Infections in 2016 were either below or at average numbers. Six is the average number of fractures that result from falls per year and last year the numbers were down 66% from the average. 18 of the 76 total residents live on the Special Care Unit (SCU). The mobile residents on the SCU make up 42.7% of the total falls in the facility.

A licensing inspection was done in November and we were in total compliance with all 152 regulations. The licensing officer had no recommendations and praised the staff for their efficiency, accurate and complete documentation, and the cleanliness of the facility and the friendliness of everyone she encountered while on site.

We continued, for the most part, to meet the Admission turnaround targets set out by Vancouver Coastal Health. We remain one of a few facilities to do so consistently and must commend the Care, Support Services and Maintenance departments for their great teamwork to make this happen.

We were praised by the Vancouver Division of Family Practice for having the lowest number of inappropriate transfers to Emergency. Of the 11 residents transferred, ten were assessed and admitted, indicating the transfer was appropriate; a result of good nursing assessment skills and good communication with the physician prior to making the transfer.

Our cooks receive many accolades from residents, staff and visitors on the quality and presentation of meals, a real achievement given our \$6.15 per resident/per day budget and the high cost of food and supplies. Support Services staff are commended for the continuous monitoring of food waste, careful use of supplies, and purchasing more frugally when possible. All of these efforts assist to keep within the small budget. Special meals have been very popular with our residents and family; we usually sell out of our guest meal tickets within 1 week.

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, provides education for staff, family and volunteers on an on-going basis to ensure safe eating in the dining rooms. It remains a priority to provide our residents with a pleasant & safe dining experience and for them to receive appropriate meal-time assistance. It is increasingly challenging to engage residents in food advisory committee meetings due to their decreased functioning. That said, Food Services make all efforts to reflect resident preferences on the menus. Assisting new residents with more eating and swallowing related issues together with meeting families' expectations continues to make Lillian's job interesting and satisfying.

Recreation continues to balance large groups such as This & That, Good Sports, and monthly special events with small groups such as Morning Social, Arts & Crafts, Crossword Puzzles or Baking. Sensory as well as cognitive stimulation programs are also offered including activities that require sorting and matching textures or colours. Therapists also spend considerable time supporting residents 1:1.

The Gardening program sees residents help plant seedlings indoors and tend to them in the green house and activity room. With TLC and many green thumbs, the garden yielded wonderful results. We are most grateful to our faithful volunteers, who without, we could not offer with any regularity, programs such as bowling, bingo, and arts and crafts.



Emily sharing yellow beans from the garden



Student from St. Anthony of Padua reads to Ruth

Relationships have blossomed with residents and the grade 5 students from St. Anthony of Padua School, who visit monthly. This intergenerational program sees students talking with and reading to residents as well as entertaining them with musical performances.

Our monthly themed and larger annual events bring a sense of belonging, along with fun and music. Special events on the 4<sup>th</sup> floor included a Christmas party, Mother's Day Tea and a Summer Patio Party. The Courtyard Fair was quieter this past year and as such, we will take a year or two off before holding this event again.



Leo, the new Sheriff in town



Gladys gets a new lipstick

A new social event, "Lipstick Connection" was introduced and very well received by the residents. The Lipstick Connection utilizes a universal symbol of femininity to provide an uplifting activity for elderly women, especially those with memory impairment. The organization receives donations of new lipstick tubes and reaches out to the community to coordinate events that involve a group of volunteers pampering the ladies with hair styling, manicures and a lipstick colour of their choice.

A generous donation from a family member allowed us to purchase an Apple TV. Residents really enjoy watching concerts, documentaries, and funny videos with babies or animals on YouTube. A Therapy Doll was purchased and is used with certain residents to decrease agitation and provide a sense of wellbeing.



Residents on a tour of beautiful Van Dusen Gardens

There were many outings on the resident bus. Weekly mystery drives, several lunches at the Army, Navy & Air Force Club Lunch and special outings that included a Christmas Lunch at the Bayshore hotel and visit to Van Dusen Gardens were very much enjoyed by all.

A Recreation Therapy student completed a 4 month Internship with us, providing opportunities for increased programming. The student was recently hired on as a casual employee. Another group of students from Douglas College, with assistance from Recreation Coordinator, Paloma Leon and Human Resources Manager, Jaime Ascher, completed a major project in developing a comprehensive Recreation and Spiritual Care Volunteer manual.

We had several new performers this year from the Metro Seniors' Swing Band, Beauty Shop Dolls, The Suede Dogs as well as children and adult choirs. Funding for Pete Campbell and Al Foreman made it possible to maintain entertainment on the Special Care Unit Saturday mornings and two Tuesday afternoons per month. Al is a retired Music Therapist that is now performing as a musician. Both entertainers have great interactions with the residents who are often dancing or singing along to the familiar songs.

This past year was filled with many music therapy programs such as "Wonderwheel", "Gone Fishin'", and "Handchimes" as well as new, creative enterprises. Four new residents on the Special Care Unit love to sing, so much so that the ladies along with Music Therapist Lyndia, have formed a group called the "Choral Belles". They have rehearsed regularly and we hope to hear a performance soon.

We celebrated the Roaring Twenties with a big party that included a Sing-a-long of the hits of the era, a craft-making table to create head dresses, and a display of heritage items from the decade. A roaring good time was had by all! A collaboration between Music Therapy and Recreation was a musical show called Dancing with the Stars. Music, costumes and songs from Broadway hits were presented in a fun and interactive way. Classic dances like the Cha Cha and Salsa were performed by Rec. Therapists Gary and Paloma.



Flappers Lyndia and Betty Ann



Jomin distributing hand weights

Jomin, our Rehabilitation Assistant, was hired in August to replace Philip who accepted a full time position at another facility. Jomin provides rehab interventions from Monday to Thursday. The group exercise class that typically sees 20 residents participating is done from a seated position using active exercise, bands, small weights, and balls. Jomin also provides 1:1 exercises and individual walking programs on the recommendation of Physiotherapist, Alison as well as staff in-services on Body Mechanics. Alison's main responsibilities are to assess all new residents to determine their current level of function and make recommendations about transfers and mobility; complete an annual recheck of range of motion, strength, balance and mobility. Allison also provides private 1:1 sessions at the request of resident's families.

## **ENVIRONMENT AND EQUIPMENT**

Larger purchases in the care department this past year included: 4 ceiling lifts, 2 med carts, 5 electric beds and mattresses, 5 bed and wheelchair alarms to support our Fall Prevention program, and special equipment to support our Pressure Ulcer Prevention program. Thanks to a grant from St. Mary's Health Foundation we were able to purchase an additional sit stand lift.

We saw a large increase in the number of maintenance issues for the Seniors' Housing apartments this past year. Aging pipes caused several leaks in various units and an overflowing storm drain resulted in a major flood in the basement where the laundry facilities and the Amenity Room are located. The Amenity Room was renovated and new furniture purchased. Three apartments, two as a precaution, were treated for bed bugs. Three kitchens were refurbished and we will continue this project as units become vacant.

Major repairs and refurbishing were done in a resident room and in the sun room on the Special Care Unit due to damage caused by a resident whose behaviours we could not manage; he has since moved to a more suitable facility. We were grateful to Vancouver Coastal Health who refunded a significant portion of the expenses incurred.

Building enhancements included: an upgrade in our security monitoring system and cameras installed in the courtyard allowing exterior monitoring of both the front doors and driveway. A 16-frame monitor (thanks to a generous donation by a family member) was mounted in the main floor dining room giving staff the ability to monitor the resident floors during meal times.

## **SPIRITUAL CARE**

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

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, Emelyn Fernandez, Pina Dalisay 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. Esther Fajardo, a tenant, helps out each Monday and Friday as well as leads the Rosary. Kenneth Yeung and John Ng Shum come on



*Spiritual Care Volunteers Retreat*

Tuesday to assist with the Liturgy and Adoration. Cecilia Lam facilitates the Chinese Bible Study on Tuesdays. The group has grown considerably so has moved from the Resident kitchen to the chapel. Adelia Alojado, Val and Marilu Mayuga come on Wednesday. Vivian Punzalan and Marj Inocencio help with Liturgy on Thursdays. Vivian also comes other days of the week when available. Anna Zsold, Jonny Lo and Harresh Thayakaanthan come on Saturday. PC volunteer retreat was held annually and Fr. Eason celebrated Mass to start the retreat.

We continue to have five hospice volunteers, currently Irene, Selina, Landis, Anita and Derek 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.

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.

### **Chapel**

Our chapel is the heart and haven of Columbus Residence. 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.

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 were grateful to resume our monthly Anglican Service in August; the Reverend Dr. Richard Leggett provides the service for our residents.

We begin each liturgical year in a prayerful spirit with our *Light Up for Christ Celebration* in the tradition of the Knights of Columbus. The Most Reverend Michael Miller, CSB, Archbishop of Vancouver, 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. For our 26<sup>th</sup> Anniversary Celebration, Reverend Terence Conway, OMI, was our special guest.



Archbishop Michael Miller sharing his message of God's love.

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.

A Prayer Circle program specifically for staff is held bi-weekly. Coming together in the chapel for 10-15 minutes has benefited staff emotionally and spiritually.

Spiritual Care led two well attended in-services last year. Topics were "End of Life in Buddhism" and "End of Life Care from Multi-Faith Perspective."

Five chapel volunteers attended the CHABC conference, “What Do Aging People Want”. We are most grateful to CHABC, CHAC and PHC for their support and guidance as we face the complexity of the legislated Medical Assistance in Dying. This past year we developed a policy and procedure, and have our position statement posted prominently on our website, in our tour brochure and in the Resident & Family Handbook. We also provide a letter to residents and their family upon admission.

Spiritual Care coordinated a Tea Time Talk on Advance Care Planning. The guest speakers were Darren Kopetsky, Reginal Director, Client Relations and Risk Management from Vancouver Coastal Health and Philip Murray, Spiritual Health Leader and Educator from Fraser Health.

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.

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

### **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 11<sup>th</sup>). It was a powerful experience for all in attendance. On Ash Wednesday, Fr. Joachim held a Mass of Anointing and distributed ashes to the Columbus Community as Fr. Eason was away in the Holy Land. Fr. Joachim also officiated the Sacrament of Anointing in February.

### **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. A Palliative Care satisfaction survey is sent to families 2-3 months after their loved one has passed away. Feedback is 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.

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**

Our sincere thanks to our residents and their families, tenants, our board members, staff and volunteers, our donors and the Knights of Columbus for their generous and special contributions that makes Columbus Residence not only a place to live and work, but a home filled with opportunity for growth, joy and peace.

In this new fiscal year let us continue to learn and grow from our teachers and our mentors, the residents. Let us hear their call for us to be the best we can be – to respond to them with kindness, patience, caring, humility, and gratitude so that we may serve them more meaningfully.