

GEORGE DERBY CARE SOCIETY



**ANNUAL GENERAL MEETING
18TH JUNE 2012**

Proudly Serving Veterans Since 1988



George Derby Resident Mr. Ted Letendre and family, Remembrance Day 2011

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



This past year has been an exciting and busy time at George Derby Centre. Firstly, it has been a privilege for me to have been selected as your President. I am honoured to assume the responsibility of head of the Board that is

responsible for the governance of the Centre. I am also honoured to be associated with the first rate staff that the Centre is very fortunate to have and also, with the wonderful volunteer group who continue to devote so much valuable and needed time to the betterment and enjoyment of the veteran residents. You all are definitely a group of 'doers' rather than 'viewers'! Thanks to everyone.

Your Board has had a very busy and challenging time the past 12 months. To ensure we remained on 'target', we participated in two strategic planning sessions in May and July. These sessions assisted us in clarifying our direction over the next few years. Nothing like having a road map to provide direction as we begin to plan our strategies and the directions that we will be adopting for the Centre's near and long-term future.

I can also report that the planning process for the independent living housing project (to be located adjacent to the existing Centre) is well underway. Construction will commence when all the pieces of the puzzle are put together and signed off. I can assure you that the Board has gone to great lengths to ensure the viability of the project and has measures in place that will ensure the new facility's financial plan is both sustainable and separate from the financial operation of the existing Centre. We will continue to communicate with our membership regarding the status of the housing project.

Over the past year, the Board had the pleasure to participate in several special events including recognition of our dedicated staff and

commemorative events in honour of our residents, including:

- ◆ Staff Long Service Awards, June 2011
- ◆ Veterans Celebration Day, September 2011
- ◆ Remembrance Day Services, November 2011
- ◆ Grey Cup Community Veterans Visitation, November 2011
- ◆ Staff Christmas Tea, December 2011

The Centre had the privilege of welcoming several notable dignitaries who also met with the Board, including:

- ◆ The Honourable James Moore, Minister of Canadian Heritage and Official Languages and the Senior Federal Minister for British Columbia, October, 2011.
- ◆ The Veterans Ombudsman Guy Parent, February 2012.

So once again, let me thank the staff for their cheerfulness, professionalism and unsurpassed dedication, as well as all of the volunteers, including my fellow Board members, who by their commitment, vitality and energy, that truly makes George Derby Centre such a vibrant and enjoyable place to live in, work in and visit.



(l-r): Bill Summersgill, President, George Derby Care Society and Mark Cohon, CFL Commissioner

BOARD OF DIRECTORS, 2011-2012

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



(Pictured left to right)

Glenn Abel, Ike Hall, Vice-President; Bill Summersgill, President; Bill Meeks; Patrick Buchannon;
Joanne Reid; Jim Irvine; Bruce Burlington; Shirley Aldridge.

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

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

Caring Families ...



*We encourage
family involvement in
life at the Centre.*



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.

George Derby Resident Mr. Belden Treen and Family, Remembrance Day 2011



A MESSAGE FROM THE EXECUTIVE DIRECTOR



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.



Janice Mitchell, Executive Director
with Residents Bernice and William McAllister

GEORGE DERBY CENTRE LEADERSHIP TEAM



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



Dianna Conley
Director, Human Resources



Yoying Orosa
Director, Therapeutic Programs



Mel Elliott,
Director, Facilities Management



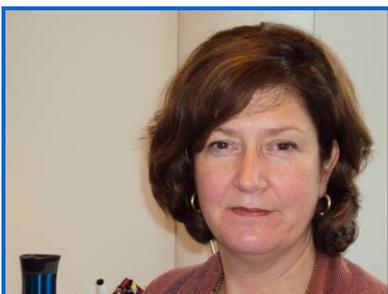
Maria Asperin,
Manager, Support Services

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

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



Glynis Karpinsky
Director, Resident Care



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.*

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





ACCREDITATION CANADA AGRÉMENT CANADA

*Driving Quality Health Services
Force motrice de la qualité des services de santé*

It is a great privilege to announce that George Derby Centre successfully completed its Accreditation Survey in early November and received a three year Accreditation Award with 'Exemplary Status' from Accreditation Canada.

George Derby Centre continues its success through the commitment of our Leadership Team and staff who demonstrate excellence through the provision of quality care, programs and support services.

Thank you to all staff who generously shared their sense of pride in their workplace and dedication to our Residents and families throughout the Accreditation process. We also commend staff who willingly participated in team projects and activities over the past three years.



VETERANS OMBUDSMAN'S VISIT

The Veterans Ombudsman is an impartial, arms-length and independent officer with the responsibility to assist Veterans to pursue their concerns and advance their issues. The Veterans Ombudsman plays an important role in raising awareness of the needs and concerns of veterans and enhancing the confidence of veterans that their views are important.

Over the past year, the Board of Directors has corresponded with the Veteran Ombudsman's office requesting a visit to the Centre to become acquainted with the programs and services we provide to our veteran residents. On 28th February 2012, George Derby Centre was very proud to welcome Chief Warrant Officer (ret'd) Guy Parent, appointed to the position of Veterans Ombudsman in November, 2010.

The Ombudsman's visit was a great opportunity to share the challenges that the Centre is facing and seek his advocacy on our behalf. We are hopeful to have a second meeting with the Ombudsman for more in-depth conversation and discussions.



Pictured right to left: *Chief Warrant Officer (ret'd) Guy Parent, Veterans Ombudsman and Resident Rodney Woolridge*

CARING FOR OUR RESIDENTS

George Derby Centre is continually searching for tools and education opportunities that will support our GentleCare philosophy and assist staff to provide care for our increasing frail residents. With the increased numbers of residents with a diagnosis of dementia, it is important that we continue to enhance our staffs' knowledge and understanding of dementia and improve the skills for how they interact and provide care for residents with dementia. With enhanced understanding and subtle changes to approach, we can promote the health, safety and well being of residents and staff.



“Empowering Care Givers through Education”

George Derby Centre is excited to introduce the CARES® project, an interactive, online dementia care training tool that will improve our ability to work with residents who have dementia.

CARES® is a computer-based, user friendly, self-paced education program that provides caregivers with the core or “basic” information needed for caring for residents who require dementia care. It focuses on person-centered care, the changes that happen to thinking skills as dementia progresses, how those changes impact behavior, and how to understand behavior as communication. It also includes an entire module on the CARES Approach™, a person-centered, easy-to-remember approach to care for any person in any situation and at any level of dementia thinking decline.

Connect with the Person,
Assess Behavior,
Respond Appropriately,
Evaluate What Works, and
Share with Others.

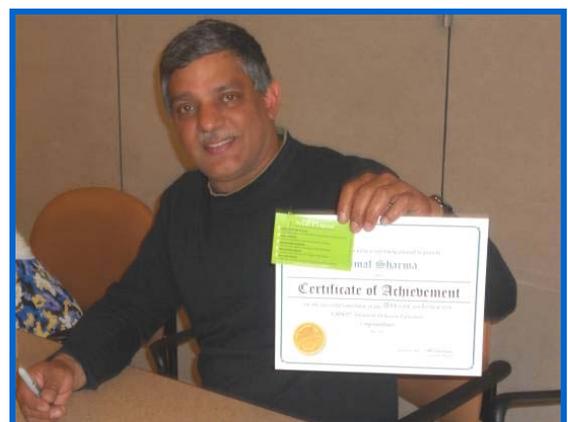
CARES® was developed with the national office of the Alzheimer’s Association, with input from a national team of experts, and is consistent with the latest evidence-based research from the

Alzheimer’s Association “Campaign for Quality Residential Care Practice Recommendations”.

The CARES® program includes a wide variety of exercises and video clips of real people with dementia interacting with staff members. It has been hailed as the “best training program” by multiple users.

Staff will be certified by the Alzheimer’s Association following completion of the CARES® Dementia Basics™ and will be prepared, demonstrate knowledge, and feel confident in the care of people with dementia.

CARES® education will be provided to all staff, families and volunteers over the next two years.



Vimyl Sharma, Food Service Supervisor

OUR THERAPEUTIC PROGRAMS

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

Health Arts Society (HAS) was founded in 2006 to provide live professional arts programs for people in care. It is driven by the idea that people in care have the right to enjoy the arts.



Unfortunately, elders in care are oftentimes unable to access live music or theatre arts. ARTSWAY is presented by the Health Arts Society with the goal to bring live professional performances and concerts directly to people in care. These presentations stimulate memories, sensory experience and contribute significantly to the quality of their lives.



On Thursday 26th April 2012, the Centre was extremely honoured to have the esteemed Bramwell Tovey, Musical Director, Vancouver Symphony Orchestra visit and perform for our residents.

Mr. Bramwell Tovey is entering his 12th season as Music Director of the Vancouver Symphony. He is also Principal Guest Conductor of the Los Angeles Philharmonic at the Hollywood Bowl and founding host and conductor of the New York Philharmonic's Summertime Classics series at Avery Fisher Hall. As an esteemed guest conductor, Mr. Tovey has worked with orchestras in the United States and Europe including the London Philharmonic, London Symphony and Frankfurt Radio Orchestra. In North America, Mr. Tovey has made guest appearances with orchestras of Baltimore, Philadelphia, St. Louis, Pittsburgh, Detroit, Seattle and Montreal as well as ongoing performances in Toronto. Mr. Tovey is also well regarded as a composer and is the first artist to win a Juno Award in both conducting and composing.

BRAINDANCE

The BrainDance Plus Program is a pilot project being conducted for residents on special care. The BrainDance is a series of eight exercises based on fundamental movement patterns that everyone moves through in the first year of life. Research has



shown that these patterns are crucial to the wiring of the central nervous system as they lay the

foundation for sensory-motor development and life long learning. As babies, these movements were done on their tummies on the floor. For seniors, cycling through these patterns while sitting or standing has been found to be beneficial.

MEDICAL QIGONG THERAPY

Medical Qigong Therapy is an energy healing process and one of the four main branches of traditional Chinese Medicine. Medical Qigong (pronounced chee gong) focuses on bringing the body into harmony through the use of breathing techniques, movement, intention and the use of colour. This assists in releasing pain, stress and other unwanted energy from the body. Medical Qigong does this by focusing on the main organs in the body (lungs, heart, liver, spleen and kidneys) and their associated areas to bring one into a healthier state of being.



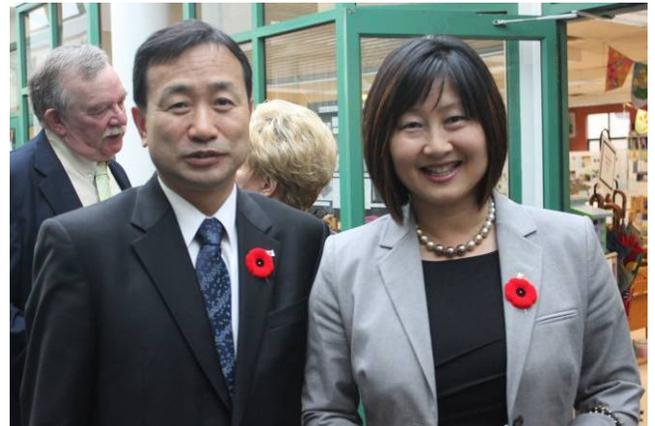
HONOURING OUR VETERANS

VETERANS DAY CELEBRATION

On Saturday 17th September 2011, George Derby Centre proudly hosted the 3rd Veterans Day Celebration. This special occasion was planned and organized by Mr. Guy Black to honour all veterans residing 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 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. Special entertainment was provided by the Vancouver Korean Dance Society.



Consul General Yeon-Ho Choi, Republic of Korea and
Senator Yonah Martin

We were privileged to have many special guests who attended and demonstrated their commitment to honour our Veterans including Consul General Yeon-Ho Choi, Republic of Korea, Senator Yonah Martin, Adrienne Alford-Burt, Veterans Affairs Canada; Harry Bloy, MLA and Mayor Derek Corrigan, City of Burnaby.

HONOURING OUR KOREAN WAR VETERANS

On 10th November 2011, George Derby Centre hosted a special event to commemorate and honour our residents and veterans in the community who participated in the Korean War.

We welcomed invited guests including The Honourable Anne Callaghan, Consul General of the United States of America, who presented Department of Defense Certificates; The Honourable Yeon-Ho Choi, Consul General of the Republic of Korea, who presented gifts to the Korean War veterans; and Mr. Kim Il Soo President, Korean War Veterans Association.

It was a memorable day and we were privileged to participate in this significant event that commemorated and gave honour to the Veterans of the Korean War.



The Honourable Anne Callaghan,
Consul General of the United States of America

REMEMBRANCE DAY 2011

The courage of men and women who fought in times of conflict for our freedom cannot be forgotten. Each year on November 11th, we acknowledge and commemorate their sacrifices.

George Derby Centre welcomed over 600 friends, family members, volunteers and community partners who attended our commemorative Remembrance Day services.

We proudly acknowledge the support of all who attended to salute and honour our Veterans.



GREY CUP 2011



On 23rd November 2011, George Derby Centre was proud to host the “Grey Cup Community Veterans’ Visitation”, a collaborative event between Veterans

Affairs Canada and the Canadian Football League.

Veterans Affairs Deputy Minister Suzanne Tining was joined by Canadian Football League Commissioner Mark Cohon to award the Jake Gaudaur Veterans’ Trophy. This is the second year this distinguished award was presented to a CFL player who demonstrates the attributes shared by Canada’s Veterans. This year’s recipient was Toronto Argonaut Player Andre Durie.

The ceremony was accompanied by the sounds of the 25 member Canadian Forces Military Band and Bagpiper Riley Davis and the regalia of The Royal Canadian Legion Color Party, a 15 member Canadian Forces Quarter Guard, and RCMP Officers.

Special guests included CFL players and alumni who graciously visited with residents and expressed their privilege to spend the afternoon with our residents.

Residents had an opportunity to have photographs taken with the Grey Cup and CFL Players. Everyone celebrated and it was a joyful afternoon!



Chaplain, Ron Rissling with special guest Resident Bill Boivin, CFL Grey Cup Alumni

ACKNOWLEDGEMENTS

OUR COMMUNITY OF CARING

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.



Royal Canadian Legion, Branch 21

(l-r): Joe Anderson, Executive Officer; Resident, Bill Boivin; Yoying Orosa, Director, Therapeutic Programs; Wilma McEwan, Poppy and Service Officer

OUR VOLUNTEERS

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 operates the Gift Shop seven days per week and through the money raised last year provided significant funds towards our new bus and assisted with the purchase of much needed mobility equipment and ongoing enhancement of our residents' environment.

Our volunteers also devoted over 10258 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.



Volunteer Society President Kym Dosen & Resident Bud Jeffries

OUR COMMUNITY PARTNERS

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





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