

# GEORGE DERBY CARE SOCIETY



**ANNUAL GENERAL MEETING  
25<sup>TH</sup> JUNE 2013**

*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.

Resident Bill Boivin (*right*) and Family, November 2012



## A MESSAGE FROM THE PRESIDENT

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### *Welcome to the 2013 Annual General Meeting!*

I assumed the role of President in November 2012 and although my time as President has been brief, it has been both challenging and inspiring.

This year, the Board has had many challenges carrying out the fiduciary responsibilities of George Derby Centre whilst being responsive to residents, employees and families. It is inspiring knowing that the Board of Directors is an effective governing body working towards ensuring that our Veteran residents receive the highest quality care and services possible, even in the most challenging of circumstances and, that George Derby Centre remains a leader in the community for the provision of complex care.

On behalf of the Board of Directors, I would like to acknowledge the contributions of Mr. Bill Summersgill. Bill served as President of the Society since 2011 and guided the Board through many discussions and deliberations. Although he is no longer the President, he remains on the Board and continues as a proud advocate for veterans.

I would also like to acknowledge Janice Mitchell, Executive Director and the Leadership Team for their tireless efforts in establishing George Derby Centre as a "Centre of Excellence".

This afternoon will mark the end of my tenure as Director on the Board of Directors. It has been my honour to have participated in the many accomplishments over the past nine years and I am proud of my contributions to the veteran residents of George Derby Centre.

A handwritten signature in blue ink, which appears to read "Ike Hall". The signature is fluid and cursive.

Ike Hall, President  
George Derby Care Society  
25<sup>th</sup> June 2013

## *Farewell . . .*

At the close of this Annual General Meeting, we will say farewell to Mr. Ike Hall. 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, Ike Hall achieved this significant milestone. Ike was elected to the Board of Directors at the Annual General Meeting on 16<sup>th</sup> September 2004. Throughout his nine years, Ike served as President and Vice-President and participated on the Executive, Finance, Strategic Planning, Housing Project Planning and Planning and Redevelopment Committees. Ike 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 Ike will continue to support George Derby Centre and remain an ardent advocate for the betterment of Veterans.

## BOARD OF DIRECTORS, 2012-2013

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



(Pictured left to right)

Cameron Cathcart; Bill Osborne; Ike Hall, President; Bill Meeks; Frank Smyth; Glenn Abel;  
Jim Irvine; Shirley Aldridge; Bill Summersgill; Joanne Reid, Vice-President; Bruce Burlington.

*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.*





Resident Belden Treen and Family, November 2012

## 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.

## A MESSAGE FROM THE ACTING 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.



*Mel Elliott and Resident Angus 'Ian' MacLean*

# 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*



Linda Bush  
Coordinator, Administrative Services



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

*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



## CARING FOR OUR RESIDENTS

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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 pleased to report that, one year later, our CARES® project, an interactive, online dementia care training tool, has been implemented across the organization, providing our staff with an improved knowledge and 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 behaviour, and how to understand behaviour 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.

**C**onnect with the Person,  
**A**ssess Behavior,  
**R**espond Appropriately,  
**E**valuate What Works, and  
**S**hare 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”.

A total of 204 staff from care and service areas have completed the CARES® Basic modules and are now certified by the American Alzheimer’s Association. The next level of the CARES® education, CARES® advanced has been completed by 42 staff in direct care and in management positions; these staff are also certified by the American Alzheimer’s Association.

The names of those staff that have completed CARES® education are proudly posted.

The Family Support Group completed the FAMILY CARES® modules as a group. Demonstrations and information on how to complete the CARES® education was also shared with our families during Family Day and the CARES® information is provided to new families when they have a loved one move into the Centre. We have received positive feedback from those who have completed the Family module, but have no way of knowing how many families have completed the education.

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

## 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 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.

Health Arts has held over 30 concerts at George Derby Centre. Residents were introduced to classical music, gypsy jazz, popular tunes and Broadway hits and enjoyed music performed as solos, duos, trios, quartets and octets. Residents were also been introduced to less common instruments including Southeast Asian instruments, the marimba, brass and woodwinds.



Through our partnership with Health Arts Society, George Derby Centre has benefitted from additional performances such as The Festival for Concerts in Care and the UBC Orchestra performing the Schubert octet in Town Hall.

### OSTEOFIT

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The new Osteofit exercise program was introduced as a variation to the standard exercise program already implemented. The Osteofit program uses precise methods and tools to measure outcome and also reintroduces standing exercises in order to promote bone strength and balance to prevent falls.



### RHYTHM CIRCLES

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The **Rhythm Circles** community continues to grow and acquire new participants to explore their creativity and community through drum circles. This Artcare Residency series provides residents who have challenges in participating in standard programmes with opportunities to show their leadership skills in social and non-verbal ways.



## ARTWORKS STUDIO

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Over the past two years, residents have continued to make progress in structured art and in exploration and expression of unstructured art: from bargello to painting umbrellas and making silk scarves and pillows to mandala making, geometrical forms, free form art. In recent months, art exhibits featuring resident artists have been held in the units and are planned to feature residents' art in all open units.

The Artworks staff continues to maintain their presence on the resident units and in the Studio and adapting techniques to accommodate the increasing fragility of residents. There were two highlights this past year: during the summer, Heritage Artists visited residents in the Artworks Studio to paint their portraits. These portraits were exhibited in the New Westminster Library in November 2012. Alongside these works of Art, the veteran residents also exhibited their own artistic creations in the same Library. The exhibit was well received and very successful. Those residents who participated thoroughly enjoyed being a subject as well as being an artist through these exhibits.

## BRAIN DANCE

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Residents in Special Care and Main South were introduced to **Brain Dance**, through creative movement. This programme involves incorporating a series of 8 movements that replicate the first stages of infant to toddler development. Anecdotal evidence suggests that using these movements can stimulate new



neurological pathways in the brain.

A staff member has received training in this programme and

is able to ensure the continuation as it has been observed to be very appropriate for those Special Care residents unable to participate in standard exercise programmes.

## QIGONG THERAPY

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In 2012, specialist services 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.

The residents attending are steadily increasing as this modality becomes more familiar. Anecdotal reports indicate that residents not only enjoy the service but also receive symptom relief as part of their progress.

## MYTH AND MEMORIES

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Also introduced in the fall of 2012 and continuing to winter 2012-2013 was **Myth and Memories**, a programme that explores myths and story-telling as a means of creative expression. This programme has been successful in giving residents opportunities to share their personal life stories with others. Material from these sessions was used to shape performance for Veterans Week celebrations.

# REMEMBRANCE DAY 2012

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The courage of men and women who fought in times of conflict for our freedom cannot be forgotten. Each year on November 11<sup>th</sup>, 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.



*Doug Wilson, Resident*



*Maurice Graydon, Resident*

## HONOURING OUR KOREAN WAR VETERANS

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As 2013 has been earmarked as the year of the Korean War, the Korean community through Senator Martin and the Korean Veterans Associations (Korea and Canada) have come to visit to award the Ambassadors of Peace medals to the Korean Veterans. Our Veterans have also attended community events commemorating the 60 years of peace in Korea (Central Park, Burnaby, June 2012).

In May 2013, Retired General Park, President of the Korea Veterans Association and the Korean Veterans Association (Canada, Western Chapter), visited the Korean War Veterans and awarded medals to those who had not yet received the Ambassador of Peace medal.



*Al Coombes, Resident, Lower North*

# 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.

We are also grateful to the service organizations who maintain our residents' social connections with friends in the Royal Canadian Legion and Army, Navy and Air Force Units for special lunch outings. Our residents thoroughly enjoy their hospitality and are always treated with Veterans Affairs Canada and some Legions have entertained and treated residents with Bingo events when visiting the facility monthly and on special commemorative days.

We are very pleased to announce that we successfully raised the funds required to purchase our new bus. The newer model lowers to sidewalk height to enable easier access for wheelchairs and accommodates 16 wheelchairs. It is extremely important that wheelchair bound residents are able to participate in as many recreational activities as possible and continue to attend community events and maintain associations with their respective service organization.



We acknowledge the generosity of Veterans Affairs Canada, the George Derby Centre Volunteer Society, our families and friends and service organizations for their contributions. Thank you to all of our supporters who donated funds for this very important initiative!

## 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 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 8500 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





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