

St. Jude's Anglican Home

A Legacy of Caring since 1948



2022/2023

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

Ruth Legacy

Director of Support Services

Heidi Horne

Director of Finance

Lynn Rowe

Staffing Coordinator/Administrative Assistant

Andy Hoong

Medical Coordinator

Dr. Hammond





Board of Directors for 2022 - 2023

President

Neil Horne

Vice President

Jim Longman

Secretary

Nancy Moore

Treasurer

vacant – Neil H. acting

Directors

Laura Frisby



President's Report on behalf of the Board of Directors

As I projected in my report last year, it would seem that the grandiose promises of political leaders of all stripes, made at the worst times during the pandemic, have faded from memory along with any appreciable concern for seniors and their care as their attention and that of the general public has been lost to the latest media-fueled crisis of the month. Nothing has changed, the solutions are still not easy and the solutions are still not inexpensive but the solutions are unavoidable and absolutely necessary to address the crisis in long-term care. We still must have 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 if we honestly want to see the survival of long term care in this city, this province, and this nation.

That reality noted, it is important to regularly recognize the extraordinary efforts of our entire staff at St. Jude's who work earnestly every day to guarantee that the residents are safe, are comfortable, and are well cared for. 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.

I also want to thank all of the residents and family members who have been actively involved in making the St. Jude's Resident and Family Council a reality with a special acknowledgement to Carol Shoji and Don Yerxa for assuming the roles of co-chairs.

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 2022-2023: Jim Longman (Vice President and Past President), Nancy Moore (Secretary), Laura Frisby, and Elaine Krilanovich-Cikes. Their collective efforts on behalf of the Society, the Board, the residents, and families of St. Jude's have been invaluable.

2023 marks the 75th anniversary of our home and the formalities planned for September 10th will allow us to welcome many old friends and staunch supporters into the house. 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.

Not surprisingly, 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. I see it as an opportunity to grow, to strengthen, and make a very good thing even better,

Respectfully submitted,

Neil Horne, President



Treasurer's Report on behalf of the Board of Directors

For Fiscal 2022/23 the Board was unable to fill the Treasurer's role. Lynn Rowe, Director of Finance reports on the financial health of St. Jude's in this report:

This has been yet another challenging year for the St. Jude's team. Due to severe nursing shortages industry-wide, 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 St. Jude's again faced, the fiscal year ending 31 March 2023 resulted in a surplus, mostly due to receiving Vancouver Coastal Health Authority funding in March.

Employee salaries and benefits represent the largest single operating expense (nearly 90%). While the cost of agency nurses is high, this is offset by a reduction in benefits costs.

On the capital side, donations and interest brought in some \$70,000. Thank you to all of our generous donors!

Other upgrade and repair projects such as the fridge compressor, freezer and air conditioning installation were completed, and future capital projects are being determined by priority.

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 2023 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 staff and management have kept budgets in line and the quality of care high.

Respectfully submitted,

Lynn J. Rowe
Director of Finance



Executive Director's Report

As we moved into the 3rd year of dealing with Covid-19 in Long Term Care, I was thankful that we didn't know at the beginning of the pandemic how long and difficult the journey back to normal would be. For the first nine months of the 2022 fiscal year, we continued to operate under a Single Site Order that hampered our ability to cover off shifts and provide staff with much needed down time. It also resulted in a considerable amount of sick and overtime as fatigue overcame the troops working above and beyond for a third year in a row. January 2023 saw the removal of the SSO, but staffing recovery has been slow as the entire health system lost many staff during the pandemic and there is a shortage of personnel throughout the care sector. Despite this, we have maintained many loyal staff who continue to provide excellent care for our residents.

As society began to learn and better manage Covid -19, we saw a gradual receding of aggressive Covid testing and infection control measures within our walls. Residents received boosters both in the fall and spring and a covid cluster we experienced in November produced mild disease among our population.

Operational Funding in LTC continues to be a challenge with our outdated funding model.

Preliminary talks between the Ministry of Health and sector representatives have started with a mind to update this tool, but there is much more discussion and negotiation needed before we will see any changes implemented.

Capital expenses, which are the responsibility of each care home, are limited by our ability to fund raise. Working within our means, St. Jude's was still able to make significant improvements to our physical plant this year. Air conditioning was installed in each resident room by tapping some one-time federal funding and adding some of our own resources. We were also able to upgrade our freezer and walk-in refrigerator to more environmentally friendly air cooling.

We were pleased to welcome Chaplain Rejoice Anthony to our team in June 2022. She and our leadership team worked hard to re-instate our Chapel as a place of worship, after we had to commandeer the space for other purposes during the height of Covid. Things were set up just in time for Christmas celebrations.

We have also had the good fortune to have one of our family members, Liz Haan, donate her time and resources to rehabilitating our garden spaces. Liz and her small but mighty crew have improved our gardens exponentially and we are so thankful for her wisdom and hard work. It has made our outdoor spaces very pleasant for Residents and their families to enjoy.

And speaking of hard work, I would be remiss if I did not identify and thank our Board volunteers, all our staff, our medical teams and the St. Jude's leadership for their dedicated, hard work on behalf of the Seniors who call St. Jude's home. St. Jude's has a wonderful community and with Covid receding slightly from center stage, I look forward to rebuilding the vital connections that make St. Jude's the special place it is.

Respectfully submitted,

Jill van der Linden