

ANNUAL REPORT
of the
COLUMBUS LONG TERM CARE SOCIETY
OPERATING AS
COLUMBUS RESIDENCE
On September 13, 2022



Since October 1990, Columbus Residence has operated as a non-profit society offering services in:
complex and dementia care,
and independent housing for seniors.

**CHAIRMAN’S and ADMINISTRATOR’S REPORT to the
COLUMBUS LONG TERM CARE SOCIETY
ANNUAL GENERAL MEETING on September 13, 2022**

This past year our attention remained focused on the safety and wellbeing of the residents and staff. In year two of the pandemic, the organization’s ability to manage through the uncertainty, and remain steadfast in hope of brighter days is something to be proud of and to long remember.

Our brighter days began in April 2021 with re-opening our doors to all vaccinated visitors in resident rooms, and our dining room and programs to residents all of which saw Columbus slowly return to a home filled with joy and laughter.

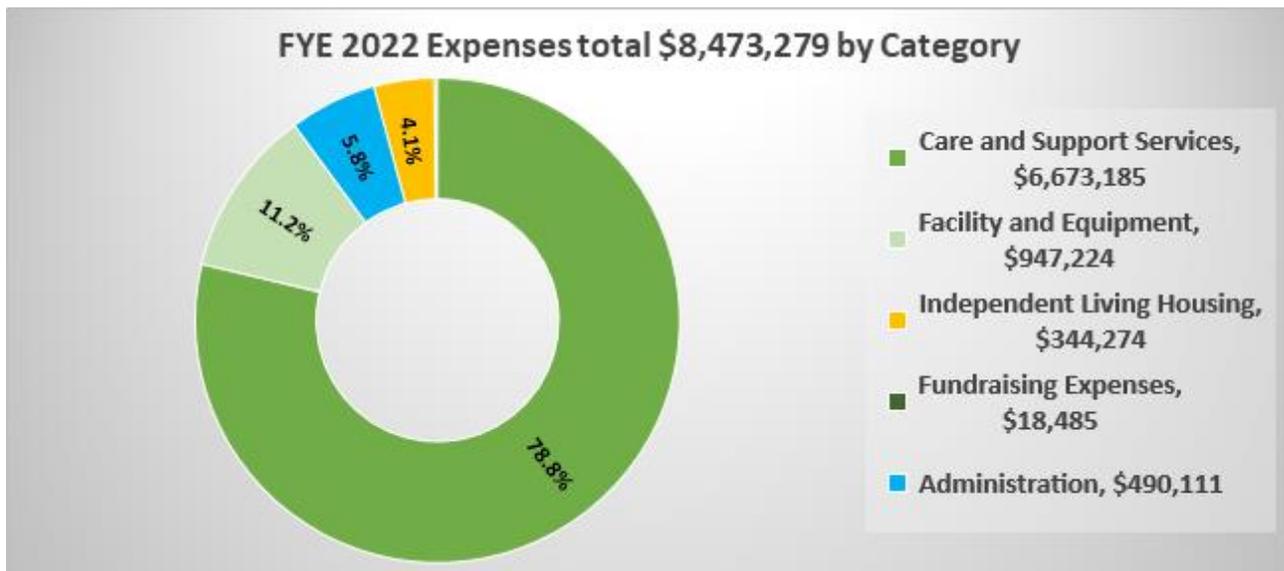
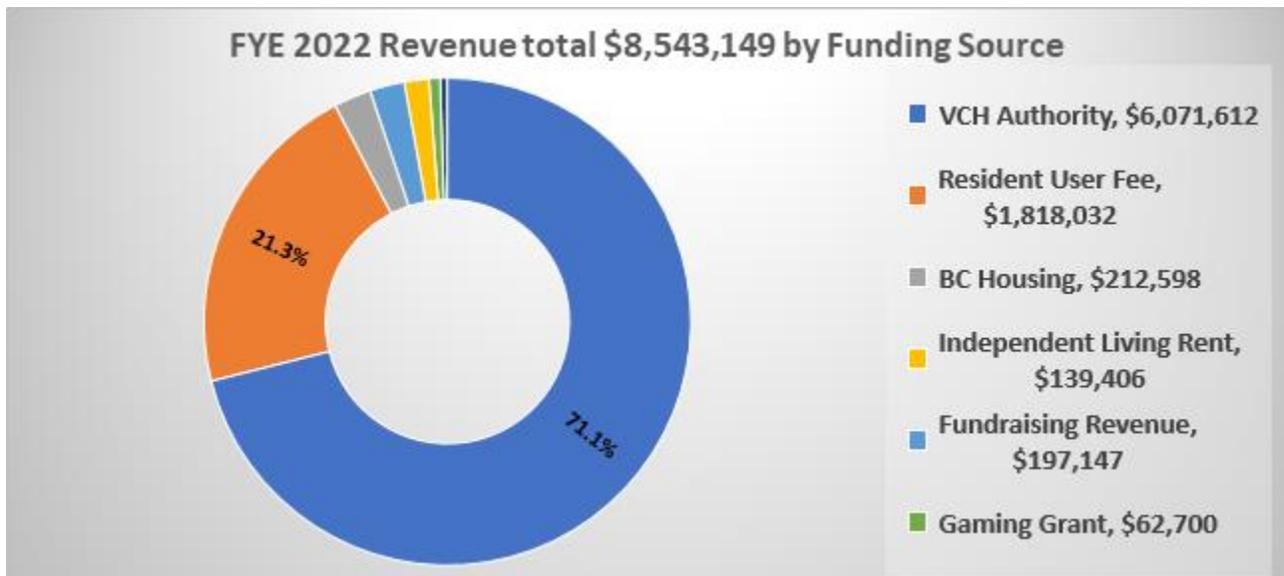
By the end of 2021, all staff were double vaccinated, and many had received the 3rd booster. With the provincial vaccination mandate, we were fortunate to not have lost any staff members.

By January 2022, as the number of people hospitalized or dying in the province was much less than previous year before vaccinations, we saw many changes to Provincial Health Orders and while covid was still very much present, we had to make a paradigm shift. Outbreaks were no longer declared other than exceptional cases; isolation periods reduced to 5 from 10 days; visitor guidelines eased; rapid testing was introduced.

At times, like all care homes, we experienced frustration with the timeliness of receiving Provincial Health Orders and the different, at times contradictory, information coming from Provincial Health Officer and Vancouver Coastal Health. It took a while, but we did learn to pause before revising our safety plans and sending out communications to families and staff.

Late 2021 we began the required Essential Services Planning in preparation of Healthcare’s collective agreements, which expired March 31, 2022. The negotiating process was much more comprehensive than in previous rounds, however we reached agreements with both our unions (HEU and BCNU) and will be prepared in the event of strike action.

Finance



Based on the audited statement of operations, this past fiscal year’s financial performance ended with a net surplus of \$70,000. The above graphs provide a clear picture by revenue funding sources and expense categories.

For VCH Authority funding, there were \$339,000 one-time only funding in response to the COVID-19 pandemic related expenses and pressure. At the end of the fiscal year, the amount payable to VCH increased to \$229,000. This total payable represented the variances in Hours per Resident Day (HPRD) and residents’ contribution reconciliation for FYE 2021 and 2022.

Human Resources

This year saw significant personnel changes with various leaves of absence, retirements, and resignations, and continued to present hiring and staffing challenges for all departments. These are challenges faced across all healthcare sites across Canada. We are grateful for the dedication, flexibility, creativity, and hard work of our staff to navigate these difficulties.

We successfully recruited two Screening Clerks and nine Care Aides. Recruitment efforts for Support Services in December did not result in any new hires and is ongoing. A temporary Nurse was assigned to Columbus from VCH for the months of December, January and February to alleviate the burden on our regular nurses as the Single Site Order continued.

Our Care Department hosted eight Care Aides in their final practicum and an RN in a 400-hour supervised practicum, with the goal of hiring the nurse once their licence was renewed.

Seven staff retired; four of these were original staff, a cook and three care aides hired in 1990. Due to covid restrictions, we remained unable to get together to celebrate the service of our retirees, however they were recognized with a gift, card and flowers.



Three Care Aides and one casual Support Services Staff began Maternity leave in early 2022. Three Full-Time Care Aides remained on LTD for the duration of this year. An additional Care Aide claim ended in March 2022, with the employee not yet returning to work. One LPN began LTD in August 2021, and a Full-Time Care Aide in March 2022. After a very long road to recovery, a Care Aide, who was on LTD since November 2020 due to Covid, began a reintegration program in February 2022.

The Leadership Team also saw changes. In November 2021, our Director of Support Services began a medical absence and has not returned to work. This role was temporarily covered by our Dietician, who added two days a week to work at Columbus and our Leadership and Support Services teams came together to assist with all tasks. With the extended absence, a decision was made to recruit for a temporary replacement in March 2022. Late February 2022 brought the notice of resignation of our Manager of Corporate services as well as the casual Finance Associate. Recruitment began immediately with “bridge” coverage arranged through a temporary staffing agency. Interviews were held early March and the Employment Offer was finalized before the end of March for our new Manager of Finance and Corporate Services.

WorksafeBC – Columbus staff had five covered absences, totalling 92 paid leave days. Our experience rating remains at 25% better than the industry average, indicating our efforts to keep staff safe are working.

The Workplace Wellness Committee met monthly and added new members. This committee continues to be active with accident investigations, employee awareness and education. We added a program for Web-Based therapy for Mental Health using a company called MindBeacon that offers confidential individual cognitive behaviour therapy and therapy guided programs as well as an abundance of resources including newsletters and webinars.

Regular staff update meetings were held throughout the year allowing our teams to stay connected and supported.

Human Resources (cont.)

Columbus remains committed to staff education, training, and development. The following highlights some of the many in-services, webinars, virtual workshops and conferences attended last year: Outbreak Management, Body Mechanics, Wheelchair transfers, Fall Prevention and Pressure Management, Mental Health at Work, Point of Care Assessment.

Resident Care

In August the Director of Care, Medical Director and Administrator met with the Vancouver Division of Family Practice (Long-Term Care Initiative) for their annual review of Continuous Quality Improvement data. Columbus Residence, again, measured as one of the top care homes in Vancouver Coastal Health for limiting the number of transfers to acute care, supporting residents deemed palliative to die here in their home vs. hospital, managing residents' Activity of Daily Living profiles and updating their Degree Levels of Intervention.

In January several residents on the 4th floor contracted covid but isolation measures implemented, and social visits stopped for a period, controlled further spread of the virus.

We enrolled in the Bruyere C19 Immunity Research Study, a national study undertaken with federal funding by participating universities to analyze immunity to Covid-19 in those that live, work and visit LTC homes. The study is underway with several residents, their families and staff registered, and the second phase of collection (finger-prick blood samples) complete. Director of Care, Ricky Chau is the on-site facilitator.

Licensing inspections assess compliance with legislation, regulation and the Director of Licensing Standard of Practice. The Care team is commended as Columbus was in compliance with all 103 standards.

Our rehabilitation team consisting of Chris Parkinson (Physiotherapist), Arneil Magleo (Occupational Therapist) and Jomin George (Rehabilitation Assistant) have had another busy year implementing falls prevention programs, educating staff on injury and falls prevention, improving our resident's mobility, reducing risks of skin breakdown and providing adaptive equipment and wheelchair recommendations.

The team worked hard to get residents moving again to the best of their abilities so that they can continue to be as active as possible inside their home and (when possible) get out and enjoy some sunshine. The help from family and friends this past year to organize equipment, encourage participation in exercises and provide valuable feedback for their loved ones was greatly appreciated.

Support Services

While we noted in last year's report that costs for almost all food items were climbing, this past year as we all know, saw a dramatic increase in cost. With a food budget of under \$7.00 per resident/per day, it's remarkable that the cooks were able to produce quality, tasty meals.

Supply chain issues worsened this past year (a breakfast staple like Cornflakes was unavailable for almost six months) and required continued flexibility and creativity with menus as well as regular grocery shopping, outside work.

Support Services (cont.)

With the Director of Support Services going on an unexpected medical leave, the department experienced a big transition. Our Dietician, Human Resources Coordinator, Cooks and the Support Services team are commended for their extra efforts during that time to ensure the needs of our residents were met.

Resident turnover and the enhanced covid-19 cleaning requirements kept housekeeping staff very busy. Housekeeping staff receive regular and well-deserved praise from families and visitors on how clean the resident rooms and common areas are.

Recreation & Music Therapy

Recreation continues to balance large groups such as This & That, Bowling, and monthly Special Events, with small groups such as Cup of Conversation, Painting, Crossword, or Baking, as well as 1:1 support for residents. Sensory as well as cognitive stimulation programs are also offered including activities such as therapeutic cats, puzzles, flower arrangements, or folding laundry.

Much to the residents' delight, special group events resumed in June and residents were elated to have the Mystery Drive resume in July. In the Fall, after 18 months, we welcomed back our entertainers who bring so much joy to the residents and energy to the environment.

The Recreation team and Music Therapist collaborated on many of the larger themed events, such as Country Hoe Down, Oktober Fest., Talent Show, Hawaiian Day, Ice-cream Socials, and a New Years' party. In May 2021, a rolling Pub cart was introduced making the rounds every Thursday. The different themed rolling carts have been a great success with treats, music, energy, and laughter delivered to residents' rooms and lounges and lifting the spirits of residents and staff.



Monthly Special events on the 4th floor included Winter Café, Sweetheart Tea, Spring Tea, and Mother's Day Tea and Garden Party. A popular program with 4th floor residents is preparing fruit salad, making waffles, and enjoying eating both!



Summer of 2021 brought an abundance of home-grown vegetables thanks to some avid resident gardeners.

We continue to recognize our Asian residents celebrating the Moon Festival in September, and Chinese New Year in February. The monthly Chinese take out luncheons are very popular.

Last spring, a Recreation Therapy student completed her 5-week Practicum experience with the Recreation Department, which was an opportunity to have increased programming and help future recreation practitioners gain well needed hands-on experience. A student intern was with us for three months last Fall and assisted Recreation in all job tasks as well as created a special service-learning project Armchair Travel, that brought residents together to journey around the world.

Last summer we were thrilled to receive a donation from Rick's Heart Foundation through the *Heart for Music* program that equips seniors' care homes with complete music programs. We received tablets and headphones as well as a subscription to Spotify to create individual resident playlists with music that's meaningful and surfaces potent, positive memories.

Recreation & Music Therapy (cont.)

We have some very professional and dedicated volunteers helping us with programs as well as spending one to one time with residents. Due to COVID, we were unable to hold our annual Volunteer Appreciation Tea, however, did recognize their important contributions in the form of written cards and emails.

In March, to acknowledge Recreation and Music Therapy month, staff, on their own time at home, baked, decorated and wrapped sweet treats for all the staff.



Environment and Equipment

Equipcare BC, which was introduced in 2020 as part of British Columbia’s COVID-19 response plan, opened a 3rd round of applications. We again received the maximum grant of \$11,400 that allowed us to purchase several infection control items as well as medical equipment.

Successful grant applications allowed us to purchase 10 mattresses. One-time federal grant funding allowed us to replace our rooftop make up air unit improving temperature control and air quality, and 10 electric beds and mattresses.

The elevator modernization project for the Seniors’ Apartments will soon begin. The Society signed a 10-year commitment to provide low-cost housing, which was a funding condition of BC Housing to proceed with the elevator project. We were granted an extension of our operating agreement to March 31, 2028 and thank the Society’s lawyer who assisted with the request letter.

Our aging building saw several leaks both in the care home and apartments. The time to fix the leaks and the associated costs continues to rise and increase cost pressures.

Heavy rain in November resulted in sewage back up that flooded the basement of Seniors’ Housing. Common areas and storage rooms were affected. Some of the repair work required is still not complete due to communication delays from the restoration company, and also recurrent sewage back up when heavy rains are experienced. The City of Vancouver attended onsite after the 3rd back up, and determined it is a city line that needs to be repaired. Once confirmation of repair is received from the city, the repair work will be completed.

A project to upgrade the WiFi for EMAR was completed.

Spiritual and Bereavement Care

As the pandemic continued, our Spiritual Care program played an integral role in supporting the spiritual and emotional health, and the overall well-being of residents, their families, friends and our staff. Support included but was not limited to one-to-one in-person visits, facilitation of virtual visits with family and friends, and delivery of emails and pictures to residents. Spiritual Care staff kept connected remotely with our priest, ecumenical pastors and our many volunteers via email and phone calls.

Reaching out to staff individually and in small groups to support them mentally, emotionally, and spiritually remained a key focus. An in-service “Care for Self” was presented to staff and totaled eight sessions and 29 participants.

Spiritual and Bereavement Care (cont.)

Our bereavement program, Tea for the Soul, supported staff through one-on-one and small group sessions allowing them to share their grief and work through and let go of any anxiety. Staff off work due to Covid-19 or other illness or injury, received regular calls to check in and comfort them as needed.

Easter Sunday was especially joyful as residents were able to gather to celebrate. Sixteen residents participated in an Easter Hymn Sing, coordinated with the Recreation team.

While unable to gather as a group, we recognized National Nursing Week in May with a display of collected prayers and poems from staff and departments.

The chapel re-opened in September and our various ecumenical services and well attended programs such as Hymn Sing resumed. Three volunteers resumed their service. The Director of Spiritual Care was once again able to attend Funerals and Celebrations of Life supporting bereaved family and friends out in the larger community.



Spiritual Care provides palliative care prayers, prayer gatherings in the resident's room after death and family bereavement support. After a long 18 months, our community came together in September, outdoors in our courtyard, for a Memorial service to honour, remember and give thanks for 10 deceased residents. For the many residents, family, friends and staff who attended, this important event allowed them to grieve not only for the residents' lives lost, but for the many losses the pandemic brought.

In December we celebrated our annual Advent celebration, Light Up For Christ with special guests Archbishop Michael Miller, CSB and musician, Roger Costo.



In Appreciation

To the staff who have faced each challenge with grace and resolve; the residents whose patience and resilience has inspired; and our larger community who has supported, adapted, pushed through, and pivoted with us each step of the way, we thank you.

We are grateful to the Vancouver Coastal Health (VCH) teams we continued to work closely with this past year and our special thanks to Jo-Ann Tait, Executive Director, VCH Regional Long Term Care, Assisted Living and Supported Housing who continued to lead our sector with courage, humility and humour.

We thank Bob Breen, Executive Director of both Catholic Health Association of BC and Denominational Health Association who, despite dealing with a major health challenge this past year, did an amazing job, on behalf of these organizations, advocating at the Ministry level for Long Term Care.

In the coming year may we renew our commitment to our Mission of carrying on the healing ministry of Jesus, and our vision to be a home alive with hope, joy, meaning and motivation; entrusted to provide compassionate quality care to the community we serve.