

## GEORGE DERBY CARE SOCIETY



## ANNUAL REPORT 16<sup>TH</sup> JUNE 2011

*Proudly Serving Veterans Since 1988*



Our **Vision** is to be the **Centre of Excellence** in the provision of supportive, independent living, complex and dementia care for **Veterans of the Armed Forces** and the general senior population.

## A MESSAGE FROM THE PRESIDENT

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Good evening and welcome to our 2011 Annual General Meeting. Firstly, I would like to introduce the Directors who are here today.

It is with sadness that I announce the passing of Neil McLeod in February 2011. He was elected to the Board of Directors in 2009 and he brought a wealth of experience to our Board. He will be missed.

This past year, several new task groups have been formed. Policy and By-Laws, chaired by Shirley Aldridge; Performance Management, chaired by Pat Buchannon; Planning and Redevelopment, chaired by Bill Summersgill. As you can see by this list, the scope of work to be done by the Directors has increased.

Again, it was my pleasure to attend, with other Directors, the Volunteer Appreciation luncheon held in April.

The finances of George Derby Centre are very complex due to multilevel funding and the reporting requirements that we have to follow. On behalf of the Board, I would like to thank Keith Herbert, Director of Finance for his patience in explaining the details of our financial reports at each board meeting.

Last, but not least, I would like to thank Janice Mitchell for her tireless efforts in her administration of the staff, volunteers and the Board.

Tonight is the end of nine years as Director of the George Derby Care Society and now I must step down as Chairman and member of the Board. I thank the Board for their support over the years.

Thank you for attending this meeting and your continuing support of George Derby Centre.

A handwritten signature in black ink that reads "Peter Cherry". The signature is written in a cursive style with a horizontal line underneath.

Peter Cherry, President  
George Derby Care Society  
16<sup>th</sup> June 2011

## *Farewell . . .*

At the close of this Annual General Meeting, we will say farewell to Mr. Peter Cherry. In accordance with the By-Laws of the George Derby Care Society, a Director is no longer eligible to be a Director upon completion of nine years of continuous service; this year, Peter Cherry achieved this significant milestone. Peter was elected to the Board of Directors at the Annual General Meeting on 19<sup>th</sup> September 2002. He has held positions on the Finance, Executive, Membership and Nominating and Strategic Planning Committees. He has however, indelibly left his mark as President. Peter was elected as President in 2004 and has retained this esteemed position since. On many occasions, Peter has unfailingly represented the Board with honour and integrity, whilst demonstrating his commitment to the residents of George Derby Centre. He has brought thoughtful deliberation and consideration to many discussions over the past nine years and his presence around the board table will be sorely missed.

Although it is time to say farewell, we know that Peter will continue to support George Derby Centre and remain an ardent advocate for the betterment of Veterans.



# GEORGE DERBY CARE SOCIETY, BOARD OF DIRECTORS

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## PRESIDENT



Peter Cherry

## VICE--PRESIDENT



Bill Summersgill

2010-11

*We foster a climate of mutual trust,  
respect and open communication.*

*We are most effective when we act with  
integrity and compassion.*

## DIRECTORS AT LARGE



Glenn Abel



Shirley Aldridge



Pat Buchannon



Bruce Burlington



Ike Hall



Jim Irvine



Bill Meeks



Joanne Reid

*We are accountable for efficiently providing quality  
care and services to Armed Forces Veterans  
residents at George Derby Centre.*



Neil McLeod, 1937-2011

*We are mindful of our responsibility to staff and to the community.*

## Our Mission

We are a community based continuing care residence for **Canadian Veterans of the Armed Forces**. We enable our residents to maintain their optimal level of health and wellness in a supportive, **GentleCare** environment. We provide therapeutic programs and coordinate access to other necessary health care services.

Special Care Activity Circle



## A MESSAGE FROM THE EXECUTIVE DIRECTOR

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George Derby Centre continues to exhibit a commitment to the provision of quality care for our veteran residents. Through the establishment of responsive and innovative programs, George Derby Centre distinguishes itself as a dynamic health care organization with a vision of excellence.

Our accomplishments over the past year are attributed to the dedication and support of the Board of Directors, the commitment and efforts of the leadership team and staff of George Derby Centre and the support of our community partners.

We acknowledge the challenges and accomplishments that have strengthened our mandate to excel in the provision of complex health care to our Veteran residents. We have seen many significant changes to our Veteran resident population and the dynamics of our community. However, we maintain the focus to continually develop and promote new approaches to reflect the changing needs of our veteran residents.



Our Values & Beliefs are ...

*Compassion*

**Community**

*Dignity*

*Comfort*

**Respect**

**Involvement**

**Excellence**

**Independence**

**Aging** is a natural process

Our **Residents** come first!

We foster relationships with the larger community



# GEORGE DERBY CENTRE LEADERSHIP TEAM

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Janice Mitchell  
Executive Director

*We will act with competence and diligence and in the best interests of the residents when performing the responsibilities of our position*



Keith Herbert  
Director of Finance



Theo Madeley  
Director, Human Resources



Yoying Orosa  
Director, Therapeutic Programs



Mel Elliott,  
Director, Facilities Management



Maria Asperin,  
Manager, Support Services

*We will act with integrity and compassion and will always respect the uniqueness of our residents and their rights to dignity, privacy and respect.*

*We each take responsibility for open, honest and respectful communication.*



Leanne Kemp  
Director, Resident Care



Glynis Karpinsky  
Manager, Clinical Services



Noreen Donnelly  
Manager, Staff Wellness



Kent Green  
Manager, Information Systems

*We will consistently cooperate with and support our colleagues and community partners for the benefit of our community and those we serve.*

# CARING FOR OUR RESIDENTS

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## SATISFACTION SURVEY

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George Derby Centre conducts a family satisfaction survey every two years to help identify what we do well and how we can improve resident programs and services. The purpose of the survey is to determine families' overall satisfaction level with the quality of the residents' accommodations, care and services.

Overall, 95% of respondents expressed satisfaction with the care and services provided to their family member; 97% stated that they would recommend the facility to a friend.

Areas of satisfaction, in order of importance according to the families' ratings and comments:



- ✓ The amount of compassion, respect and care the staff shows towards the residents and families.
- ✓ Families feel they made the right decision choosing George Derby Centre and that their loved one is living in a place where people care about them.
- ✓ Families are satisfied with the amount of choice the resident has, from being able to make their room homelike to going to bed when he/she likes.
- ✓ Positive comments were given about the Recreational Activities and Artworks.
- ✓ Respondents agree the Centre is clean and are satisfied with residents' accommodations.

The respondents' comments included the following recommendations for improvement:

- More direct care staff is needed to meet the residents' increasing personal care needs.
- Improvement in the dining experience: more food selection, time to eat, flexible times to eat and assistance with meals.
- Improved communication with families about their family member from clinical information to personal needs.

- More attention to residents' personal belongings from laundry to personal items in their rooms such as hearing aids, shavers, money, clothes, etc.

We sincerely appreciate that families took the time to complete the survey. Their responses play an important role in the development of the Centre's future direction. We have incorporated their recommendations into the Centre's implementation plan for improvements.

## SMOKE FREE ENVIRONMENT

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Effective 15<sup>th</sup> April 2011, George Derby Centre became a Smoke Free Property, to comply with the new provincial regulation and the Fraser Health Smoke Free Policy. This policy applies to everyone within the facility and on our property, except for our residents. This is the residents' home and we will continue to provide them with designated smoking rooms and outdoor smoking areas.



## ACCREDITATION 2011

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George Derby Centre is actively preparing to participate in a national accreditation survey that will be conducted by Accreditation Canada in November, 2011. The surveyors will compare the Centre's resident programs and support services with national standards, established in collaboration with health service organizations. The survey will also examine how well George Derby Centre has implemented the quality improvement process throughout the organization and will suggest ways of improving the quality of services delivered.



**ACCREDITATION CANADA**  
**AGRÉMENT CANADA**

## OUR THERAPEUTIC PROGRAMS

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George Derby Centre continues to develop innovative therapeutic programs that promote the participation of our residents with dementia and complex health care needs. The following valuable programs are 100% funded by Veterans Affairs Canada.

### ARTSWAY

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Health Arts Society (HAS) was founded in 2006 to meet the need for live professional arts programs for people in care. It is driven by the idea that people in care, especially in long-term isolation, are in need of intellectual stimulation.

The largest audience for arts programs are found in residences for elders, many of whom are unable to access live music or theatre arts. Health Arts Society presents performances as ARTSWAY that contributes to the quality of life of people in care.

George Derby Centre, in partnership with the Health Arts Society, has hosted ARTSWAY professional concerts since 14<sup>th</sup> February 2011. Concert musicians we have welcomed include:

- ★ The Borealis String Quartet;
- ★ Diamonds in the Rough;
- ★ Tiller's Folly;
- ★ Pianists, Ellen Silverman, Karen Lee Morlang and Doug Balfour;
- ★ Violinists, Evelyn Creaser and Yuel Yawney;
- ★ Flautist, Mark McGregor; and
- ★ Marimba Player, Martin Fisk.



Residents, families and staff thoroughly enjoyed the professional musicianship and performances, learning about the musicians and concerts, the camaraderie with the musicians and reminiscing about their own musical experiences.

Unanimously, the performers expressed the pleasure they had contributing to the residents' enjoyment.

Residents, families and staff look forward to enjoying many more concerts throughout the year.

### INTERGENERATIONAL PROGRAMS

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George Derby Centre, in partnership with Second Street Elementary School, hosts visits for the school children to participate in creative arts projects with our residents. The connection between the generations is 'good for the soul'.



### CHICK HATCHING PROGRAM

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Residents on Main North recently participated in a 'chick hatching program in partnership with a local farmer. After 20 days, our seven eggs began to rock back and forth and make "cheep, cheep" sounds. The same day, six out of seven chicks pecked air holes in their eggs to become acclimatized to the oxygen.



The eggs started hatching on the 21<sup>st</sup> day amidst much careful watching by the staff and residents. By 10:15am the first chick was hatched and loud cheers broke out amongst all who witnessed the newborn baby chick. The last chick was hatched at 8:00pm.

The whole experience was a great reminder to both residents and staff of the wonderment and renewal of life.



# HONOURING OUR VETERANS

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## KOREA VETERANS ASSOCIATION

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On Tuesday 20<sup>th</sup> July 2010, George Derby Centre welcomed Consul General Tongmo Suh and his wife, Mrs. Suh, Consul Tong-Op Kim, Rear Admiral Lee, Byung-Kweon, Commander of the Cruise Training Task Group of the Republic of Korea Naval Training Academy and naval students.



extraordinary event and for his continued advocacy to commemorate the lives and experiences of Veterans.

We also acknowledge the many individuals and organizations that volunteered their invaluable time to ensure the success of this Celebration

We were privileged to have many special guests who attended and demonstrated their commitment to honour our Veterans including Senator Yonah Martin



(pictured right), The Honourable Peter Julian, MP; Adrienne Alford-Burt, Veterans Affairs Canada; Barbara Spitz, on behalf of Harry Bloy, MLA and Mayor Derek Corrigan, City of Burnaby.



Mr. Sonny Son, President, Korea Veterans Association, Western Canada Chapter, organized this special visit for Korean dignitaries to present commemorative medals to our Korea Veterans and to honour the 60 years of commitment and friendship between Korea & Canada.

## VETERANS DAY CELEBRATION

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On Saturday 18<sup>th</sup> September 2010, George Derby Centre proudly hosted the 2nd Annual Veterans Day Celebration. This special occasion was planned and organized by Mr. Guy Black to honour all veterans who reside at George Derby Centre; men and women who selflessly served Canada for the freedoms that we all cherish.

We extend a special thank you to Mr. Guy Black for his tireless efforts to plan and organize this

## SEAFORTH HIGHLANDERS OF HOLLAND

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In November 2010, the Seaforth Highlanders of Holland, Memorial Pipes and Drums were in Vancouver to participate in commemorative ceremonies



recognizing Canada's participation in the liberation of Holland during World War II. The Band contacted the Centre to ask if we would allow the Band to visit and give an impromptu performance for our residents.

The performance was thoroughly enjoyed by residents and staff. Following the performance, the members of the band visited with the residents and shared their respect and honour of our Veteran residents.





# OUR CHALLENGES

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## OUR FUNDING SHORTFALLS

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Over the past year, our most significant challenge is the struggle to maintain our programs and services whilst being historically underfunded. We have initiated many discussions with Veterans Affairs Canada and Fraser Health in an effort to receive additional funding given the Centre's current funding level. These discussions have not been successful and therefore, the organization continues to operate in a deficit position.

The Leadership Team, under the direction of the Executive Director, is in the process of creating a plan to eliminate the Centre's annual deficit including options for reducing certain services and positions. However, identifying feasible options is difficult given the increased demand for services and external initiatives that must be implemented or maintained. The Leadership Team continues to make every effort to contain costs which is a significant challenge given the residents' increased care and service needs.

A communication plan is being developed and every effort will be made by the Board of Directors and Executive Director to engage our partners in the community to advocate on behalf of our Veteran residents.

## OUR FUND RAISING INITIATIVES

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### Equipment Needs

As with all non-profit organizations, funds are not always available to purchase critically required items. George Derby Centre is dependent upon the generosity of individuals and service organizations to assist with the necessary funds to purchase items that we have an immediate need for that will greatly improve our residents' safety, security and comfort.

George Derby Centre's focus is to promote resident safety. Therefore, the priority for our fund raising initiatives is to expand and enhance our equipment requirements to meet the complex care needs of our increasingly frail residents and enable staff to assist residents in a safe manner.



### Transportation Needs

The bus that is currently used to transport resident groups on community outings and events is beginning to show signs of distress and requires more costly repairs. More importantly, the bus does not adequately accommodate the increased number of residents with wheelchairs.

We have initiated a new fundraising campaign for the replacement our existing bus. The new model bus will lower to sidewalk height to enable easier access for wheelchairs and will accommodate 16 wheelchairs. Without appropriate transportation for wheelchair bound residents, many will not be able to participate in as many recreational activities. It is extremely important that residents continue to attend community events and maintain associations with their respective service organization.

The cost for a new bus is **\$100,000**



# ACKNOWLEDGEMENTS

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## OUR COMMUNITY OF CARING

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George Derby Centre remains indebted to the many individuals and organizations who consider our residents when making a charitable donation. Financial contributions and donations assist the Centre in providing special programs and activities that enrich the lives of our veteran population and in maintaining the homelike atmosphere provided at George Derby Centre.

Charitable contributions also enable the Centre to purchase much needed equipment that assists staff to provide care to our residents in a safe manner.



## OUR VOLUNTEERS

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Throughout the past year, the George Derby Volunteer Society continued to actively assist and support our residents, family members and staff in so many ways. The Society operated the Gift Shop seven days per week and last year raised enough money to donate \$31,000 to George Derby Centre. These funds were designated towards the purchase of mobility equipment, and ongoing requirements



towards enhancement of our residents' environment.

Our volunteers also devoted over 9963 hours to support our residents' personal needs and enhance

their well-being. Their time was spent assisting with regular community outings and hosting special bingo and social events. The volunteers also assisted with recreational programs, visited our special care residents and provided library, reading, seamstress and other personal services. We extend sincere appreciation to our volunteers who dedicate much time and effort toward the enrichment of our residents' lives.



## OUR COMMUNITY PARTNERS

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The George Derby Care Society wishes to acknowledge the ongoing support provided by **Veterans Affairs Canada** for the enhanced programs and services. We also acknowledge the commitment and funding support of **Fraser Health** that assists the Centre in providing complex care in a safe and secure environment.

Sincere gratitude is extended to the BC/Yukon Command to the **Royal Canadian Legion**, all veteran service organizations and our friends, family members and community partners for their ongoing support of the veterans living at George Derby Centre.



Veterans Affairs  
Canada

Anciens Combattants  
Canada



Better health.  
Best in health care.



## **GEORGE DERBY CENTRE**

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