



Columbus Residence

Celebrating 25 Years of Service to Seniors
1990 to 2015

OUR MISSION

COLUMBUS RESIDENCE is a Catholic-based organization providing Complex Care and Independent Housing to those living in the Columbus Community. We are called to continue the healing ministry of Jesus and are committed to provide holistic, compassionate care in a multicultural, homelike environment.

OUR VISION

To be a home alive with hope, joy, meaning and motivation; entrusted to provide compassionate quality care to the community we serve.

OUR VALUES AND BELIEFS

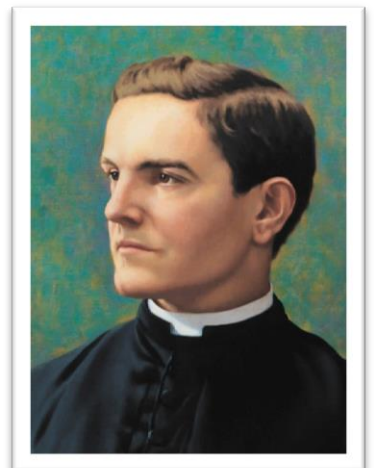
In carrying our Mission, we strive to live our values of Spirituality, Justice, Stewardship, Mission Integration and Ethical Reflection.

We believe in treating residents, tenants, staff, volunteers, family and the general public with honesty, equality, compassion, dignity and respect. We believe in a wellness approach and in using a multi-disciplinary team to provide holistic, quality resident care. We serve and honour residents and staff alike without discrimination because of race, religion, gender, age, disability, or sexual orientation. Our approach includes:

- Focusing on our Mission as we integrate our beliefs and our actions
- Providing opportunities for spiritual growth and prayer
- Making a commitment to life-long learning opportunities
- Pursuing informed participative decision making and problem solving
- Providing opportunities for people to develop their potential
- Respecting and advocating residents' responsibilities and rights, including privacy, confidentiality, and individuality
- Creating a work environment that is consistent with our values



Our spiritual role models - Saint Marguerite d'Youville, our first Canadian born saint and Father Michael McGivney, founder of the Knights of Columbus. Their spiritualities were based on the healing, compassionate ministry of Jesus and enabled them to dedicate their lives to the needs of their times.



Commemorating the Twenty-fifth Anniversary of Columbus Residence 1990-2015 Vancouver, B.C. Canada

Dedication

This book is dedicated to the many individuals and groups who, through their generosity, compassion and dedication, formed Columbus Residence. To all those who have worked or volunteered here, we gratefully acknowledge the contributions you have made to this caring and vibrant home. Finally to the residents, the reason we all do what we do - may we continue to learn from you and be touched by your wisdom.

Columbus Residence would like to take the opportunity to express our gratitude and appreciation to the Catholic Health Association of BC, Denominational Health Association and Vancouver Coastal Health for their support, guidance and encouragement over the past years.

Columbus Residence has 23 independent housing apartments that make up a part of the Columbus community. These apartments are subsidized by BC Housing and managed by Columbus Residence. Many tenants are long term tenants – two have lived with us for twenty five years! Tenants also participate in the many social events that take place in the care home, and some generously volunteer their time to assist in the chapel. We would like to express our appreciation to BC Housing for their support and collaboration over the past 25 years.



Archdiocese of Vancouver

ARCHBISHOP'S OFFICE

St. John Eudes

August 19, 2015

Ms. Dale Clements
Administrator, Columbus Residence
704 69th Avenue West
Vancouver BC V6P 2W3

Dear Ms. Clements:

On behalf of the Archdiocese of Vancouver, it is a pleasure to extend my congratulations to you on the occasion of the 25th Anniversary of Columbus Residence. Since your founding in 1990 by the Knights of Columbus, Vancouver Council 1081, you have provided an exemplary home for older adults, building a community where their minds, bodies and spirits are cared for with compassion and dignity.

In a General Audience in March of this year, Pope Francis told the assembled crowd, "Where the elderly are not honoured, there is no future for the young." Thank you for the invaluable service you give to the Church in our city by caring for our elderly, not only those living independently, but also those requiring considerable care and attention. May the Lord bless you always!

With cordial best wishes and the assurance of my prayers for all the residents of the Columbus Residence, I am

Sincerely yours in Christ,

+ *J. Michael Miller CSB*

✠ J. Michael Miller, CSB
Archbishop of Vancouver

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Message from our Administrator Dale Clements

What a joy it is to offer best wishes to Columbus Residence on the celebration of the organization's 25th Anniversary! Over the past eleven years, I have continued to feel truly blessed as the Director of Care and now as the Administrator, in working together with the staff, volunteers, Board of Directors.

Many changes have taken place over the years and these have provided an opportunity for staff to demonstrate flexibility, innovation and a strong commitment to the Mission, Vision and Values of Columbus Residence.

The special dedication and hard work of all staff, volunteers, Board and our loyal service providers over the years has provided the residents with a home filled with happiness, purpose and hope; it is a privilege to be a part of this achievement.

I look forward to the future and our continued work together as we carry out the healing ministry of Jesus Christ.

With blessings,

Dale

Message from the Board of Directors of Columbus Long Term Care Society

It gives me great pleasure to congratulate the many people who laid the foundation and those who continue to pave the way making Columbus Residence the home that was envisioned over 30 years ago. I had the privilege of being involved in the opening ceremonies; it's hard to believe that was 25 years ago.

Two individuals I would like to specifically acknowledge are the late Walter (Wally) Nezil and Edwin (Ted) Hawthorne. Wally spearheaded the operation and if not for him, I would not be writing this congratulatory message. Ted Hawthorne, a founding board member in 1983, has remained very active as a Board and Society member over the years serving in various capacities and making far reaching contributions since the organization's conception. We are grateful for both men's leadership and dedication.

On behalf of the entire Board of Directors, I wish to congratulate the Administrator, the Management team and the many staff and volunteers, who over the years have made Columbus Residence a home.

Happy 25th Anniversary!

Michael C. Steffen

President

Columbus Long Term Care Society

The Early Years - A Vision of a Home for Seniors



Walter Nezil and his wife Mary at the official opening ceremony on January 19, 1991.

Every story has its beginning and the story of Columbus Residence is one that began with the vision of the late Walter (Wally) Nezil, past Grand Knight, and other key members of the Knights of Columbus, Vancouver Council 1081 to create a care facility and affordable housing for seniors in Vancouver.

It has been said many times, that if not for the vision and steely determination of these Knights, and Wally in particular, Columbus Residence would never have been built.

The period of time between the initial planning and the actual opening of the facility took nearly ten years. Numerous meetings were held in the basement of Wally's home where a multitude of issues were discussed and finalized prior to the decision to formally proceed with the project.

Columbus Long Term Care Society was duly incorporated on July 25, 1983. The journey from incorporation to actual

construction was a long one. The society faced many challenges acquiring the land and securing the cooperative funding from various government agencies. Acting on faith and a tremendous amount of hard work, the Society persevered to see their vision through to completion.

Finally in January 1989 ground at the building site was broken and a few months later the construction of building began. By summer of 1990 the building was nearing completion. Columbus Residence's first management team, led by Administrator Seamus O'Melinn and Director of Care Wendy Wulff, were charged with the task of setting up a care home and all that entailed. Seamus and Wendy were soon joined by managers, Sandra Malone (Care Coordinator), Sandra Martin (Director of Programming &



After many years of planning, construction of Columbus Residence was finally underway!

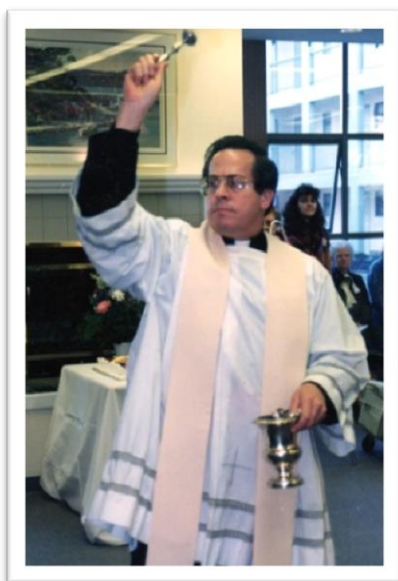
Volunteers) and Margaret Oliver (Food Services Supervisor). There were staff to hire, supplies to order, procedures to put in place and all before the building was even ready for occupancy.

In early September 1990 the first group of staff gathered on the 4th Floor for a week-long introduction and team-building orientation while construction workers finished work on the floors below.

The opening of the Seniors' Housing apartments took place on September 29, 1990 and the Care Unit opened shortly after on October 15, 1990. By the end of November we were a full house with over 100 residents and tenants calling Columbus Residence home.



An honor guard of Fourth Degree Knights lead a procession into our newly opened home.



Columbus Residence is blessed by Monsignor David Monroe.

The challenge ahead seemed enormous; a new building, new staff and residents coming together for the first time. But everyone believed that we were part of something very special and this spirit carried us through those chaotic first months.

The "Official Opening" was held on January 19, 1991. The ceremony was attended by over 300 guests, including an honour guard of Fourth Degree Knights, representatives of the Ministry of Health, BC Housing Management and the Canadian Mortgage and Housing Corporation. The building was blessed by then Monsignor David Monroe and commemorative plaques were unveiled. Wally's wife Mary who was so supportive in the early years of planning, joined in the official "ribbon cutting" ceremony.



Members of our "opening" management team at our 20th Anniversary celebration in 2010: Inder Malawarair, Sandra Martin, Vicky Louie, Sandra Malone, Seamus O'Melinn, and Wendy Wulff.

The vision of Columbus Residence had become a reality, but even as the opening ribbon was cut, plans were already underway to build a chapel for the new home. Also initiated at this time were

plans for the Pastoral Care and Music Therapy Programs that to this day, continue to be a very important part of life at Columbus Residence.



A proud moment for our Opening Board of Directors at our opening ceremonies on January 19, 1991.



Our 2015 Board of Directors – carrying on the tradition of service to our community.

The early years of Columbus Residence called for a great deal of dedication and commitment from the staff and Board of Directors. There were numerous challenges but the spirit of dedication and commitment continued and deepened setting the cornerstone of what Columbus Residence is today.

Today, we take our inspiration from Wally Nezil and those founding board members to face the challenges that will inevitably be ahead and to always keep the vision of a safe, loving and comfortable home for our seniors firmly in our sights.

Founding Board of Directors (1983)

Executive:

<i>President:</i>	<i>Walter Nezil</i>
<i>Vice-President:</i>	<i>Eugene S. Paone</i>
<i>Secretary:</i>	<i>Edwin A. Hawthorne</i>
<i>Treasurer:</i>	<i>F. Durack Mulligan</i>

Directors:

<i>Joseph W. Campbell</i>	<i>Dr. Walter Kazun</i>
<i>Bernard Fudge</i>	<i>Wilfred A. Murphie</i>
<i>Edward J. Hall</i>	<i>James P. O'Hagen</i>
<i>Anton Kamensek</i>	<i>Mrs. Margaret Point</i>
	<i>Mrs. Aline Raverty</i>

Opening Board of Directors (1990)

Executive:

<i>President:</i>	<i>Walter Nezil</i>
<i>Vice-President:</i>	<i>Eugene S. Paone</i>
<i>Secretary:</i>	<i>Edwin A. Hawthorne</i>
<i>Treasurer:</i>	<i>Bernard Fudge</i>

Directors:

<i>Sister Louise Denis</i>	<i>James Langan</i>
<i>Edward J. Hall</i>	<i>Vincent F. McCabe</i>
<i>Bernice Hughes</i>	<i>Lillian McKenzie</i>
<i>Anton Kamensek</i>	<i>Glynn Spelliscy</i>

Current Board of Directors (2015)

Executive:

<i>Chairman:</i>	<i>Michael Steffen</i>
<i>Vice-President:</i>	<i>Tom Wilson</i>
<i>Secretary:</i>	<i>Donna Trasolini</i>
<i>Treasurer:</i>	<i>Armand Giroday</i>

Directors:

<i>Richard Da Costa</i>	<i>Jo-Anne Harrison</i>
<i>Edwin A. Hawthorne</i>	<i>Robert Lewko</i>
<i>Stan Pidsadny</i>	<i>Greg Rahn</i>
<i>Frank Schober</i>	<i>Peter Wong</i>

What makes a home...



"I love cats! I need to have a cat around me to feel at home! I also like to have children around me and to relax watching television. When I am at home, I listen to the radio and always have pictures of my daughter and mother nearby. Columbus is now my home and I have my own room and a comfy bed. I like to keep my room tidy!" – Jackie A.



"If I think of home, there are bright colours! I love animals and I could curl up with a good book and a dog at my feet. To feel at home in the world, I would bring my camera and photos I have taken. Here at Columbus, the 'home-like' feeling comes from my freedom to come and go as I please-and I love my beautiful room!" – Ali K.

COLUMBUS

"For me, home is where I feel safe and comfortable. It is also a place of privacy. If I need to feel 'at home', I have my bible, photographs of my family and a phone book! Columbus Residence? The entire staff make me feel at home." – Evelyn M.

How Times Have Changed – 25 Years of Delivering Care

As we mark this important milestone in our history, we cannot help but reflect on how many changes have occurred in the delivery of care to our residents over the past 25 years. The care needs of residents today are very different from when we opened in 1990.

The First 10 years 1990 to 2000

When Columbus Residence opened in 1990, it served as an intermediate care facility for 75 residents. Residents in the general population were mostly mobile with walker and cognitively well. We only had few residents using wheelchairs and they were able to transfer themselves. They might have memory problems but their social skills were intact. Most residents were able to independently travel to and from their rooms to the Dining Room or other activities. Residents were able to participate independently in large social groups, their evening tea gatherings and bus outings. Care needs in the general population were minimal. Residents assessed at an extended care level were transferred to an extended care facility. The Special Care Unit (SCU) served the early to middle stage dementia residents. There were 6 full time and one part time care aide on the day shift; 3 full time, 2 part time in the evening shift and 2 full time care aides for the night shift. We only had one registered nurse (RN) taking care of the 75 residents in each shift.



Residents on a bus outing to Tulip Festival in LaConner WA in the early 1990s.

The Second 10 years 2000-2010

Our resident population slowly changed. Residents' mobility decreased and their care needs increased. The Care model changed to multi-level care and extended care residents were no longer transferred. Our resident population was increased to 76. More floor lifts were introduced and three ceiling lifts were installed in our tub rooms to help care staff provide safe care. Care hours were increased for day and evening shifts to better meet the residents' changing care needs. Licensed Practical nurses (LPNs) were added to the nursing team to share the workload of the registered nurse.



In our second decade, mobility of residents decreased and their care needs increased.

Four care staff successfully upgraded themselves to work as LPNs at Columbus Residence

Our Third Decade is Underway 2010 to 2015

The Care model changed once again with the philosophy of keeping seniors at home with supports as much as possible, which resulted in a significant change to our resident population. New residents now come to us at either an extended care level for extensive physical care or at later stages of dementia, often with very challenging behaviors, and these residents have limited capability to adjust to their new environment. Half of our resident population now require wheelchairs. More and more residents are unable to eat independently. Sixteen ceiling lifts were installed in the rooms. We have seen an increase in staff injuries due to resident aggressive behaviours or to



Today care levels have changed significantly since we opened in 1990.

musculoskeletal injuries. To meet the care demands, staffing was further increased on the day, evening and night shifts. Nursing hours also increased on the day and evening shifts In order to better meet the needs and provide enhanced services to the residents. We also continue to improve our palliative & dementia care through education and the use of modern technology and equipment.



Nursing hours have been increased to better meet the needs of our residents.

Facing the Future 2016 and Forward

It remains a challenge to sustain the present care level without further funding. Long time care staff will retire in the next 5 years which may present a challenge in the continuity of care. However, we have confidence in our younger generation and look forward to seeing them nurture our caring tradition and reach new milestones.



Nurturing our caring tradition into the future!

A Chapel to Call Our Own & Pastoral Care Program

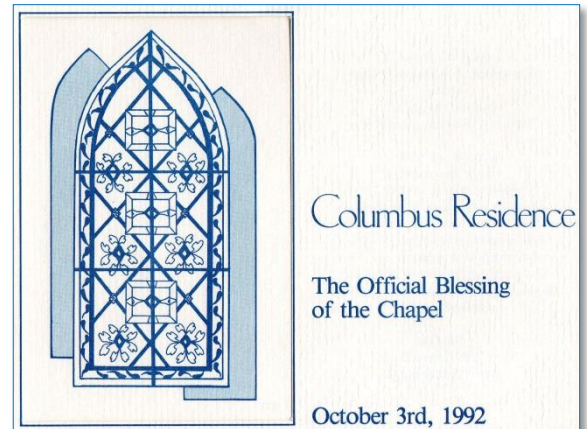
Serving the Spiritual Needs of Our Community

When the original plans for Columbus Residence were approved there was neither space nor funding for a chapel. Once again, led by Wally, our Board of Directors and Council 1081 had a new project firmly in their sight. Even before construction of the residence was complete, fundraising was underway to construct a chapel for our home and a Pastoral Care program to go with it.

Within a year of opening, a permit was obtained and work began to convert a large undeveloped space on the Main Floor into our Chapel. On October 3rd 1992 Archbishop Adam Exner, OMI blessed the Chapel at its official opening.

Fundraising efforts were now focused on the hiring of a part time Director of Pastoral Care for Columbus Residence. Finally, in early 1995, Sister Marilyn Kelly, a Grey Sister of the Immaculate Conception in Pembroke, Ontario journeyed to Vancouver to become our first Director of Pastoral Care. Through continued fundraising efforts a part time Pastoral Care Associate, Mary Crooks (later Director of Pastoral Care) joined us. Sister Marilyn and Mary Crooks were instrumental in establishing our Pastoral Care program and creating a role for volunteers to help serve our community. Former Pastoral Care team members included Marj Girard, who today continues to step in on occasion to lead Liturgy, Vivian Martin-Burns, Peter Anderson and Lucia Wang, all of whom brought their unique gifts and made contributions to build on the department's foundation.

Today our Pastoral Care team, continue to offer prayer and pastoral support to residents, families and staff of all faiths. Our Catholic faith is our greatest treasure; it is the rock-solid foundation for Columbus Residence and strengthening our identity as a Roman Catholic care facility remains a priority.



Invitation to the Official Blessing of our new Chapel 1992. The chapel was blessed by Archbishop Adam Exner, OMI.



Mary Crooks, Sister Marilyn Kelly, Monsignor Greg Smith and Pastoral Care volunteers at our "Light Up for Christ" celebration in December 2000.

Our faithful Pastoral Care volunteers continue to give generously of their time and talents. We are all blessed by their ministry.

Our Catholic chapel continues to be the heart and haven of Columbus Residence. Residents, families, staff, volunteers and local neighbours of all faiths visit our chapel to sit in Jesus' loving presence. We are blessed and privileged to have a Catholic chapel with the Blessed Sacrament.

We are grateful that the generosity of so many has kept our Pastoral Care Program alive and a vital part of our community. Pastoral care communicates Christ's healing love and compassion to all, especially those who suffer in body, mind or spirit. Our residents, their families, staff and volunteers have all benefited from these services, that without donor support, would not be available.

Our heartfelt thank you for your continued support and prayers for our Columbus Community.

I have come to Columbus Residence a number of times, replacing their regular celebrant for the Eucharist. After I figured out which buttons to push to get in, I found a warm welcome from the staff I ran into and, once they kind of got to know me, also some of the residents.

The group in the Chapel always responded well during the celebration – and yes, I realize some were from outside the Residence and indeed some of the residents dozed off a bit. I always tried to wake them up during the short homily but I wasn't always successful and it was only at communion time that one of the staff would touch the shoulders and bring them back to reality.

It was always a joy to do this ministry of service for this group of seniors and those sharing Christ's suffering.

Terence Conway OMI



Archbishop Michael Miller with Director of Pastoral Care, Marisa Ku and Pastoral Associate Seung Hee Kang on one of his visits to Columbus Residence.



Father Eason and residents celebrate mass on Christmas Day 2013



I have been making outreach visits to Columbus Residence for over 15 years and I continue to be amazed by the high quality of care and strive for ongoing excellence at Columbus. I am always pleased to be greeted with smiles from the staff and residents, and I enjoy the upbeat and happy feeling at Columbus. This positive atmosphere shows me that Columbus cares for the whole person: physically, mentally and spiritually.

*Congratulations on 25 years of excellence!
Keep up the great work!*

Dr. Marla Gordon

Physician, Cambie Older Adult Healthcare Team
Medical Director of Residential Care, VCH



I admire the dedication and hard work of the staff at Columbus Residence. I have seen, first hand, the extra mile that the staff go to make each resident feel respected and loved. I am honored to be part of the Columbus community!

Dr. Stan Karon

Family Physician and Medical Coordinator,
Columbus Residence

Thank you for my warm welcome during my visit to Columbus Residence. My heart sang with joy when I entered the door to the bright, clean, cheerful home that you bring to life for the residents and to feel the grace of God that shines within you and among you.

You are blessed stewards of a precious mission that is worthy of all you have to give. I pray you will continue to work and grow in peace, harmony, generosity and gentleness. God bless you, guide you and renew you.

Mary Crooks

Retired Director of Pastoral Care,
Columbus Residence



"Thank you for your service. Thank you for your friendship. Thank you for being the hands and feet of Jesus to our beloved mother. May God bless you richly as you continue to love God by loving those who need it most."

The family of Edith W.



"I cannot even begin to express my gratitude to all of the staff. I have never witnessed such caring, genuine love, and patience. The challenges faced everyday by the staff are met with humour, understanding and professionalism. Everyone has offered encouragement and strength to me and my family. All the while providing the most supportive and loving care to my Mom."

The family of Joyce P.



It has been my privilege to work with many of your employees on a variety of occasions over the past 10 years. Individually and as a whole, I have found them to be thoughtful, caring people, skilled in their various professions and trades, and happy to be engaged in learning new ways to improve their services to your residents.

My role has been to deliver training courses, workshops, and coaching sessions with managers, nurses, care aides, housekeepers, cooks and others focusing on ways to enhance interpersonal understanding and communication skills. As communication is a significant factor in the facility's accreditation process, I take particular pride in having made a modest contribution to Columbus Residence's splendid showing in their ongoing evaluation by Accreditation Canada.

Please accept my best wishes to everyone at Columbus Residence for continued success.

Carol J. Sutton

*Cert.ConRes & Communication Specialist
Principal, CJS Communications Inc.*



The Team Behind the Scenes – Support Services

Over the past 25 years our “team behind the scenes” Support Services has provided meals and housekeeping and laundry services to Columbus Residence.

We are very proud of our tradition of delicious “home-cooked” food and a clean and fresh home for our residents, staff and visitors.

When we opened in 1990 most of our Food Services staff were part time. We had 1 full time and 1

part time cook, 1 cook/supervisor and 4 part time dietary aides. For the first year of operation we had 2 full time housekeeping aides and 1 full time laundry aide but there was no relief brought in for their days off. Housekeeping staff pitched in to help with laundry when they could and vice versa.

Over the years the increasing demands on Support Services necessitated an increase in hours and eventually full relief was in place for staff’s days off. In 1998 and 1999 the



Christmas dinner in the early 1990s. Back then, most residents went out for holiday meals. Today, the majority of residents stay here for their holiday meals.

Food Services and Housekeeping/Laundry department schedules were combined and re-organized resulting in the creation of more full time positions. These staffing levels would remain the same for over the next 10 years. In 2010, due to the aging building and increasing workload due to residents’ higher needs and need for increased infection control measures, a new part time afternoon housekeeping shift was added.

Since opening we have served about 28,000 meals. In addition we have catered and provided for many events including board functions, family dinners and other special occasions. We have served well over 110, 000 pots of coffee and tea! Our laundry has washed nearly 110,000 loads of laundry. Keeping in mind that we have a large, commercial washing machine – that’s a lot of folding!



Our Housekeeping/Laundry staff keep our home clean and tidy and play a critical role in maintaining our infection control measures.

Our staff's efficient utilization of time, material and equipment resources has resulted in real tangible benefits to the organization. We receive numerous compliments from residents, board members and family about the delicious food. Our raw food cost in 1995 was \$3.99 per resident/day and the

target cost was \$3.95. Since then our raw food cost has only increased to \$6.00 per resident/day. The cooks and dietary staff work diligently to keep on or below this target.

Due to the efficient use of equipment by the laundry staff, we are still using most of the original laundry equipment installed in 1990. Our housekeepers keep the building very clean and this has not gone unnoticed by our many visitors. Throughout the years, we have received many compliments on the cleanliness of the building and that it often smells "heavenly"!

The residents' increasing care needs have a big impact on our departments, but we continue to meet the challenges through the creative and efficient use of our available resources and we are proud of the high standards we have maintained over the years.



Our talented cooks prepare food for all of our special events such as our Summer Social and Family Night.



Our "team behind the scenes" play an important role in daily life at Columbus Residence.



The Recreation Department - Providing 25 Years of Life Enhancing Programs

Over the past 25 years the Recreation Department has provided programs to promote growth, and increase the wellbeing and quality of life of our residents. These programs look at the individual as a whole person. Our programs address the physical, social, emotional, and cognitive domains.

When we first opened, most of our residents were very mobile and cognitively well. We were able to offer more traditional programming such as craft and ceramics programs and large group social gatherings. Only one Recreation staff member was needed to drive and assist on bus trips and on occasion, bus outings would be for a full day to enjoy a picnic or scenic boat tour. Over the years the department has introduced programs to meet the changing needs of our residents. For example in 2007 we introduced new programs to meet the needs of an increasing male population, including a bi-weekly men's breakfast group, a men's social group, and woodworking. In 2013, we introduced a program called "story writing group" where residents cultivated their creativity and imagination as well as developed a sense of accomplishment and social connectedness through creating short stories based on a picture.

With our more recent population the residents' ability to participate in the more "traditional" programs (*like the ones offered in our early years*) has decreased and we have had to adapt our programming to meet these new needs. The department has increased one to one visits and spontaneous small groups of 2 to 3 residents to support those that find structured group activities overwhelming and challenging or who have difficulty participating in large, high stimulation group settings.

Providing opportunities for residents in a quiet, calm environment is done on an as needed basis. A weekly lunch program was introduced in 2013 to support residents who can eat independently but have higher needs around mealtime. This provides social interactions in a calm environment for residents with difficulties expressing themselves.



Recreation programs address the physical, social, emotional and cognitive needs of residents.



Our Family Council

Completing the Circle of Care

The Family Council provides a forum for friends and families of our residents to meet and share their experiences, exchange information and learn from one another. Through this council many of our family members have found a mutual support system that helps each other cope with their loved one's experience of living in care and the care facility environment. These special relationships have often developed into lasting friendships that have been an invaluable support to family members during times of illness, palliative care and bereavement.

Facilitated by staff in our Recreation Department, the Family Council also provides opportunities for the exchange of information, concerns, suggestions, ideas & goals with Columbus Residence staff.

The Family Council is also a group of dedicated volunteers who plan and organize events such as our annual Christmas Craft & Bake sale and assisting at our annual Courtyard Fair. The council also reaches out to welcome our new residents and their family members and they help to provide additional support to those residents who do not have family or friends living nearby.

Columbus Residence is very fortunate to have a dedicated and supportive Family Council that embraces our "Mission, Values, Beliefs & Vision".

Our Family Council completes the circle of care that promotes the highest quality of care for the residents living here and for this we are grateful and blessed.

To foster a sense of community and belonging we encourage family and friends to attend and participate during our theme parties such as Summer Social, Hawaiian Day, Western Day, St. Patrick's Day, and Valentine Day. This year's Mother's Day Tea included family members sharing emotional, heartfelt memories of their loved one.

Our residents are keeping up with the times and this year the department purchased 2 iPads thanks to a generous donation from a family member. Residents are enjoying watching concerts and fun stuff on YouTube as well as using it as a reference tool for watercolour painting, crossword puzzles and more.

In 2015, financial reasons required a restructuring in the Recreation Department. Staffing levels changed from 4 part time positions to 2 full time and 1 part time positions. The department is fortunate that it receives help from yearly donations and fundraising events, to raise monies to help purchase supplies and fund programs such as regular musical entertainment on our Special Care Unit. Regardless of the financial challenges, the department continues to focus on increasing and improving the wellbeing and quality of life of our residents.



Our Recreation team members and our Music Therapist focus on increasing and improving the wellbeing and quality of life of our residents

The Resolute Little Christmas Soldier

Submitted by Yvonne deTroye (retired Recreation staff)

Anne and I had just newly graduated from the Therapeutic Recreation Program at Douglas College. We were passionate about our work and very idealistic. Our dear Gladys Harding from the apartments next door would come by with craft ideas for us and she would even offer to buy the craft supplies for us. Well, we started in November of 1991 and we were feeling inspired to do some Christmas crafts with the residents. We had visions of having a Christmas tree full of decorations skillfully hand crafted by our residents. We spoke of these things with great intensity and passion. When we said "the residents", our eyes would become star filled, as if we were transcending to another plane of existence. We truly believed in our hearts that there was no other Care Facility in the world that could be as homelike and welcoming as Columbus Residence. "The residents" simply ruled here!!

So, Anne planned a wonderful afternoon of making Christmas crafts. She invited 8 residents to come and make little soldiers out of old fashioned clothes pegs. She prepared her lesson plan in the way that we had been taught. She lovingly laid out a clothes peg at each residents place at the table along with a pompom for the hat, googly eyes, pipe cleaners for arms and some little containers of white glue. This was going to be great!! Anne went to have her lunch before the craft program began. Thoughtfully eating her lunch, smiling inwardly at the thought of the wonderful afternoon she would be having with "the residents".

Anne gathered her Craft group and I went up to the 4th floor to do my program with the Special Care residents. I wished her luck and said that I was really looking forward to seeing the Christmas soldiers later on in the afternoon. I was a little envious of the wonderful experiences she was going to have.

I returned an hour later full of anticipation. I came around the corner to see an Anne that I had never met before. Her face was as red as a tomato, she was taking very big breaths and was frenetically skipping about the table saying "let me give you a hand with that. That looks just great". It is hard to describe her exact tone of voice. It was the type of voice you would use when you were completely exasperated, desperate and wishing to run away.

The little Christmas soldier that Anne had prepared as a sample, stood resolutely in the middle of the table, as if he was keeping watch over a deadly invasion that had just occurred. Residents had pompoms and googly eyes stuck to their fingers, and the clothes peg soldiers looked as if they were victims of a deadly massacre. Some of the soldiers had one eye, others had one eye on the front of their head, and another on their belly. The pompom hats sat firmly glued to residents' fingers and Anne was ready to wave the white flag and give up. Then, to top it all off, I heard our beloved Mary Duncan use a four letter word!! Well, this was truly wonderful as it was now very clear that Anne had created an environment where residents could freely express themselves. They could be creative, share their thoughts and emotions and feel that they are truly working together as a team. They were united in their passions and they were freely expressing how they felt. I would give this program a 10 out of 10!



You Gotta Have Heart – The Staff of Columbus Residence



Celebrating their 25 years of service to Columbus Residence, these staff members have been here since our opening in 1990! Front left to right: Cindy Liao, Usha Krishna, Tessie Tria, Padhmani Sattaiya, Herjinder Basra, Corinne Wheeler-Hogan, Lucy Rea, Pravin Thalari, Nisha Shah, Jas Sohol, Heather DesRoches, Carla Sharpe & Inder Malawarair

There is something very special about working at Columbus Residence and it's been that way since we opened our doors. We come from very different backgrounds, work in different jobs and different shifts, we have different opinions (and sometimes we squabble), but we all share a passion and that passion is providing a caring, loving and compassionate home to our residents. This passion is the tie that binds our team together through the good times and through the challenging times.

Thirteen of our staff have worked here since we opened in 1990 and thirty-six staff members have worked here for 10 or more years. Managers and front-line staff have a shared sense of purpose and a strong belief in our Mission. We rely on each other and share the good times and the hard times as a team. The friendships that have developed over the years have created a strong connection to each other and to our work. This may in part account for staff making personal, long term commitments to work at Columbus Residence.

We also have a strong connection with our residents. Building compassionate, loving relationships enriches both the lives of our residents and our own lives as staff members. We can learn so much from our seniors and it is an awesome feeling to make them feel valued and play a part in giving them the care they need for a better quality of life.

Camp Columbus – The Blizzard of 1996

The biggest snowstorm in 80 years hit the west coast on December 28, 2006. In just 24 hours nearly a meter of snow fell on Vancouver grinding the city to a halt.

Staff working here had to hold down the fort as most other staff were forced abandon their attempts to get to work due to transit shut-downs and impassible roads.

The resourceful staff still at work took advantage of a pre-Christmas mattress delivery and set up a staff sleeping quarters in the Chapel. Next it was a raid on the unclaimed clothing cupboard to find pajamas for everyone.

Flashlights in hand – these staff braved the outside elements to make sure all of the tenants in Seniors Housing were safe and had provisions to see them through the storm.

Fortunately a cook and dietary staff were among the stranded campers and they were able to keep everyone well fed and warm with many cups of hot chocolate!

As the city began to thaw and recover, a slow trickle of relief staff were finally able to make their way to work – many getting rides with good Samaritans in 4-wheel drive vehicles who saw them struggling through the snow or waiting for buses that never arrived!

Within a few days – life returned to normal but we will never forget our frozen adventure or the dedication of the staff who were stranded here!



It's possible there is another little known reason why everyone loves to work here and it might just be about food and fun! It's no secret we love our potlucks – it's been a long standing tradition to hold regular potluck lunches here and no wonder as hidden amongst our staff are



A staff potluck feast!

some of the best cooks on the planet! The last request of many retiring staff has been to have a potluck meal prepared by their co-workers. No restaurant can compete!

We love a chance to have some fun whether it's to dress up for Halloween, join the pie-eating contest on Western Day or dance the night away at one of our staff parties.

Working in long term care is not for everyone! It's hard, at times overwhelming and sometimes very sad. But even on the worst days – we go home knowing we have made a difference and played a real role in making our residents' quality of life the best it can be. Even if we have just made a resident smile or laugh; comforting a resident with a hug are the reminders of why we love our jobs and show up every day. It is a privilege that not everyone finds in other workplaces.

“Columbus Residence has been, and still is a beautiful and caring place for residents. The residents are provided with warm hugs and smiles from all of the caring staff in every department. The management personnel are awesome and they are simply the best! I could not ask for a better place to work.”

Tessie Tria (Staff)



The Changing Look of Columbus Residence



The changing face of Columbus Residence: Our Official Opening in 1991, building envelope work in 2006/2007 and today.

Over the past 25 years we have seen lots of changes to the look of the buildings and the equipment we use!

We have always strived to make improvements that will enhance the lives of the residents who live here and the staff who work here. Fundraising and careful management of our resources have allowed us to make significant additions and improvements to our building including the building of our Chapel, additional office space, the conversion of our south patio area to the Glynn Spelliscy Solarium and the fabulous murals throughout the building. In 2006/07 building envelope issues resulted in a complete change to the exterior look of the buildings.

When we opened, we used typewriters! We had no electric beds or resident lifts, and our staff carried large, heavy walkie-talkies that were not connected to our telephone or nurse-call systems; very different from the small, fully integrated phones our staff carry with them today.

Change is a constant at Columbus Residence. Over the years we have had to adapt to meet the changing care needs of our residents. Our building has also had to keep pace with these changes!

In addition to the structural changes, we have seen changes to our security system, resident wandering system, air conditioning, our telephone system (twice), a lot of re-wiring to accommodate computers, lifting devices, electric beds, and emergency power outlets. We've



One of our Tub Rooms in the 1990s



Beautiful wall murals enhance our Tub Rooms today.

added ceiling lifts, wall protectors and altered flooring to accommodate residents' changing mobility needs. In addition to adding new office space – we've had to find creative ways to create new storage areas for the increase amount of equipment needed.

Overseeing all of these changes while keeping up with the more routine maintenance of our aging buildings, and ensuring our emergency systems work as they should, is Inder Malawarair who has kept our building humming along for 25 years now! An interesting fact: Inder was one of the original electricians who wired the building during construction – he probably had no idea back then that he'd still be here today!

“Where flowers bloom, so does hope”

Over the years we have found creative ways to maximize our outdoor spaces making them inviting and beautiful.

The need for an inviting outdoor area for our Special Care residents was identified very soon after we opened. After a major fundraising drive, a complete renovation of the 4th Floor patio began in 1997/98. On July 4, 1998, the “Garden of Hope” was blessed by Archbishop Adam Exner, OMI.



Fourth Floor patio prior to renovation was an uninviting space.



Today this space is a vibrant garden enjoyed by all!

A generous donation from a family allowed us to completely renovate our Second Floor patio and add a greenhouse. “Olive’s Garden” opened in 2008.

Our gardening group has made very good use of these expanded gardening spaces harvesting impressive herbs and vegetables!

With help from our Family Council we have also made enhancements to our front courtyard area.

We believe in the importance of providing outside space for our residents and visitors and like everything here at Columbus Residence we know that with careful tending our gardens will continue to flourish.



A bountiful harvest is transformed into a delicious vegetable soup by our residents.

Pearls and Gems from Our Residents

In our everyday working with Columbus residents, we enjoy conversation, music-making, story-telling, reminiscing and many other shared experiences. Often a resident will come out with the perfect phrase to say his or her truth, though sometimes the words are not what we might expect! We have collated some perfect gems that made us smile, laugh, feel deeply or ponder life. Here they are!

Staff: "Mary, Mary, how does your garden grow?"

Resident 1: "With silver bells and cockle shells and a row of men!"

Resident 2: "Oh, it's full of weeds!"

Staff: "Do you play drums?"

Resident: "No, I play mischief!"

Staff: "What are you thankful for?"

Resident 1: "That I woke up. Alive."

Resident 2: "That I put the same colour sock on each foot!"

Staff: "Here, have some cake!"

Resident: "Oh, great! I love steak!"

Resident comes to closed reception desk looking for Ceilidh (the dog)

Staff: "It's the weekend, Ceilidh is off today."

Resident: "Union, eh!"

* "His voice is most excellent; and he's only one man!"

* "Thank you for the program this morning. It made me....and my heart better!"

* "If you don't have hope growing things (in the garden), then you never will."

* "A smile costs nothing, but it drives the blues away!"

* "I was the youngest of 6 boys....I still am!"

* When presented with a mini chocolate cupcake, resident said, "My Mum used to make these. She called them 'pocket turds'".

* When asked if she'd like to get up and dance, she looked up with a knowing glance and said, "You're doing a fine job without me!"

* After falling and being helped by two staff to get up again, the resident said, "I'm sorry a million times. I hope someday I will also be able to help you!"





I can't count the times resident Patricia has had a joke or riddle for me. So one day on break I was reading a Reader's Digest and came upon a joke that I thought was quite clever and I thought "Patricia has met her match"!

I waited until tea time and saw her in her regular spot so I went over thinking the tables have turned...finally.

I said, "Patricia, I have a riddle for you". She got excited and couldn't wait to hear!

I said "Ok, what has no beginning and no ending and there is a hole in the middle."

She looked in my direction as if she was studying me and then she said "A doughnut?!"

Well, I went weak in the knees.....I thought for sure I had her this one time!....Nope!

I asked her just how she knew the answer, to which she replied, "Well Heather, we are so in tune that when I looked in your direction I saw a doughnut!"

Heather DesRoches (Staff)

The overall impression I left with has not altered since my emotional departure yesterday. The authentic care and attention to the individual residents moved me. What you have created MUST be a role model for residential care worldwide. I see it is possible to create an environment that one may thrive in, no matter the age, physical limitations or extenuating "story" of the human being who now relies on others for care.

Leading with the heart is possible.

Message from visitor to Columbus

Working here is very meaningful to me. Since the day I first entered the door as a student on my first day of practicum. I told my classmates "I can see myself working here, it's a very nice place". And it was an honour to be the only one hired from my group.

Columbus is my second home, working with people who treat each other like family. That makes it very special.

I do what I love, and I love what I do, and I do it at Columbus Residence.

Marlyn Quibuyen (Staff)



Because of you...

Fundraising efforts began long before our doors opened as there were rooms to furnish and equipment to buy. Over the years numerous individuals, groups, organizations and foundations have donated funds and/or gifts in kind. We are continually inspired by the dedication and generosity of our many faithful supporters whose giving has had a tremendous impact on our community and touched many lives.

Bernice and Guaik get out on the bus and enjoy beautiful scenery, visit familiar neighborhoods and share their “remember when” stories of Vancouver.



Dorothy, who lives on the Special Care Unit, is inspired to accompany Pete Campbell on the piano. Pete, a beloved entertainer, comes weekly and has a special bond with many of the residents.

Ruby, 93 years old, who was hospitalized with a fractured arm and knee cap sustained from a fall, was close to fully restored function pre-fall because of the mobility and strength exercises through 1:1 rehabilitation.



Fr. Eason and Trudy share a moment after Christmas Mass

Our Catholic residents can receive daily communion; families receive the needed emotional support from Pastoral Care when their loved one enters a new stage of dementia.

Mr. Lee and others experience reduced anxiety and increased joy as their eyes and hands follow the movement of the fish in our aquarium.



Leo can safely and more easily shift from his wheelchair to his bed, and care staff have less risk of injury when providing care because of the advanced features on our electric beds.



Mabel says, "I'm lost; I don't know where I'm supposed to be...Oh no, I can't sing!" After a few moments, she is smiling and engaged, knowing ALL the lyrics to whatever song Lyndia, our Music Therapist has come up with. Oh, and she can play the snare drum! She is right where she wants to be, and Lyndia gets to be there, too!

Jim put on a grass skirt! Our special events such as Hawaiian Day see large groups of residents come together for fun, food, music and dancing.



Major Donors to Columbus Residence

We have always acknowledged our major donors by, among other ways, displaying their name on our main floor recognition wall. With far too many names to list here (nice to have such a problem!) we have chosen to mention those whose support extended or continues to extend over many, many years.

Knights of Columbus Council 1081

BC Community Gaming

RC Archdiocese of Vancouver

Mr. and Mrs. PA Woodward's Foundation

St. Mary's Health Foundation

Werner and Helga Hoing Foundation

Columbus (BC) Charity Foundation

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4615 Fr. Peter McGuire

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7015 Star of the Sea

8629 Joseph Krenn

8853 St. Francis de Sales

10681 Joseph the Worker

12490 St. Helen's

Glinda Sweeney

ALA Foundation (Delesalle Family)

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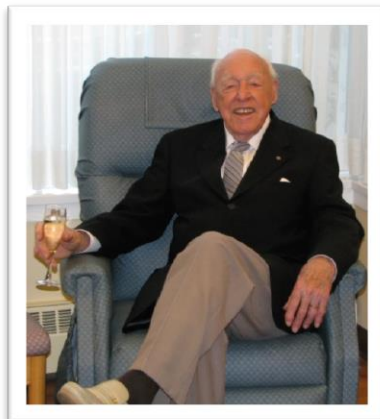
Mary Cairns

Ted and Gayle Hawthorne

Gordon Cherry and Jacquie Julian



Columbus Residence is presented with the gaming grant cheque by Vancouver-Langara MLA, Dr. Moira Stillwell in January 2013.



*Glynn Spelliscy
Founding Fundraising Chairman*





*We would like to thank all
those who contributed to our
25th Anniversary book.*

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