

# **GEORGE DERBY CARE SOCIETY**



**ANNUAL GENERAL MEETING  
25<sup>TH</sup> JUNE 2015**

*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.

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

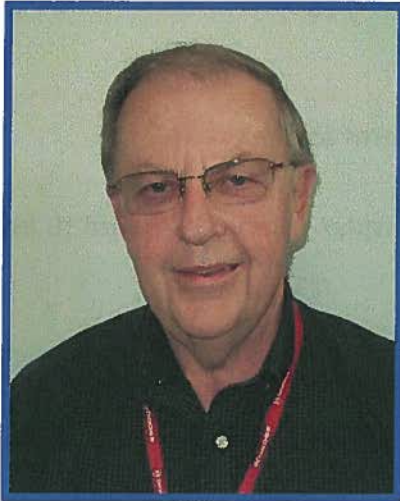
## Our Mission

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, environment. We provide therapeutic programs and coordinate access to other necessary health care services.

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

## A MESSAGE FROM THE PRESIDENT

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### *Welcome to the 2015 Annual General Meeting!*

It is my pleasure to welcome you to the 2015 Annual General Meeting

This past year has seen a number of changes. However, one thing that remains constant is the Board's perseverance and dedication in ensuring our Veterans and seniors receive the highest quality care and services within our budgetary constraints.

Resources are finite. George Derby Centre is still facing challenging times with noticeable and imminent funding adjustments. Changes in demography such as aging population and a decreasing number of Veterans influence the Society's future directions.

We have opened our doors to all seniors in need of our services, while continuing to focus on caring for Veterans. The operation team, led by our new Executive Director, Mr. Ricky Kwan, has been working diligently to ensure a viable and sustainable operation while maintaining George Derby Centre as a "Centre of Excellence".

I am very proud of the Board of Directors in carrying out our fiduciary responsibilities through sound leadership and effective governance. Not only that, the Board continues to devote more time to the Society and the Centre. From holding regular Board meetings to conducting strategic planning sessions, from participating in volunteers and employees appreciation activities to organizing partnership events; such as (to name a few) - "Thank you from Korea", Remembrance Day Service, Grey Cup visitation, French Legion of Honor presentation and Liberation of Netherland commemoration. In addition, the Board's involvement in our senior's housing project which has already passed the third reading at the City of Burnaby Council meeting in May, 2015; as well as in the partnership discussion with BC Housing on their Land Transfer initiative.

I would like to acknowledge the collaboration of our partners in support of our mission. These partners include Veterans Affairs Canada, Fraser Health Authority, WorkSafe BC, labour unions, Royal Canadian Legion, service clubs, volunteers, and service providers; as well as the operation team.

I also want to recognize two departing Board Directors – Shirley Oda and Cameron Cathcart. Thank you for their tireless contributions to George Derby Centre.

I too am departing from the Board after this AGM. I have had a 38 year association with George Derby Centre starting back when the old huts were in use down the hill from this building. I am proud of this association and am confident this Board and the management will continue the high standards of care.

Again, I thank the Board of Directors for their support during my term as Chair.

As a final note, I would like to encourage society members to consider joining the Board to help lead George Derby Care Society into the future.

Thank you

A handwritten signature in blue ink, appearing to read 'Bruce Burlington', written in a cursive style.

Bruce Burlington  
President  
George Derby Care Society  
26<sup>th</sup> June 2014

# *Farewell . . .*

At the close of this Annual General Meeting, we will say farewell to three of our members, Mr. Bruce Burlington, Mrs. Shirley Oda and Mr. Cameron Cathcart.

Bruce has served three consecutive terms on the Board for a total of nine years, but his relationship with George Derby Centre goes back for a total of 38 years. Bruce has served as President of the Board of Directors and has participated on numerous committees. Bruce's dedication and commitment will be greatly missed.

Shirley has served three consecutive terms on the Board for a total of nine years. She has participated on a number of committees and her dedication and commitment will be missed.

Cam has served one three year term on the Board. Cam has given thoughtful deliberation and consideration to many discussions.

Their presence around the board table will be sorely missed.

Although it is time to say farewell, we know that Bruce, Shirley and Cam will continue to support George Derby Centre and remain ardent advocates in the community for the betterment of Veterans.

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



We wish you well!

## A MESSAGE FROM THE EXECUTIVE DIRECTOR

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Greetings and welcome to George Derby Centre.

It is my privilege to present my first formal report at George Derby Care Society's Annual General Meeting. Time flies; it seems like yesterday that I took on the role of Executive Director. . Yes, it is a little over a year and my vision is still fresh and alive as it was– the desire to take George Derby Centre to a new level of success; the same aspiration shared by the Operation Team, our Board of Directors and Society members. Of course, I recognize and acknowledge that George Derby Care Society's success and accomplishment would not be possible without the commitment of staff and volunteers, the support of our stakeholders and community partners, as well as the determination and leadership of the Board of Directors and the society members.

It has been a busy and challenging year. The Society and the operation encountered a number of demanding and defying issues. I take this opportunity to report on some of the achieved results in the following areas: Governance, Finance, Team Building, Client Relation, Community Partnership, and also to share with you the envisioned future of George Derby Centre.

**Governance:** Thank you for the Board's leadership and support. As the Executive Director, I work at arm's length with the Board of Directors in developing high-level strategies and making key organization decisions, as well as managing the overall operations and resources. This is an effective governance framework that enhances our stewardship and accountability. Last year we met regularly and conducted strategic planning sessions as well as special meetings.

**Finance:** We are financially sound. However, we anticipated funding amendments in response to the decreased number of veterans staying at George Derby Centre; increased operation costs in enhancing care due to declined client acuity as well as inflationary adjustments. By and large, we were able to balance our books as you will see in our auditor's report. The Board of Directors and the Operation Team have established a balanced budget plan for this fiscal year; we will monitor and intervene as needed in order to maintain a healthy financial status on an ongoing basis.

**Team Building:** Individuals and organizations should have their purposes; something they are passionate about and take pride in pursuing. Everyone comes to work to experience the thrills, and feel energized knowing that they are contributing to the greater good for the others. We are establishing this shared mission across George Derby – a continuous quality improvement culture that helps make a difference for our residents in a safe, gentle caring

environment. We are good and proud of what we do, we will continue to improve and move beyond what we are already good at.

*Client Relation:* We continue to work with our clients and families on an individual basis, through formal care plan meetings and Resident Council meetings. We have monthly family support group meetings and we are in the process of re-establishing a Family Council at George Derby Centre so as to open a regular communication venue to families and friends of our residents.

*Community Partnership:* Thank you for the ongoing support of our stakeholders and partners. We work together to serve our veterans and seniors. George Derby Centre values these partnerships and will continue to build on and to enhance these relations. I will commit to reaching out to you more often in the coming year in recognizing your contributions and to explore new initiatives.

*Future of George Derby Care Society:* The society continues to thrive. Our new operation strategies are simple and easy:

*Simple as in ABCD*

- Appreciate team work and contribution of every member of the team, be they residents, families, volunteers, employees, services providers and community partners;
- Be healthy and safe through creating a gentle, caring and secured environment;
- Continuous quality improvement by establishing a culture of client centered care through enhanced collaboration, coordination, and cooperation;
- Determination; building upon a foundation of George Derby Centre's purpose, core values and the accomplishments we made over the years in strengthening our dynamic, interactive, collaborative approach in order to enhance our adaptiveness in a very complex seniors care system.

*And easy as in the three E's to persevere and thrive:*

- Effectiveness and efficiency: Do more of the right things but spend less,
- Engagement: Do more with partnerships,
- Evolvement: Do more through enhancement and expansion.

I will remain focused in establishing responsive and innovative programs and will continue to promote new approaches to better serve the changing needs of our residents and seniors.

It will be another rewarding year!



Ricky Kwan  
Executive Director  
George Derby Centre  
25<sup>th</sup> June 2015



**Grant Thornton**

**FINANCIAL STATEMENTS**

**GEORGE DERBY CARE SOCIETY**

**MARCH 31, 2015**



# George Derby Care Society Statement of Financial Position

March 31, 2015

	General Fund	Specific Purpose Fund	2015	2014 (Restated)
<b>Assets</b>				
<b>Current</b>				
Cash and term deposits	\$ 564,301	\$ -	\$ 564,301	\$ 541,946
Accounts receivable	669,371	-	669,371	1,039,415
Inventory	51,758	-	51,758	58,760
Prepaid expenses	12,775	-	12,775	16,155
	<u>1,298,205</u>	<u>-</u>	<u>1,298,205</u>	<u>1,656,306</u>
<b>Restricted cash and term deposits</b>				
Replacement reserve	1,249,781	-	1,249,781	1,170,921
Deferred capital funding	123,622	351,723	475,345	548,195
Resident cash held for safekeeping	103,626	-	103,626	99,609
	<u>1,477,029</u>	<u>351,723</u>	<u>1,828,752</u>	<u>1,818,725</u>
<b>Property and equipment (Note 6)</b>				
	11,041,911	437,484	11,479,395	12,207,737
	<u>\$ 13,817,145</u>	<u>\$ 789,207</u>	<u>\$ 14,606,352</u>	<u>\$ 15,882,768</u>
<b>Liabilities</b>				
<b>Current</b>				
Accounts payable and accrued liabilities	\$ 2,432,960	\$ -	\$ 2,432,960	\$ 2,638,896
Current portion of accrued retirement allowance (Note 7 (a))	188,200	-	188,200	205,960
Current portion of long-term debt (Note 8)	920,494	-	920,494	906,008
	<u>3,541,654</u>	<u>-</u>	<u>3,541,654</u>	<u>3,750,864</u>
Deferred capital funding (Note 5)	1,136,858	789,207	1,925,865	2,397,022
Accrued retirement allowance (Note 7 (a))	1,506,765	-	1,506,765	1,517,410
Long-term debt (Note 8)	6,708,272	-	6,706,272	7,626,766
Resident cash held for safekeeping	103,626	-	103,626	99,609
	<u>12,994,875</u>	<u>789,207</u>	<u>13,784,182</u>	<u>15,391,671</u>
<b>Net assets</b>				
Invested in property and equipment (Note 9)	2,402,109	-	2,402,109	1,826,136
Replacement reserve (Note 4)	1,249,781	-	1,249,781	1,170,921
Unrestricted	(2,829,720)	-	(2,829,720)	(2,705,960)
	<u>822,170</u>	<u>-</u>	<u>822,170</u>	<u>291,097</u>
	<u>\$ 13,817,145</u>	<u>\$ 789,207</u>	<u>\$ 14,606,352</u>	<u>\$ 15,882,768</u>

On behalf of the Board



Director



Director

**George Derby Care Society**  
**Statement of Operations**  
Year ended March 31, 2015

	General Fund	Specific Purpose Fund	2015	2014 (Restated)
<b>Revenue</b>				
Fraser Health Authority				
Operating grants	\$ 13,678,595	\$ -	\$ 13,678,595	\$ 13,719,487
Resident user fees	6,883,099	-	6,883,099	6,699,058
Veterans Affairs Canada, program grants	2,622,634	-	2,622,634	2,831,015
Amortization of deferred capital funding (Note 5)	496,547	114,825	611,372	661,025
Donations	14,628	-	14,628	13,202
Other	52,789	12,876	65,665	73,543
	<u>23,748,292</u>	<u>127,701</u>	<u>23,875,993</u>	<u>23,997,330</u>
<b>Expenses</b>				
Salaries and wages (Note 7)	14,199,283	-	14,199,283	13,918,440
Employee benefits	4,268,239	-	4,268,239	4,178,668
Mortgage interest	129,887	-	129,887	144,408
Dietary and food	779,895	-	779,895	775,349
General services	655,155	-	655,155	724,950
Maintenance and facility operations	1,043,200	12,876	1,056,076	1,095,359
Linen and laundry	267,239	-	267,239	270,259
Amortization	880,723	114,825	995,548	1,043,020
Resident care and incontinency supplies	311,340	-	311,340	292,580
Property taxes	138,081	-	138,081	140,138
Veterans Affairs Canada, enhanced care	459,420	-	459,420	568,889
Veterans Affairs Canada, enhanced funding	240,196	-	240,196	242,112
Veterans Affairs Canada, artworks	85,150	-	85,150	121,810
Other	40,810	-	40,810	27,799
	<u>23,498,618</u>	<u>127,701</u>	<u>23,626,319</u>	<u>23,543,781</u>
Recoveries from BC Housing	<u>(112,399)</u>	<u>-</u>	<u>(112,399)</u>	<u>(112,399)</u>
	<u>23,386,219</u>	<u>127,701</u>	<u>23,513,920</u>	<u>23,431,382</u>
Excess of revenue over expenses	<u>\$ 362,073</u>	<u>\$ -</u>	<u>\$ 362,073</u>	<u>\$ 565,948</u>

# George Derby Care Society

## Statement of Cash Flows

Year ended March 31

2015

2014

(Restated)

### Cash flows provided by (used in)

#### Operations

Excess of revenue over expenses	\$ 362,073	\$ 565,948
Items not involving cash and term deposits		
Amortization	995,548	1,043,020
Amortization of deferred capital funding	(611,372)	(661,025)
Amortization of deferred revenue	20,825	(15,728)

767,074                      932,215

#### Change in non-cash working capital items

Accounts receivable	370,044	44,548
Inventory	7,032	2,530
Prepaid expenses	3,380	(2,898)
Accounts payable and accrued liabilities	(205,936)	(85,744)
Accrued retirement allowance	140,595	(276,293)
Resident cash held for safekeeping	4,017	(2,212)

1,086,206                      612,146

#### Investing

Acquisition of property and equipment	<u>(267,206)</u>	<u>(792,536)</u>
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#### Financing

Repayment of debt	(906,008)	(891,508)
Capital funding	119,390	156,672

(786,618)                      (734,836)

Increase (decrease) in cash and term deposits                      32,382                      (915,226)

#### Cash and term deposits

Beginning of year                      2,360,671                      3,275,897

End of year                      \$ 2,393,053                      \$ 2,360,671

#### Cash and term deposits consists of:

Cash and term deposits	\$ 564,301	\$ 541,946
Restricted cash and term deposits	1,828,752	1,818,725

\$ 2,393,053                      \$ 2,360,671

# 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**



## 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.

The members of Branch 148 visit monthly to assist with the bingo games for our residents. 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

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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 ongoing enhancement of our residents' environment.

George Derby Centre remains indebted to the George Derby Centre Volunteer Society for their constant support to the betterment of our resident's lives.

Our volunteers also devoted numerous 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.



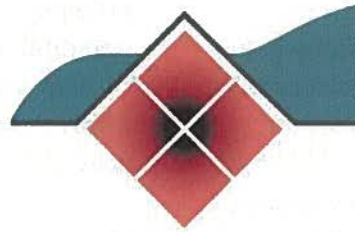
Veterans Affairs  
Canada

Anciens Combattants  
Canada



fraserhealth

Better health.  
Best in health care.



## **GEORGE DERBY CENTRE**

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