

GEORGE DERBY CARE SOCIETY



**ANNUAL GENERAL MEETING
JUNE 22, 2017**

Proudly Serving Veterans Since 1988



A MESSAGE FROM THE PRESIDENT



I welcome you to the Annual General Meeting of 2017!

The past year has been another eventful year for George Derby. We completed our transition to Pro Vita Care Management contracted Registered Nurses and Licensed Practical Nurses in the fall. As upsetting as the transition was for all our staff and residents, the move to contracted nursing has helped with our financial situation. Pro Vita has ensured that the care provided by the contracted staff is up to the standard we demanded for our veterans and residents. As a result, our residents and their families have accepted the change and are satisfied with the care being provided.

As a result of the contracting out, Fraser Health has been monitoring our operation very closely. We have had repeated visits by the Licensing Inspectors. Although they have found minor deficiencies, those have been dealt with promptly. Fraser Health has also continued to monitor our financial situation however have found no problems with the transition.

The Board and senior management team had a strategic planning session in October 2016. During the session we decided that our vision, values and philosophies remain the same. However, our new Mission Statement was changed to "Continuing our long standing tradition of providing care to veterans, George Derby is committed to delivering quality resident and family centered care". Finally, the Board has decided we need to devote more effort in fostering more community relations and promoting fundraising.

We lost our Director of Care in January. We have had an unsuccessful search for a new Director so we have decided to contract the position to Pro Vita as well. The new contracted Director of Care will answer directly to our Executive Director, Ricky Kwan.

We can finally celebrate the completion of Derby Manor. It has been through a lot of work of some of our George Derby staff, Board members and consultants that the project is finally completed. I would particularly like to thank Ricky Kwan, Maria Asperin and Keith Herbert for all their hard work in getting the job done. Several of our Directors including Bill Meeks, Mary McLeod, and Bill Osborne have been involved with the final inspections of the building to ensure that all was completed to the highest standard. Finally, a very big thank you goes out to our consultants Andrew Butler and Richard Peddie for keeping everything on track and in budget. Our first residents began to move in early May and hopefully we will have a full house soon.

Bruce Burlington and Bill Osborne have both submitted their resignations from the Board, so I would like to thank both of them for all their past commitment to the Board.

Finally, I will be stepping down as President of the Board but will remain on the Board until my tenure is complete.

Joanne Reid
President
George Derby Care Society

A MESSAGE FROM THE EXECUTIVE DIRECTOR



Greetings and Welcome to George Derby Centre Annual General Meeting

We had another action-packed year; a mix of overwhelming and hectic episodes as well as thrilling and fruitful undertakings. I have to say we would not succeed without the dedication and leadership of our team – from the Board of Directors to all the rank and file of the Society, as well as our community partners and volunteers, not to mention the support from our society members and our residents and their families. Let me take this opportunity to thank you and commend your passion, commitment and determination that make us successful.

No entity, especially in our health care sector, can endure status quo. Change and transformation are becoming the norm; hence we may as well embrace it. We embarked on an unwavering journey during a vulnerable time to prepare ourselves in mitigating organization and operation issues such as affordability and sustainability, human resource and team cohesiveness, best practices and continuous quality improvement, as well as resident, family and stakeholder relations.

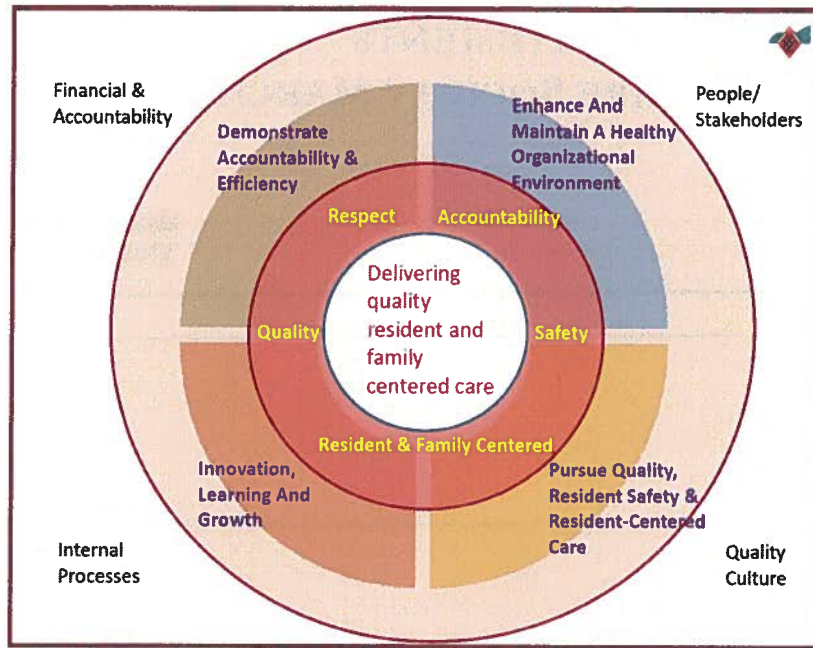
Last October, the Board and the management team reflected and deliberated on some of the elements affecting the Society's present operations and future directions. We established a strategic plan encompassing current and new activity domains that are generated out of our core values, foremost expertise and fundamental assets (employees).

George Derby Care Society 2017-2020 Strategic Plan

Our mission forms the center of the circle which signifies what we do – delivering quality resident and family centered care.

The second circle articulates our values as such our practices and behaviours must reflect: accountability, respect, quality, safety and resident & family centered.

The outer circle is apportioned into four quadrants. We adopt a balanced approach in presenting and monitoring our activities and initiatives. The concept of "balanced" stems from the four strategic objectives which correspond to the quadrants within a circle. Each quadrant has a specific focus – people/stakeholders (residents & their families and operation team including staff, service providers and volunteers), quality caring culture (internal processes, learning and growth), innovation (IT, infrastructure & development), financial and accountability. Each quadrant contains key indicators which are the parameters in measuring performance towards fulfilling our strategic plan.



Quadrant #1 signifies our commitment to people and stakeholders; as such we will enhance and maintain a healthy organizational environment.

Quadrant #2 conveys our devotion to fostering a quality caring culture through the pursuit of quality, resident safety and resident-centered care.

Quadrant #3 expresses our governance and fiduciary obligations; as such we will demonstrate efficiency, affordability, compliance, sustainability and accountability.

Quadrant #4 articulates our openness to innovation, learning and growth. We believe that enhancing our internal processes strengthens the delivery of safe, quality, resident-centered care.

The future of George Derby Care Society is exciting. We have already expanded our services to include senior housing. On that note, two societies, branched out from the Care Society, were incorporated to oversee our housing project: the Derby Manor Charitable Holding Society manages the undertakings, and the Derby Manor Housing Society runs the operation. We will continue to venture into other services such as assisted living and day program. The society is also committed to fundraising endeavours as such we are contemplating another new division, such as a foundation to facilitate fund development campaign and donor recognition.

Well, although we had a tough year dealing with financial setbacks, stakeholder relations and quality improvement, our team demonstrated with resilience and evolved to enable ourselves to provide better services that meet the changing needs of our residents and seniors. I think it is our own determination and effort to see new horizons, and we need to climb much higher to get there. I anticipate challenges in our journey but it will be rewarding!

Thank you

Ricky Kwan
Executive Director
George Derby Care Society
June 2017

MNP - FINANCIAL STATEMENTS

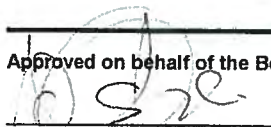
GEORGE DERBY CARE SOCIETY MARCH 31, 2017


George Derby Care Society Statement of Financial Position

As at March 31, 2017

	2017	2016
Assets		
Current		
Cash	810,458	1,618,284
Accounts receivable	190,799	1,074,047
Term deposits (Note 3)	1,161,745	160,000
Prepaid expenses	17,458	13,788
Inventory	54,868	42,989
	2,235,328	2,909,108
Capital assets (Note 4)	13,959,469	14,779,342
Restricted cash - residents' trust	105,446	103,865
	16,300,243	17,792,315
Liabilities		
Current		
Bank indebtedness (Note 5)	417,866	202,296
Accounts payable and accruals (Note 6)	1,882,430	2,853,328
Deferred contributions (Note 7)	468,958	419,327
Current portion of mortgages payable (Note 8)	1,026,153	1,009,255
Current portion of employee future benefits (Note 9)	197,600	197,250
	3,993,007	4,681,456
Mortgages subject to renewal (Note 8)	5,770,318	-
	9,763,325	4,681,456
Mortgages payable (Note 8)	2,935,753	9,732,223
Employee future benefits (Note 9)	1,712,700	1,749,820
Deferred contributions related to capital assets (Note 10)	630,492	1,067,552
Residents' trust liability	105,446	103,865
	15,147,716	17,334,916
Net Assets		
Unrestricted	(4,536,565)	(4,451,198)
Externally restricted (Note 11)	1,623,381	1,518,958
Invested in capital assets	3,596,753	2,970,312
Internally restricted (Note 12)	468,958	419,327
	1,152,527	457,399
	16,300,243	17,792,315

Approved on behalf of the Board of Directors


William Osborne


Shirley Oda

The accompanying notes are an integral part of these financial statements

George Derby Care Society
Statement of Operations
For the year ended March 31, 2017

	2017	2016
Revenue		
Fraser Health Authority	14,523,858	14,115,948
Resident user fees	6,557,286	6,743,019
Veterans Affairs Canada Program grants	1,398,441	1,873,873
Recognition of deferred contributions related to capital assets	462,407	586,909
BC Housing Management Commission Subsidy	288,790	215,294
Other revenue	124,752	90,938
	23,355,534	23,625,981
Expenses		
Salaries and benefits	14,368,981	14,595,260
Employee benefits	3,768,382	4,557,305
Facility operations	1,056,916	1,089,461
Amortization	845,219	969,201
Dietary and food	808,650	776,759
General services	666,632	536,370
Incontinency Supplies	390,488	379,170
Linen and laundry	251,944	247,767
Mortgage interest	213,370	168,564
Veterans Affairs Canada - Enhanced care	180,713	277,689
Property taxes	152,029	151,936
Veterans Affairs Canada - Enhanced funding	34,799	185,875
Other costs	33,673	26,630
Veterans Affairs Canada - Artworks	1,480	28,765
	22,773,276	23,990,752
Excess (deficiency) of revenue over expenses	582,258	(364,771)

George Derby Care Society
Statement of Cash Flows
For the year ended March 31, 2017

	2017	2016
Cash provided by (used for) the following activities		
Operating		
Excess (deficiency) of revenue over expenses	582,258	(364,771)
Amortization	845,219	969,200
Recognition of deferred contributions related to capital assets	(462,407)	(586,909)
Recognition of deferred contributions	-	(19,049)
Remeasurement of employee future benefits	112,870	-
	1,077,940	(1,529)
Changes in working capital accounts		
Accounts receivable	883,249	(404,437)
Inventory	(11,879)	8,769
Prepaid expenses	(3,670)	(1,013)
Accounts payable and accruals	(970,898)	420,368
Net change in employee future benefits	(36,770)	252,105
	937,972	274,263
Financing		
Advances of mortgages payable	-	4,065,196
Repayment of mortgages payable	(1,009,254)	(950,484)
Deferred contributions received related to capital assets	74,978	166,972
	(934,276)	3,281,684
Investing		
Purchase of term deposits	(1,001,745)	-
Purchase of capital assets	(25,347)	(4,269,147)
	(1,027,092)	(4,269,147)
Decrease in cash resources	(1,023,396)	(713,200)
Cash resources, beginning of year	1,415,988	2,129,188
Cash resources, end of year	392,592	1,415,988
Cash resources are composed of:		
Cash	810,458	1,618,284
Bank indebtedness	(417,866)	(202,296)
	392,592	1,415,988

Farewell ...

At the close of this Annual General Meeting, we will say farewell to two of our members, Mr. Bill Osborne and Mr. Bruce Burlington.

Bill has served two consecutive terms on the Board for a total of six years. Throughout his years of service Bill has served as the Vice-President of the Board of Directors and has participated on numerous committees. Bill's dedication and commitment will be greatly missed.

Bruce served three consecutive terms on the Board for a total of nine years. After a couple of years off, Bruce returned to sit on the Board for another year. Bruce has had a long relationship with George Derby Centre that goes back for a total of 40 years. Bruce's dedication and commitment will be greatly missed.

Although it is time to say farewell, we know that Bill and Bruce will continue to support George Derby Centre and remain ardent advocates in the community for the betterment of Veterans. Their presence around the board table will be sorely missed.

We thank them for their tireless contributions to George Derby Centre.



We wish you well!

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 and senior population and in maintaining the homelike atmosphere provided at George Derby Centre.

Charitable contributions help us to achieve our mission in enhancing the quality of life of residents at George Derby Centre.

We are 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 and assistance at Bingos. Our residents thoroughly enjoy their hospitality.

It is this volunteer spirit and dedication to our veteran residents that provides social interaction for our residents and exemplifies the positive relationships built with our community partners.

OUR VOLUNTEERS

Throughout the past year, George Derby Volunteers continued to actively assist and support our residents, family members and staff in so many ways. Volunteers assist in the operation of the Gift Shop seven days per week.

George Derby Centre remains indebted to our Volunteers for their constant

support to the betterment of our resident's lives.

The volunteers assist with recreational programs, one-to-one visits, reading, seamstress and other personal services. We have maintained our partnership with Cariboo High School students. They have presence at the centre and are active volunteers assisting with programs, bingo, one-to-one visits and a variety of other activities.

We extend sincere appreciation to our volunteers who dedicate much time and effort toward the enrichment of our residents' lives.

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, 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



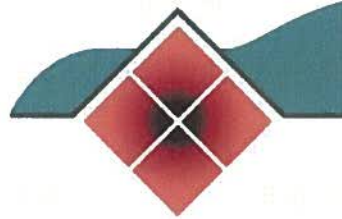
fraserhealth
Better health.
Best in health care.

Our Mission

“Continuing our long standing tradition of providing care to veterans, George Derby is committed to delivering quality resident and family centered care.”

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.

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



GEORGE DERBY CENTRE

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