



# Canterbury

FOUNDATION

The Promise of Home

YEAR IN REVIEW

2015

# Vision, Mission & Core Values

## Vision

Promise of Home: where seniors live with dignity in a loving, faith-based community

## Mission

To enhance the lives of seniors, we:

- Encourage independence and promote quality living,
- Provide a home where residents experience peace of mind and feel like family
- Offer a range of quality services and programs to meet residents' physical, social, emotional and spiritual needs.

## Core Values

We are committed to:

- Respecting the dignity of every person.
- Compassionate care and quality services for our residents.
- Developing and empowering our employees.
- Open and ethical behaviour in all relationships.
- Honesty and integrity in all our actions.

# 2015-2016

## Board of Directors

- Brian Popp, *Chair*
- Scott Belamisca, *Vice Chair*
- Toby Ramsden, *Treasurer*
- Barbara Norton, *Secretary*
- Rick Paterson, *Past Chair*
- Marion Langton, *Director*
- Patricia Edney, *Director*
- Scott Watson, *Director*
- Nancy Saha, *Director*
- Dr. Thomas Snyder, *Director*
- Carole West, *Director*
- Richard Wiznura, *Director*
- Rev. Sue Oliver, *Honourary Director*
- Rev. Maureen Crerar, *Honourary Director*

## Management Team

- Executive Director: Wendy King
- Director, Finance: Wendy Ching
- Director, General Services: Georges Baraki
- Director, Fund Development: Coby Benoit
- Human Resources & Organizational Effectiveness: Loradonna Botter
- Director, Health Services: Mide Seyi-Ajayi

## Board Committees

- Executive: Brian Popp, *Chair*
- Finance and Audit: Scott Belamisca, *Chair*
- Fund Development: Carole West, *Chair*
- Development Feasibility: Don Hussey, *Chair*
- Policy and By-laws: Richard Wiznura, *Chair*
- Nominating: Rick Paterson, *Chair*

# Board Profiles:



## Patricia Edney

My association with Canterbury goes back to its earliest days, as my father, Tom Adams, was a founding director. I remember then that Canterbury was committed to helping

seniors remain in their communities. In more recent years I witnessed this commitment in action, as Canterbury served my parents when their needs for housing and supportive services brought them under Canterbury's roof and into their family (again!).

I am an occupational therapist with a Master's Degree in Health Sciences. I completed research within assisted living facilities with a goal to understand how staff, residents and families managed risk and to help facilities find a balance between safety and resident autonomy and dignity.



## Rev. Sue Oliver

Rev. Susan Oliver began her post-secondary education at Mount Allison University, receiving an honours BA in Religious Studies in 1998. Having felt a call to ordained ministry from an early age, Sue returned to her

hometown of Toronto, where she pursued a Masters of Divinity at Wycliffe College.

Sue was ordained in 2005 and began her formal ministry in the small hamlet of Fort McPherson, Northwest Territories. After three and a half years of ministry, among the Gwichin people, she moved to Edmonton and began her work as the Anglican Educational Chaplain at the University of Alberta.

Soon after her work at the U of A commenced, Sue added rector of St. George's Anglican Church to her ministry. In the summer of 2015 Sue became the rector of the Anglican Parish of Christ Church.

She is married to Dr. Stephen Martin, Associate Theology Professor at The King's University. They have two active and busy children, Amelia and Simon.

# Message from the Executive Director & Board Chair



Wendy King,  
Executive Director

We are delighted to say that Canterbury Foundation experienced a very successful year in 2015 culminating with the recognition of 26 employees who received awards for long service from 5 to 25 years! Our staff are committed to ensuring that residents receive compassionate care and services and place residents and their families at the center of decisions and actions in a way that is respectful, compassionate and responsive to their needs, values, beliefs and preferences.

In June, we successfully achieved our Accreditation Canada Primer award and we are well on our way toward full Qmentum accreditation in June 2017! Preparing for accreditation means that we are committed to a

process of quality improvement and operating at a higher standard of quality in care and services. Canterbury's Quality Improvement Plan (please visit our website for the complete plan) describes our goals along several dimensions including resident and staff safety, infection prevention control and resident and staff experience, which we monitor and report on a monthly basis.

We also ventured our way into social media this year and are excited about updating our followers about our activities on Twitter, Facebook and Google+. We hope that you will "follow us" and "like" and "share" our posts with your friends!

With the average age of our residents at 89 years, we recognized that we needed to add the services of a geriatric social worker. This was made possible through the assistance of a Community Initiatives Program grant with matching funds raised through

the success of our first ever "Promise of Home" gala held in October 2015. The social worker, through this new program, assists seniors and their families to access income supports and community services, navigate the complexities of the continuing care system, develop appropriate substitute decision making arrangements and supports seniors through grief and loss. We are in the process of evaluating this program and plan to expand the service into the community through continued support from our donors and sponsors!

*...we are committed to a process of quality improvement and operating at a higher standard of quality in care and services.*

A key initiative during 2015 was the revitalization of the Court Modernization Project where we worked together with residents and families through committees and focus groups to produce a new development and expansion plan. We also entered into a special partnership with Capital Region Housing to support us with project management through the planning and development phases and through to final completion of the project. The "new" Court will be modernized and updated with the program and safety enhancements plus additional suites required to accommodate the increasing needs of residents. We anticipate that we will commence construction in 2018 with completion targeted for June of 2020. The projected capital costs are estimated at \$23.5 million.

As always, we continue to be deeply appreciative and pleased with the support and encouragement that we receive from our community and other stakeholders for the important work that we do! Thank you for helping us to ensure that Canterbury Foundation is the "Promise of Home" to seniors today and into the future!

Wendy King,  
Executive Director

Brian R. Popp, Board  
Chair



## Accreditation: The Journey Continues

Canterbury Foundation successfully achieved the Accreditation Canada Primer award in June 2015 and is now working towards Qmentum with the next assessment slated for June 2017. Success in Qmentum will mean Canterbury is meeting and exceeding national standards of resident and family-centered care in all of our services and programs. We are focusing on improvement through Governance and Leadership, Resident Safety, Service Excellence, Ethics and Risk Management.

Canterbury Foundation has established a Quality Improvement Plan which allows us to continually monitor, report and improve in all areas, enabling us to provide the best care possible. You can be assured that as an accredited organization, Canterbury provides safe, high-quality care while working in partnership with residents and their families.

## Canterbury Court Modernization

The Canterbury Board and staff have been working with residents and families through committees and focus groups to produce a new development plan for the modernization of Canterbury Court. Canterbury Foundation has partnered with Capital Region Housing for this major project. Capital Region Housing's role will include managing the project from planning and development through to construction and completion. The renovations will include expansion of bathroom and doorways to provide a safer and more functional environment for residents, plus additional suites and amenity spaces. Construction is anticipated to start in 2018 with completion targets set for June 2020. The projected capital costs are estimated at \$23.5 million

## Facilities & General Services

We were busy improving our facilities in 2015. In order to meet the changing needs of our residents we developed a design to modernize some of the Manor and Court suites. In the Court the reception renovations were completed. Other upgrades to the Court included upgrading the water and heating piping and expansion tanks in the boiler room.

Maintenance and security are always a top priority in the Manor. We have enhanced the outdoor monitoring system with additional outdoor security cameras and we also completed a study for structural upgrading and major mechanical equipment maintenance in the Manor.

Both the Manor and the Court have benefited from improved outdoor living spaces with new outdoor planters and benches in the Manor courtyard, new outdoor furniture and extra storage for both the Court and Manor popular courtyards.



## Resident Activities

Canterbury Foundation's activities team provides residents with opportunities for physical, intellectual, emotional, social and spiritual engagement. We ran over 2,500 memorable programs in 2015 including:

- **Social events and entertainment** such as Tea with the Queen, 50's Car Show, Opera, Roaring 20s and many more!
- **Seniors Week** events that celebrated our residents and their contributions to the community.
- **Gardening activities.**

Meaningful engagement and tracking attendance is an important part of recreational therapy for our residents. We introduced Activity Pro software, which allows us to do just that. We can share the information with residents and their families and make appropriate changes to programs to suit our residents' changing needs.

### Pet Therapy

Canterbury Lane residents said goodbye to their furry friend Beamer the bunny, who passed away in January 2015. We are happy to continue Beamer's legacy of joy and comfort through pet therapy with the addition of new resident bunnies Thelma and Louise.

We have also partnered with Chimo Animal Assisted Wellness and Learning Society (CAAWLS). CAAWLS provides us with two therapy dogs, George and Edward who visit the Lane and Court each week. These pets bring great joy to our residents.

## Health Services

The health and wellbeing of our residents is a top priority for Canterbury Foundation. Working with Alberta Health Services Homecare, we provide needed care services to residents of Canterbury who are AHS Homecare clients.

Our health services staff is provided with ongoing education and support, ensuring the knowledge and practices of our Health Care Aides and Registered Nurses are compliant with the newly revised Continuing Care Health Services Standards developed by Alberta Health. This additional education will benefit Canterbury as we prepare for Accreditation Canada's Qmentum in June 2017.

The new Community Outreach Program was initiated in 2015 with the addition of a geriatric social worker who will provide social, psychological, mental, emotional, spiritual and relationship support for Canterbury residents and their families with plans to expand services into the local community.



*Residents enjoyed a trip back in time last July with a 50's car show onsite at Canterbury.*

### Volunteers

Canterbury Foundation volunteers enhance the lives of our residents. Volunteer activities include friendly visits, spiritual care, and activity program assistance. During Volunteer Appreciation Week, Canterbury celebrated its 150 volunteers which include residents, students and community members.

### Spiritual Care

Spiritual programming and guidance for our residents such as weekly worship services are provided onsite by valued partnerships with neighbouring churches.

## Food Services

Residents have been served more than 265,000 well-balanced, delicious meals. We asked residents and their families to provide feedback to ensure residents' needs are met. Complying with the Alberta Accommodation Standards, our dietary staff operate with a resident and family-focused care philosophy. We also expanded the offerings at the Cherub's Court Café and initiated an in-house delivery service.

# Human Resources & Organizational Effectiveness

During 2015, the Human Resources team expanded to better meet the needs and strategic directions of Canterbury Foundation. We added a Clinical Educator and a Non-Clinical Educator/Organizational Project Coordinator to the HR department. These positions provide the ongoing training and education for all our staff.

## Employee Benefits

We have partnered with Perkopolis, an employee discount vendor program, which allows all employees to access services and products at reduced rates.

Last July we celebrated our team with a staff barbeque. Food services served up an amazing spread of food for all Canterbury staff to enjoy. It also gave an opportunity for staff to meet and visit other employees from all departments.

## Safety Initiatives

Canterbury passed the Certificate of Recognition (COR) Audit in the fall of 2015. A COR shows that Canterbury's health and safety management system has been evaluated by a certified auditor and meets provincial standards. These standards are established by Occupational Health and Safety (OHS).

## Long Service Awards & Employee Recognition

The 2015 Annual Long Service Award dinner was held in January 2016 to celebrate staff members who have dedicated 5 to 25 years of service to Canterbury Foundation. This is one of the ways we can show appreciation for our staff who are an integral part of Canterbury Foundation. Thank you for the difference you make in the lives of our residents!



Left to right: Brian Popp - Foundation Board Chair, Nugent Nimayo, Ruby Beaver, Ellen Semeniuk, Victorianna Matias, Tess Flores,



Fun was had by all at our staff barbeque!

## Staff Service Awards

On January 30, 2016, Canterbury Foundation celebrated the long service milestones achieved by 16 staff members by December 31, 2015. The awards were presented for faithful service to Canterbury residents, ranging from 5 to 25 years. This is one of the ways we can show appreciation for our staff who are an integral part of Canterbury Foundation. Thank you for the difference you make in the lives of our residents!

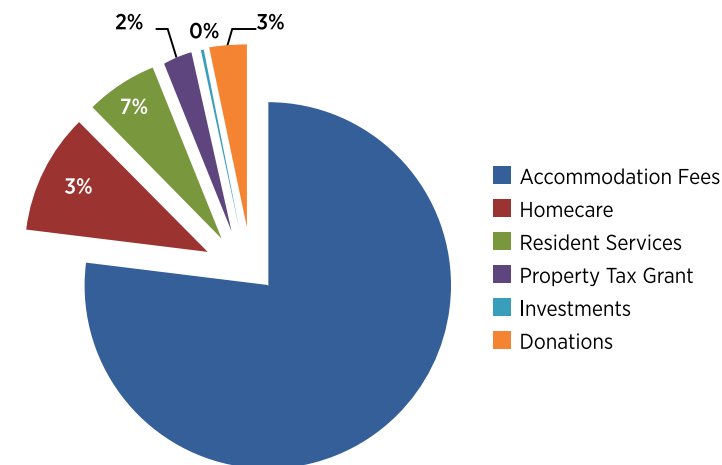
## Staff Service Award Recipients

NAME	DEPARTMENT	YEARS
Ruby Beaver	Housekeeping	25
Darlein Warren	Reception	25
Randy Burant	Maintenance	20
Buena Gonzales	Housekeeping	20
Jannette Garcia	Health Services	15
Ellen Semeniuk	Dietary	15
Sally Sotto-Laparan	Dietary	15
Charito Balneg	Health Services	10
Vicky Matias	Health Services	10
Nugent Nimayo	Health Services	10
Daphne Rode	Health Services	10
Josephine Tejo	Housekeeping	10
Violeta Catungal	Housekeeping	5
Tess Flores	Health Services	5
Anthony Hocnalon	Dish Room	5
Jackie Kennedy	Health Services	5

# Financial Summary

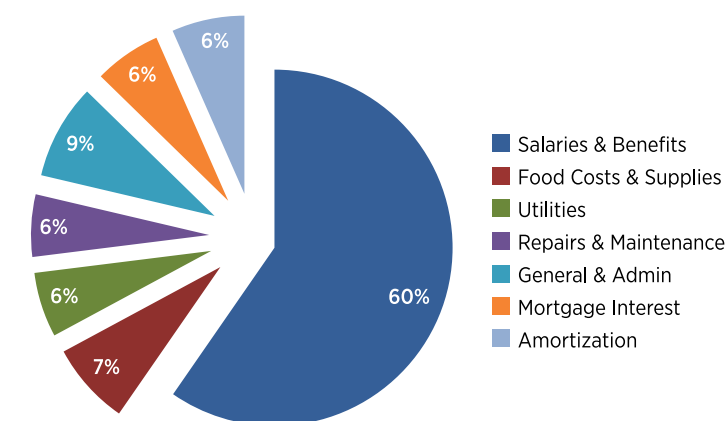
## Revenue

Accommodation fees accounted for 76% of Canterbury's total revenue. The Alberta Health Services Homecare contract generated an additional 13% of revenue and was offset by Homecare wages and benefits. The remaining revenue comprised of resident services, the property tax grant, donations and investment income.



## Expenses

Canterbury remains competitive within the Seniors Housing industry and is reflective in our expenditures. Salaries, wages and benefits are 60% of expenditures and food, supplies and utilities are 13%. Maintenance costs are 6%. The remaining 21% is comprised of general and administration costs, property taxes, mortgage and amortization costs.



# Your Donations Make a Big Difference

Generous donations received from many individuals and corporations enhance the quality of life for Canterbury residents through improved programs and services.

The following projects were achieved in 2015 as a result of these donations:

- New sound system was installed in the Court Atrium. Residents are better able to hear and enjoy live entertainment, fitness classes, presentations and other activities.
- Updated furniture in the Court lobby and other public spaces.
- Upgraded landscaping and seating areas in both the Manor and Court Courtyards, enhancing the natural outdoor living space which is therapeutic for residents and families.

We also gratefully acknowledge a generous grant of \$45,000 received in 2015 through the Government of Alberta's Community Initiatives Program.

Canterbury Foundation is very grateful for the many organizations that sponsored the First Annual "Promise of Home" Fall Fundraising Gala which was held on October 23, 2015. With the provincial grant and generous matching gala donations, we launched the Community Outreach Program which included the hiring of a geriatric social worker. The social worker will provide social, psychological, mental, emotional and spiritual support for Canterbury residents, their families and residents, their families and seniors in the local community.



## Memorial Gifts

During 2015 donations were received for Canterbury Foundation in memory of the following individuals:

- Justin Ching
- Betty & Gus Pachal
- Leslie William Nelson
- Jean Lawrence
- June Villett
- Cheryl Natrass
- Dorothy Hussey
- Kay Waslewsky
- Helen Cairns
- Kathleen Taylor
- Robert Booth
- Lillian Stenson

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## Corporate Partners generously supported Canterbury Residents

- Abbarch Architecture Inc
- Arrow Engineering
- Associated Communications Inc
- ATCO Gas
- Bennett Architect Inc
- Carol Blair & Associates
- CHANDOS
- Christenson Equities Ltd
- Classic Window Fashions
- Complete Purchasing Services
- David Aplin Group
- Davies, Park & Associates Inc
- De Kullen Projects Group
- DoubleTree By Hilton West Edmonton
- Ernst & Young
- Gallagher Benefit Services Inc.
- Government of Alberta
- Jubilee Insurance Agencies Ltd
- Kirk Integrated Marketing Services Ltd
- Living Sounds Hearing Ltd
- MacPherson Leslie & Tyerman LLP
- Nina Haggerty Centre For The Arts
- Nordic Mechanical Services Ltd
- Otis Canada Inc
- Park Memorial Ltd.
- Pharmacare Specialty Pharmacy
- Pro-Lite Electric Ltd
- Russell Food Equipment Limited
- Scott Builders Inc
- Serenity Funeral Services (North)
- Southport Kitchen and Bath Inc
- Stuart Olson Construction
- TWS Engineering Ltd
- Wade Engineering Ltd

### Legacy Gifts

- Estate of Charles William Smail
- Estate of Leslie William Nelson

### Grants

- Edmonton Community Foundation
- Government of Alberta

## Gifts have been gratefully received during 2015 from the following generous donors:

- Ernie & Alke Afaganis
- Ted & Dorothy Allan
- Ian Anderson
- Anonymous
- Wendy Antoniuk
- William Arnold
- Winnifred Atkin
- George Ball
- Eunice Barron
- Margaret Bates
- Irene Beattie
- John & Carole Belamisca
- Scott Belamisca
- Adrian & Breanne Benoit
- Coby Benoit
- Karen Bidniak
- Debra Birkett
- Loradonna Botter
- Diann Bowes
- Annette Boyko
- Diane Brickner
- Ted & Madgie Byrt
- Grant Campbell
- Kennerly & Wendy Ching
- Robert & Joyce Choate
- Stephanie Clancy
- Jean Coglon
- Ron Coulombe
- Leota Cummins
- Cory Cunningham
- Sophie Dahl
- Wendy Davis
- Hope Deardon
- Gordon Deeks
- Dan Domanski
- Brad Dorshoy
- Shirley Downes
- Lorraine Edwards
- Darrell Erhardt
- Bernadette Farnador
- Stan & Gail Fisher
- Sheila Forhan
- Patricia Gartner
- Ed & Carolyn Gibbons
- Florence Glanfield
- Robert & Brandy Graesser
- James & Margaret Graham
- Deanna Gupta
- Brian & Diane Gurnham
- Keith & Barb Haddock

- Mak & Joyce Hakim
- Ray Hannley
- Graeme Harding
- David Hardy
- Cecil Harrison
- Roy Hartling
- Martin & Florence Hattersley
- Bruce & Karen Heming
- John & Margot Henderson
- Jason Hess
- Brian Hitchon
- Bruce & Gail Hogle
- Myrna Hussey
- Don & Marilyn Hussey
- Alice Jamha
- Tyrone Jubinville-Degenhardt
- Roberta Kennedy
- Wendy King
- Murray Koch
- Robert Koop
- Jean Lang
- Marion Langton
- Norman Lawrence
- Ronald & Jean Lawson
- Marjorie Lilley
- Jemma Loki-Vuzi
- Doreen Losie
- Robert Losie
- Chris Lunn
- Joe MacDonald
- Yolande MacLean
- Sharon MacLean
- Silvana Mastronardi-Lucas
- Dorothy McCannel
- David & Laurie McInnes
- Karen McKinley
- A Nadeem Mian
- Sylvia Monson
- Rick Morgenroth
- Mike & Diane Morrell
- Maxine Morris
- Heather Naylor
- Grant Naylor
- Cal & Edna Nichols
- Brian & Janis Noble
- Frances Norenberg
- Barbara Norton
- Helen Otto
- Rosaly Palchevskaya
- Doris Parker
- Edward & Anne Parkinson
- Mel & Pat Parkinson
- Rick Paterson
- Mac & Bernice Patterson
- Henry & Neva Pazemko
- Ellen Pedersen
- Doug & Donna Petasky
- Donald & Margaret Peterson
- Lynda Phillips
- Estelita Pioquinto
- Brian & Louise Popp
- Rick Prentice
- Helen Primrose
- Kay Ralston
- Lillian Relf
- Landon Reppert
- Frances Reynolds
- Alexander Rimbej
- Pam Robertson
- Joan Rossall
- Alan Rudosky
- Nancy Saha
- Barbara Saint
- Margaret Sanders
- Eileen Savage
- Jason Scott
- Michael Sheehan
- Raj Sherman
- Anurag Shourie
- Gail Sinclair
- Marg Singleton
- Casey & Sandi Skakun
- Ron & Christine Smith
- Mel & JoAnne Snihuwowych
- Tom Snyder
- Doug & Jill Spaner
- Eira Spaner
- Arthur & Doreen Staniland
- Meta Steinborn
- Ryan Stempfle
- Eric & Dianne Stenson
- Doug Swane
- Julie Tabler
- Leigh Tait
- Neil Taylor
- Sylvia Taylor
- Robert Tomm
- Ellen Thomson
- Helene Tomusiak-Donahue
- Andrew & Irene Topolnitsky
- Donald Vinge
- Olga Wasarab
- Scott Watson
- Martha Watson
- Ellen Watt
- Bart & Carole West
- Andrew & Nancy Whitance-Smith
- Steve & Karen Wilk
- Richard Wiznura
- Mary Woodhead
- Robert Woolnough
- Walter Yakimets
- John Yamamoto



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