

**ANNUAL REPORT**  
of the  
**COLUMBUS LONG TERM CARE SOCIETY**  
**OPERATING AS**  
**COLUMBUS RESIDENCE**  
**On June 28, 2018**

**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 27, 2018**

*“As we work to create light for others, we naturally light our own way.”  
Mary Anne Radmacher*

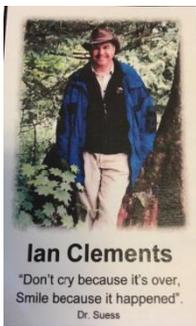
Our financial picture at March 31, 2018 saw a small surplus and our financial position remains reasonably stable overall. We received \$38,411.00 in additional funding from VCH specifically for education, equipment and capital projects. This was used in part for the mandatory Violence Prevention Program required for all staff by WorkSafe BC and for the purchase of a mechanical lift. Significant expenditures from Replacement Reserve were the replacement of the kitchen oven and steamer, and the lease renewal of the software required by the Care and Finance departments. The Encasa Mutual Funds, a federally supported company for employers contracted with Provincial Housing organizations, generated interest of \$28,627.42 on the invested funds – a considerable improvement on previous investments.



Our community experienced great sadness earlier this year with the sudden deaths of two employees within a very short period. Evening RN, Maria Ficek, an employee of 15 years and who was to retire this year, passed away unexpectedly on January 6 at home. A large group of staff, resident family members and external health care providers attended her Funeral Mass and her husband and daughter attended our resident memorial service that included Maria.

A casual LPN, Joanne Tsang passed away due to a brain aneurysm at 31 years old. Staff gathered in the chapel the afternoon of

March 28 to remember, reflect and mourn the loss of Joanne. Several staff attended her service on April 5 in Richmond. Joanne’s family are invited to join us next month when we will remember Joanne along with residents who have passed away in recent months.



Dale Clements’, husband and our friend, Ian, was diagnosed with terminal cancer in 2017. His passing on March 4<sup>th</sup> was another tragedy that shook the Columbus community and left us heartbroken for Dale and family. Many staff, board members, colleagues and resident families attended his memorial service, which paid beautiful tribute to a very fine man.

In the midst of our immense grief, we found comfort and strength in coming together through prayer gatherings and tea for the soul sessions where we shared in our sorrow and offered support to one another. Director of Pastoral Care, Marisa Ku and Pastoral Care Associate, Sueng Hee Kang are to be acknowledged for their leadership role in such difficult circumstances.

Human Resources Manager, Jaime Ascher stepped into Dale’s position during her caregiver leave and carried out the day to day duties of this role (and the new, unexpected challenges that presented during this time) with leadership, professionalism and grace.

The Leadership Team continued, this past year, to work through action plans from the objectives developed in our 3-year strategic plan that will take us to 2019.

*“Unity is strength...when there is teamwork and collaboration, wonderful things can be achieved.”  
Mattie Stepanek*

Jaime sat on the provincial wide EDMP (Employee Disability Management Program) Steering Group that provided HEABC with significant feedback and concerns of the EDMP experience. HEABC listened and committed to identifying concrete improvements that better align EDMP with employers’ operational realities. The result, which employers are encouraged by, is a very recent change of program provider.



Our Family Council currently has 11 active members and 2 additional members that assist with larger events such as the Craft Bake Sale. This cohesive group is deeply committed to supporting and advocating on behalf of the residents and the organization. Recreation Therapist, Paloma Leon, remains the link between the Council and Administration, facilitating meetings and ensuring everyone’s voice is heard. The group welcomes new families and friends with a phone call and also supports families, as well as each other, with a call or email when a loved one is in hospital, or an ear to bend is needed. This past year the Council added a statement in Chinese to their display board, created last year that translated means ‘warm home’. In addition to the Council’s generous direct donations, they purchased a new facility camera and three professional quality ear thermometers, one for each nursing station.

In February we applied and received funding from Vancouver Coastal Health for additional hours per resident day to increase our Care Aide hours. It was a lengthy implementation process with many staff choosing to move to different lines. In the end we created 2 new permanent positions and added hours to 3 shifts making them full shifts. These additional hours coupled with the 6 new ceiling lifts installed just last week (funded by the Ministry of Health and made possible through the Seniors’ Safety Quality Improvement Program) will go a long way in reducing the care aides’ workload and improving resident care.

The Workplace Wellness Team continues to monitor, investigate and follow up on health and safety related issues. The team will work closely with the HR Manager in the coming months to build on the Psychological Health & Safety Framework developed last year; an employer requirement as per BCNU’s collective agreement. We saw our WorkSafe BC premium net rate again reduced from \$2.16 to \$2.00, below the industry average, for 2018. This rate is per \$100 of assessable payroll and is based on our claims’ cost history.

A mock evacuation was held in September and overall went very well. Family members participated, acting as residents in the drill and staff from all departments were involved. The response time was impressive and through observation and feedback we learned that hands on training, using the evacuation equipment, must occur on a more regular basis to reinforce proper technique. We thank the team, led by Inder Malawarair, for coordinating this event.



Our largest education initiative was the completion, by all regular staff, of the Provincial Violence Prevention Curriculum through mandatory online training. The following highlights some of the other many in-services and workshops attended last year: The Multigenerational Workforce led by Educator, Barb Langois; Gratitude led by former Recreation Therapist, Pam Hamilton; EPAIRS (Embedding a Palliative Approach in Residential Settings), Body Mechanics, Infection Control, The Pain Experience in Residential Care; Foot Care and Oral Care. Dr. Gloria Purveen, who conducted research at Columbus over a 2+ year period, presented her research findings on “Person-Centered End of Life Care“ to the staff and the Board in September.

Unlike so many facilities, we were fortunate to avoid any influenza outbreaks this past season. With the duration of flu season increasing the past few years, the CDC has extended the official season, to end a month later, April 30<sup>th</sup>.

In the Care department, statistics for the number of falls were slightly higher (6.6%) than the average and 15.2 % higher than 2016. Six is the average number of fractures that result from falls per year and in 2017 there were no fractures, despite the increase in falls. Four of seventy six residents make up almost half of the total number of falls. Poor safety awareness, cognition, and physical illness are contributing factors for resident falls. Statistics for the number of residents that developed pressure ulcers in 2017 compared to the year before saw a significant increase, although not compared to the average. Factors related to the increase include residents' frailty upon admission, lack of mobility with significant time spent in a wheelchair or in bed. The residents' skin is very thin so even with the interventions, wounds reopen easily.

A new Licensing officer carried out an inspection in February and once again, the Care department was in 100% compliance; a great testimony of the hard work and commitment from Director of Care, Ricky Chau, Care Coordinator, Emily Blakeburn and the whole Care team.

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 received high praise from VCH's, EPAIRS (Embedding a Palliative Approach in Residential Settings) as we were the first team in VCH to have all our residents die at home in a one year period; a testament to the excellent end of life care provided.

Master's student, Nicole Molinari, chose Columbus Residence to conduct research on how long-term residential care has changed. Doing this research, since August 2017, Nicole has been a part of our day-to-day activities and events. She said this about her experience:

*"From the first time I stepped through its front doors, to this day, I knew there is something very special about this care facility. I'm continually struck by the strong sense of community and support, as well as fun and liveliness, which is evident in the atmosphere of the home, and in the actions and interactions of those involved in care. What makes Columbus special is the dedication and teamwork of staff and management, the strong involvement of family and community members, and the huge amount of additional work being done to ensure holistic, quality of life programming and care. Columbus is truly a place of care, and I'm so grateful for the opportunity to be a part of it!"*

Special meals to celebrate holidays were enjoyed by residents and their families. Tickets for these occasions sell out quickly. Remarkably, the Food Services team continues to operate below a very small food budget all the while receiving regular compliments on the flavour and presentation of meals. The Director of Support Services, Linda Chiang, constantly seeks out alternative food purchasing sources, the cooks use herbs from the garden and take initiative such as making breadcrumbs from scratch, and all monitor food waste, which greatly assists in keeping food costs down.

Safe and healthy eating for residents, as well as education & counselling for family members continue to be a priority. Dietician, Lillian enjoys assisting residents during mealtimes, while solving any eating and swallowing issues. Approximately 40% of the residents now have congee instead of soup for lunch. In collaboration with recreation department, we have a very popular Chinese take-out lunch program. As Lillian is able to read and speak the language, she helps ensure the food is appropriate for and enjoyed by the residents.

Maintaining the cleanliness of the facility is physically demanding work and can seem never ending. The housekeeping staff are commended for the great job they do and that does not go unnoticed by family and visitors, nor by the Environmental officer who dropped in for an unscheduled inspection at the beginning of the year.

Recreation continues to balance large groups such as This & That, Good Sports, and monthly special events, with small groups such as morning socials, Arts & Craft, Crossword Puzzles, or baking, as well as 1:1 support for residents. Sensory as well as cognitive stimulation programs are also offered including activities that require sorting and matching, textures or colours.



**Fairy Garden**

Gardening and watering plants is a popular activity during the spring and summer months. This year we made some beautiful Fairy Gardens with our residents.

The intergenerational program is going well; the grade 5 class students from St. Anthony of Padua School visit our residents monthly. The students are becoming familiar with individual residents, and they are enjoying talking and reading to the residents. Additionally this past year, we had several children's choirs visit (The Van Strings, St. Anthony of Padua, St. Andrews, St. Augustine's) some of which had up to 40 students.

Our monthly themed events such as Country Fair Day with a Pop up Farm, St. Patrick's Day, Valentine Day, Remembrance Day Celebration, see a large resident turnout. These events along with the larger annual events, Summer Social and Family Night 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.



To celebrate Chinese New Year and the Moon Festival, Chinese dancers gave a beautiful performance. With our growing Chinese population, it's wonderful to see a group of residents regularly playing Mah Jong.

A special talent show highlighted residents' varied and brilliant talents including: resident paintings, arts and crafts displays, musical numbers of song and dance, poetry readings, storytelling, and baked cookies

shared with all. The event was a great success!

We are so fortunate to have some very professional and dedicated volunteers who help us with bingo, manicures, bowling, arts & crafts, 1:1 visits, pub time and playing instruments. In recognition of their wonderful contribution to the Columbus community, we held a Volunteer Appreciation Tea.

A Recreation Therapy student completed her 5 week practicum experience with the Recreation Department, which was an opportunity to have increased recreation programming while helping future recreation practitioners gain well-needed hands on experience.

Residents enjoyed several outings on the bus that included weekly mystery drives, lunches at the Army, Navy & Air Force and dessert at Ricky's restaurant. Musical Outings to nearby parks, VanDusen Gardens and the Orpheum to hear the VSO were also enjoyed by all.

This past year has been filled with varied music therapy programs and new, creative enterprises. Beat Parade for the rhythmically inspired, involves everyone with a taste in music – participation is free and fun! Other regular Music Therapy programs Alphabet Soup, Wonderwheel, Gone Fishin', Love to Listen, Musical Bingo and Handchimes are well attended.

Four residents who live in Special Care absolutely love to sing and have formed, with our Music Therapist, Lyndia, a group called the Choral Belles. Their rehearsal schedule was busy leading up to a fabulous performance at the 3<sup>rd</sup> annual Talent Show.



The residence-wide party to celebrate the Roaring Twenties included a Singalong of the hits of the era, and a visit to the Speakeasy, where residents were delighted by a display of heritage items from the decade.

## **ENVIRONMENT AND EQUIPMENT**

Larger purchases in care this past year included: a golvo lift, two alternate pressure mattresses and two new electric beds and mattresses. In the kitchen, a new steamer and oven replaced equipment over 20 years old. Two of our three hot water boilers also had to be replaced last year. Finally, two new photocopiers were purchased.

In the Seniors' Housing apartments three units were refurbished. We will continue to renovate the units as they become vacant.

## **PASTORAL CARE**

Our Pastoral Care team, Marisa Ku, Director of Spiritual Care, and SeungHee Kang, Pastoral Care Associate continue to offer prayer and pastoral support to all residents of all denominations.

While providing pastoral 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 faithful Pastoral Care volunteers, of whom we now have 25, continue to share generously of their time and talents. They fill many roles whether providing assistance portering residents to and from Mass, helping with Liturgy and Adoration, playing the organ, serving Mass with Father Eason or as Lector and Altar Server, facilitating Chinese Bible Study, or in the case of Evan, our youngest volunteer at 4 yrs., distributing and collecting rosary beads. Sadly, Vivian Punzalan, a volunteer for over 7 years, passed away in October. Marisa, Seung Hee and several volunteers attended her prayer vigil and funeral mass at St. Patrick's Parish. In addition to our pastoral care volunteers we are blessed to have five hospice volunteers who visit residents 1:1 each Friday.



We joined forces 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.

We are grateful to Father Justin Huang, the pastor of St Anthony of Padua as well as Fr. A. Frank Landry and the parishioners of St's. Peter and Paul Roman Catholic Church who generously provided Christmas gifts to our residents who have no family.

### Chapel

Our chapel is the heart and haven of our home, Columbus Residence. Residents, families, staff and volunteers visit our chapel for many reasons: to sit in silence before the Blessed Sacrament, to offer their prayers, to seek solace and strength in times of difficulty, to praise the Lord by singing hymns, 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 held 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. Father John Eason, our Archdiocesan Chaplain, comes every Sunday to celebrate Mass. Fr. Joachim Singarajah, OMI celebrates Mass on Fridays. Pastor David Jones of the Open Brethren Church and the Reverend Dr. Richard Leggett provide monthly services that 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 celebrated Fr. Eason's 50<sup>th</sup> year in the priesthood, presenting him with a gift to express our appreciation. Some of the volunteers gathered with Father and enjoyed refreshments.



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

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 27<sup>th</sup> Anniversary Celebration, Reverend Terence Conway, OMI, was our special guest.

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. Recently a prayer request box was introduced, giving staff an opportunity to write down a prayer for each other and their loved ones for when they are unable to attend the Prayer Circle.

Pastoral Care led two well attended in-services last year. Topics were “Why is Grieving Important?” and “Spiritual Pain at the End of Life Care from Multi-Faith Perspective.” Three chapel volunteers and six staff attended the CHABC conference, “The Compassionate Community” in September 2017

Pastoral Care provides email delivery and SKYPE/FACE TIME services for family members whether to keep them connected with their loved one or to support them 1:1 by 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.

We coordinated a trip with seven residents to attend the Anointing Mass, led by Archbishop Michael Miller, at Our Lady of Sorrows Parish on Wednesday, February 13<sup>th</sup>. Ash Wednesday was February 14<sup>th</sup>; Fr. Eason held a Mass of Anointing at Columbus and distributed ashes to our community.

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.

In 2017, 26 Palliative Care satisfaction surveys were sent out to families and while only 8 surveys were returned, all feedback was positive. We have just recently revised the survey format to allow responses electronically and hope this will increase the number of surveys returned.

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 and volunteers, families, 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.

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Tom Wilson, Chairman

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Dale Clements, Administrator