

St. Jude's Anglican Home

A Legacy of Caring since 1948



2020/2021

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

Director of Support Services

Heidi Horne

Director of Finance

Lynn Rowe

Staffing Coordinator/Administrative Assistant

Alexandra Yau

Medical Coordinator

Dr. Hammond





Board of Directors for 2020 - 2021

President

Joanne Fawcett

Vice President

Neil Horne

Secretary

Eva Villeneuve

Treasurer

Michael van Dijk

Directors

Elaine Krilanovich-Cikes

Nancy Moore



President's Report on behalf of the Board of Directors

The 2020-2021 year at St Jude's has been incredibly challenging, operationally and financially. The Board commends the Leadership Team for the manner in which they shouldered the burden of managing resident care during pandemic times. They responded to Vancouver Coastal Health directives and changing protocols, found ways to provide comforting contacts for residents and families when they could not be together, and juggled the staffing complications that resulted from the Single Site Order.

Board Committees have been active in the areas of Finance, Fundraising and Board Renewal. The Board receives regular reports on these priorities. As described in the Treasurer's report, donations during the year totaled over \$100,000. We are extremely appreciative of the support shown to St Jude's.

The open, collaborative relationship between staff and Board supports the Board's role to oversee the facility operation. On behalf of the Board, our appreciation goes out for the competence and caring nature of the staff and the able leadership of all the management team.

The Board welcomed new members Nancy Moore and Laura Frisby in the fall of 2020, and we all look forward to the time when our meetings can return to in-person again.

I want to thank all my fellow Board members for their energy, their time and their thoughtful consideration of all that the Board does.

Respectfully submitted,

Joanne Fawcett

President, Board of Directors

St Jude's Anglican Home



Treasurer's Report on behalf of the Board of Directors

This has been a challenging year for the St. Jude's team. Besides the obvious problems dealing with COVID and staff shortages, government funding is wholly inadequate and not keeping up with increasing costs.

Financially the fiscal year ending 31 March 2021 resulted in a deficit and St. Jude's is experiencing cash flow difficulties due to having to float VCH. Significant amounts are owed from an over estimate of how much resident income St. Jude's would have collected versus actual, from floating the increased overtime costs that are a result of the Single Site Order, and from the COVID expenses in preparation for and during the outbreak.

VCH did provide St. Jude's with \$117,000 in corrected base funding at the end of the fiscal year, which helped, but that amount did not include any extra funds owed as a result of COVID and although we are thankful for the funding correction, this practice of receiving remedial funding in March for the previous fiscal year has, for 2 years now, required St. Jude to strip items out of the budget to submit it balanced to VCH. Since St. Jude's can't count on the funds before year end, it is very difficult to budget accurately and effectively.

Otherwise, St. Jude's successfully met the 2020/2021 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 \$100,000. While lower than last year because of a onetime significant donation received in 2020, it is comparable to previous years. We are very grateful to our donors for their generosity.

Fortunately, despite the low cash flow, management was able to liquidate some investments and the required repair to the walk in fridge compressor, freezer and the elevator modernization is on track to be completed in the first half of the next fiscal year.

A very heartfelt shout-out of appreciation to all of our wonderful family and friends for their continued support. Your gifts, both of money and 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 2021 are attached as part of the Annual Report. No material issues were raised by the auditors.

Careful planning, in particular cash flow, 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

It goes without saying that this year has been an extraordinary one, perhaps the most extraordinary in St. Jude's 73 year history. Covid-19 has changed all the rules of running a care home and has required an incredible amount of work and flexibility from our executive team and staff as well as our Residents and their families.

Fiscally, this has been a very costly year as we manage the health policies designed to keep our seniors and staff safe. The single site order, put into place at the beginning of April, was a wise policy designed to minimize the spread of Covid-19 between staff and facilities. What was not anticipated was the costs associated with not having sufficient staffing to meet the organizational requirements without significant overtime. Fiscal 2020/21 saw our overtime increase to 4.1%, nearly 3% higher than in past years. We also had increased costs associated with PPE, infection control and visitor protocols although we anticipate some compensation from the government for these costs.

St. Jude's did have a small COVID-19 outbreak in December, affecting one resident and 3 staff members. This was an understandably stressful time, but after 9 months of preparation, St. Jude's was ready to put our outbreak infection control plan in place. Our Director of Care, Susan Harvey, as our infection control specialist, prepared and supported the staff throughout this process. Our entire staff team bravely did what needed to be done in order to get our seniors and staff through this most difficult time. We were very thankful that everyone recovered fully, just in time for Christmas, and that the new year brought the Pfizer vaccine to St. Jude's.

Covid-19 did afford a few silver linings over the past year – improved outdoor spaces for Residents and their visitors, improvements to our gardens, and a staff who are more closely bonded than ever before. It is our sincere hope that this pandemic and its effects on Long Term Care will broker acknowledgement from the political powers that be that our sector needs and deserves better funding and support.

My sincere thanks to St. Jude's supportive Board of Directors, our patient Residents and families, and our loyal staff. I wish to specifically acknowledge and thank my management team: Lynn, Heidi, Alexandra and Susan, for their dedicated work on behalf of St. Jude's this past year.

Respectfully submitted,

Jill van der Linden