

St. Jude's Anglican Home

A Legacy of Caring since 1948



2021/2022

Annual Report



The **MISSION** of

St. Jude's Anglican Home is to:

- Care for and support older persons in a home-like atmosphere, safe and nurturing environment and support them and their families
- Employ current best practices
- Foster healthy employee relationships
- Advocate for exemplary eldercare

VISION

St. Jude's Anglican Home will be a leader in providing exemplary holistic, complex residential care to the elderly.

The **VALUES**

of St. Jude's Anglican Home:

- Respect for the dignity of every human being
- A homelike atmosphere
- Teamwork
- Accountability
- Continuous improvement
- Education and learning
- Positive employee relations
- Respect for an individual's faith, spirituality, and culture
- Respect for the environment by following green and environmentally sound initiatives

St. Jude's will pursue its mission and vision in accordance with these values.



Management Team

Executive Director

Jill van der Linden

Director of Care

Susan Harvey / Ruth Legacy

Director of Support Services

Heidi Horne

Director of Finance

Lynn Rowe

Staffing Coordinator/Administrative Assistant

Alexandra Yau / Andy Hoong

Medical Coordinator

Dr. Hammond





Board of Directors for 2021 - 2022

President

Neil Horne

Vice President

Elaine Krilanovich-Cikes

Secretary

Eva Villeneuve

Treasurer

Michael van Dijk

Past-President

Joanne Fawcett

Directors

Nancy Moore

Laura Frisby

Jim Longman



President's Report on behalf of the Board of Directors

As I reflect back on the past two years and as the worst months of the Covid experience fade in the minds of many, so would seem have the grandiose promises of political leaders of all stripes. As is too often the reality, they have been lost to the latest media-fueled crisis of the month. The solutions are not easy and the solutions are not inexpensive but the solutions are unavoidable and absolutely necessary to address the crisis in long-term care. An adequately funded and universally regulated system; which is based on both current and developing resident needs, which is based on sound research, which is professionally focused, which is fiscally sustainable, and which is consistent with the objectives and regulations of the Canada Health Act is an absolute necessity for the survival of long term care in this city, this province, and this nation.

That reality noted, it is equally important to recognize the extraordinary efforts of our entire staff at St. Jude's who have sacrificed in so many ways to guarantee that the residents were safe and remained safe at a time when everyone was operating in uncharted territory. To each and everyone of you the Board and the families of our residents owe a debt that can never adequately be paid. Thank you.

Thank you also to the volunteers who have served with me as the Board of Directors of the St. Jude's Anglican Home Society for 2021-2022: Elaine Krilanovich-Cikes (Vice President), Michael van Dijk (Treasurer), Eva Villeneuve (Secretary), Joanne Fawcett (Past President), Jim Longman (Past President), Nancy Moore, and Laura Frisby. Their collective efforts on behalf of the Society, the Board, the residents, and families of St. Jude's have been invaluable.

The next year will see many of the old challenges concerning funding and staffing return and become increasingly difficult and it will be a time requiring increased advocacy on our part and new and unique plans to address the future. However, 2023 marks the 75th anniversary of our home and it must be a time to recognize and salute those years and those accomplishments.

The continued support of, encouragement of, and backing of the many friends of St. Jude's is recognized and saluted and will be so important as we move forward.

Respectfully submitted,

Neil Horne, President



Treasurer's Report on behalf of the Board of Directors

This has been another challenging year for the St. Jude's team. Due to severe nursing shortages from the single site order, burn-outs, etc, St. Jude's has had to rely heavily on procuring more expensive agency nurses for both RN and LPN positions. Food services too has had high absenteeism due to WCB and LTD claims, resulting in excessive overtime costs.

In spite of all the challenges, the fiscal year, ending 31 March 2022, resulted in a small surplus. Employee salaries and benefits represent the largest single operating expense (nearly 90%), and the changes in the human resource sector significantly contributed to the bottom line, but management was able to find some saving elsewhere, in particular around benefits, and a government promise of support came through. VCH COVID costs of \$256,000 for the prior fiscal year (2020/21) was received this fiscal year, as well as an additional \$207,000 in funding to adjust VCH's funding model.

Otherwise, St. Jude's successfully met the 2021/2022 balanced budget. Management has a tight grip and control of the Operating Fund expenses. It is not always easy, and sometimes comes with sacrifices, but their ongoing efforts to manage expenses within the budget are well appreciated by the Board.

On the capital side, donations and interest brought in more than \$100,000. Slightly higher than last year, and comparable to previous years. Management liquidate some investments during the year and the elevator modernization was successfully completed. Other upgrade and repair projects such as the fridge compressor, freezer and air conditioning installation are on track to be completed in the first half of the next fiscal year.

We are very grateful to our donors for their generosity. A huge thank-you as always for the financial support from our Friends and Families. Your gifts, both of money and of your valuable time, help us ensure the best for our residents and contribute greatly to the well-being and success of St. Jude's.

The Auditor's Report and the audited financial statements for the year ending 31 March 2022 are attached as part of the Annual Report. No material issues were raised by the auditors.

As is clear, despite our successes, it is important to keep in mind that government funding of St. Jude's is not keeping up with increasing costs. Careful planning and the diligent oversight of spending by all of the Management team have kept the quality of care high. A big thank you to Jill van der Linden, Executive Director and Lynn Rowe, Director of Finance, for their outstanding management of our financial resources in challenging times.

Respectively submitted,

Michael van Dijk
Treasurer



Executive Director's Report

When reflecting on 2021, both its challenges and blessings, it is clear that the second year of the Covid-19 pandemic is largely what shaped our experiences at St. Jude's and in long term care more broadly.

The extra effort required of staff throughout the organization during a second year of Covid has resulted in significant levels of overtime, sick time, and fatigue. However, with each passing day we also gain better understanding about this disease and as a result, we have had developed stronger infection control practices along with the effective vaccines and boosters our seniors and staff have received.

A sincere thank you to all our staff, in all departments who have stepped up to fill the needs of our seniors. Through programs such as HCAP and care home clustering, we have been able to ensure that our staff get time away to rest and restore. This will continue to be a focus in the months ahead.

I wish also to thank all the families who have loved ones who live at St. Jude's. We have gone through a myriad of changes to our visitor regulations and time and again, families have adapted to whatever processes were necessary to keep their loved ones safe. We are so happy that better understanding of Covid has ensured that family visiting continues in LTC, regardless of the Covid status of our seniors. We know that family connection is one of the fundamental aspects of quality care.

Despite the extra difficulties Covid presented, we were able to move forward with a very significant capital project in 2021: our two aging elevators were completely refurbished as a cost of \$250,000. This is the biggest capital project St. Jude's has undertaken since our expansion in 1991, and it represented a great deal of work, raising funds to have this vital work completed.

Another infrastructure project for St. Jude's got its start from adversity. The heat dome we experienced in June of 2021 was a critical risk for many BC residents. We were fortunate to already have central cooling installed in our common areas when temperatures rose, but following this crisis, we were able to secure some funding to install AC units in resident rooms.

We also had some staff changes in our Management Team. Our Director of Care, Susan Harvey, retired in May and although it took 6 months find her replacement, we were very thankful to have Ruth Legacy join us as DOC in October. Our staff coordinator, Alexandra Yau, left in October after finishing her education. We were very happy to welcome Andy Hoong back as our staff coordinator. Our Director of Support Services, Heidi Horne was off on health leave for 4 months and we were fortunate to have Lorraine Nikkel step in while she was away. Our Director of Finance, Lynn Rowe, soldiered on, providing all the reporting necessary with our extra covid expenses and all the changes to the staff payroll. I thank my entire leadership team for all their hard work this year.

Lastly, my sincere thanks to the Board Members who have toiled to govern St. Jude's through these difficult days. As in-person meetings have turned into zoom calls (and all the technical challenges that come with) the Board has continued their work to support our organization.

It is often said that it is through adversity that we can most easily see how important each member of our community is in keeping our Senior Clients well supported. Thanks to you all for your hard work this year.

Respectfully submitted,

Jill van der Linden