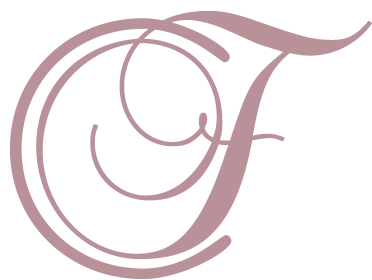


# canterbury news



Volume One • Issue Three • Spring/Summer 2008

## *News and Tales from the Canterbury Foundation*

*Gracious living for seniors, independent lifestyle and the freedom to choose...all this is home – Canterbury.*

### Supportive Living Accommodation Standards

**In** January 2008 Canterbury Foundation qualified for its first ever License under the provisions of the Alberta Social Care Facilities and Licensing Act. Preparations for the Licensing inspection was a bit daunting and took well over a year to ensure compliance with the new Standards. While always confident that programs and services were of high calibre, Canterbury has now demonstrated that our operational policies and procedures provide documented support of that fact.

In May 2006, Alberta Seniors and Community Supports released the Supportive Living Accommodation Standards. These new Standards, the product of an extensive review of the status of Alberta's long-term care and supportive living facilities, were established to ensure that every supportive living facility in Alberta operates in accordance within a minimally acceptable level of service. The Standards focus on the building facilities' Physical Environment (fire safety, maintenance services and building systems); Hospitality Services (food services, housekeeping, laundry and linen services); Safety Services (emergency

plan, resident safety and security); Personal Services (activities and leisure programs, personal choice, medication assistance); Residential Services (application and assessment processes); Human Resources (employee occupational health and safety, screening, and resident privacy); and Management and Administration (information management, confidentiality, insurance coverage, and contractor administration practices). More information on the Standards can be found at the government website [www.seniors.gov.ab.ca/housing/continuingcare/slas](http://www.seniors.gov.ab.ca/housing/continuingcare/slas).

We are very proud that Canterbury has met these Standards. We are confident too, having once met the challenge, that the annual licensing reviews that follow will meet with equal success and will serve as abundant testimony to Canterbury's commitment to high quality services, dignity, respect and fairness in all we do.

### highlights

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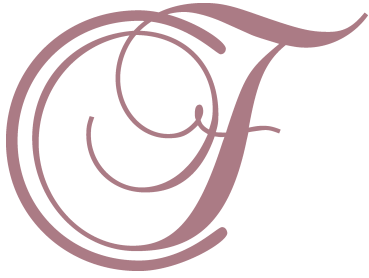
### Did you know...?

Canterbury Foundation, in 2001, while not subject to the Alberta Housing Act and prior to the new accommodation standards, became the first, and only, seniors' supportive housing organization ever to be certified as operating within the then approved standards for Alberta's Senior Citizens Lodge Program.

### Thank you Roger

After eight years of service to Canterbury Foundation, Roger Thomson is stepping down as a member of the Board of Directors. First appointed to the Board in April 1999, Roger has served as Vice-President, President and Past Chair of the Board of Directors. Throughout his tenure Roger has demonstrated exemplary commitment to this organization. We wish him well as he relinquishes his governance role with Canterbury. His wisdom and thoughtful leadership will be missed.

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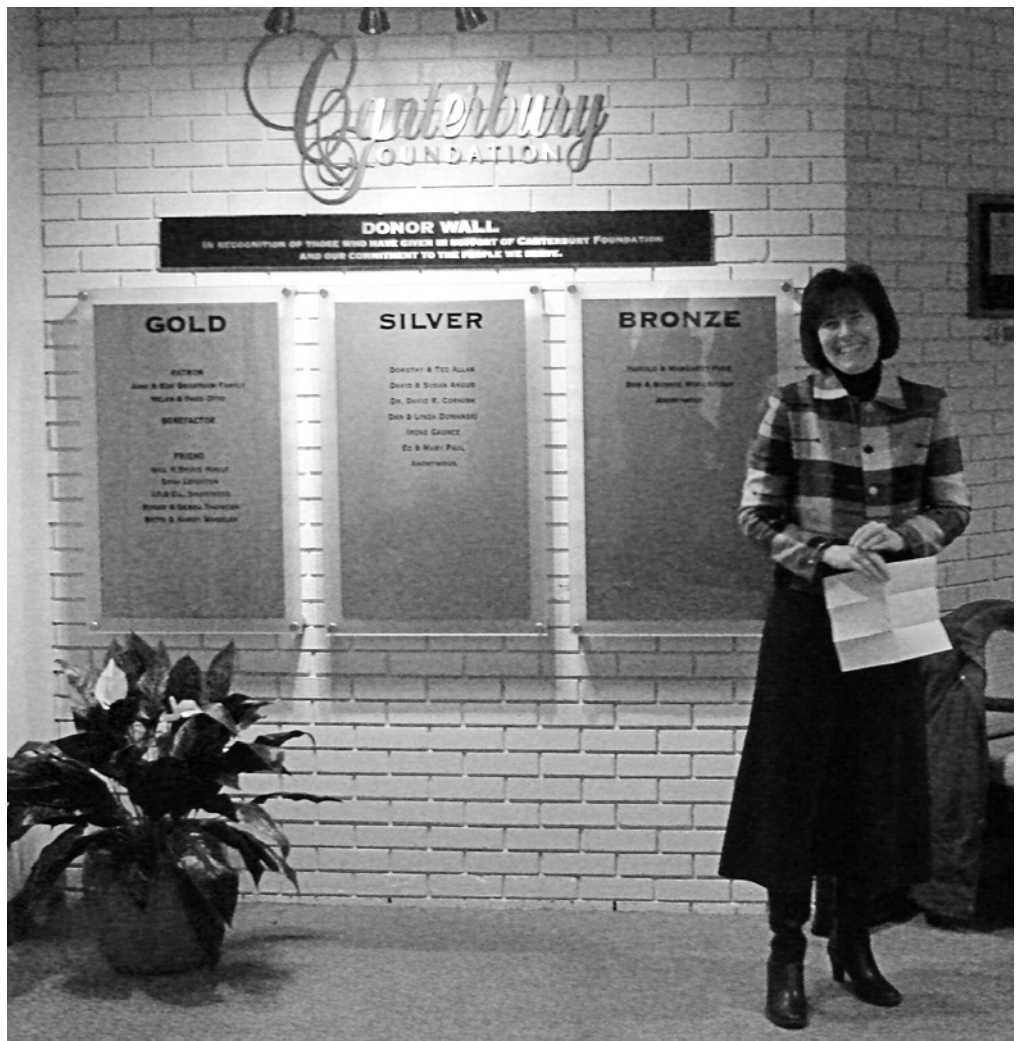
## *Canterbury receives first time ever donation of publicly traded security*

*In December 2007 Canterbury Foundation was presented with a groundbreaking contribution when a generous benefactor made what is believed to be the first ever donation of publicly traded securities to Canterbury. As a registered charitable organization, the Foundation has always had the capacity to receive such gifts, but more typically, donations to Canterbury have come as either cash or gifts in kind. While not an unusual type of donation as for some charitable organizations, Dan Domanski, Chair of the Fund Development Committee, called the receipt of publicly traded securities “a milestone” for Canterbury’s evolving fund development program. “We are very pleased to have been identified as a worthy recipient of this gift and are pleased as well that it might serve as an example for others who are looking for ways in which to support the goals of the Foundation.”*

## Wall of Honour Dedication

**O**n Tuesday evening January 22, 2008 Board Chair, Cheryl Nattrass and an assembly of Foundation Members and donors gathered together in a brief ceremony to dedicate Canterbury’s newly installed Wall of Honour. This was a significant event for Canterbury Foundation as it celebrated the generosity of Foundation members, residents and residents’ families who have contributed financially in support of Canterbury’s capital refurbishment and future development.

Chair, Cheryl Nattrass expressed appreciation on behalf of the Foundation to all who have chosen to support Canterbury’s legacy and its vision for the future. “Recognition and celebration of the contributions of our supporters is important to Canterbury. We want to honour those who have honoured us by choosing to express their appreciation to Canterbury in this way. We are truly grateful.” The dedication ceremony closed with a benediction by Dan Domanski, Board Member and Chair of the Board’s Fund Development Committee.



▲ Cheryl Nattrass, Board Chair welcomes guests to Donor Wall dedication

# Court Renovations Proceeding

**I**n March 2007 our plans for a comprehensive renovation project at Canterbury Court become another casualty of Edmonton's overheated construction boom. At that time, we learned that the project would cost in excess of \$7.2 million, well above the \$4.5 million pre-tender estimate. Today, one year later, we are pleased to announce that work has begun on a number of projects originally contemplated within the larger scope of the March 2007 plan.

After discussing the matter with our engineering consultants, the Board and Administration agreed that the best approach to the upgrading of the Court's building systems was to dismantle the large, single project and create a series of smaller projects that would address individual elements of the larger overall program. To date, this revised approach has proven quite successful.

- A new nurse call and communication system has been installed and is working well.
- Heating and cooling renovations for the Court Chapel are complete.
- A new replacement air conditioning chiller (located behind that green fence on the 141st Street side of the Court) will be installed and operating by mid-April, well before the 2008 summer cooling season.
- A contract to replace the elevator servicing the Court's first and second floors and basement has been signed and will proceed this summer.

■ A contract has been signed to proceed with replacement of the domestic hot water boilers and the hot water heating boilers, both slated for completion in the summer of 2008.

■ Installation of an "addressable" fire alarm system in the Court and replacement of the Manor fire alarm panel will proceed within the year, as will heating and cooling improvements for Canterbury Lane and the Court's main kitchen and dining room.

The very good news is that the costs for projects completed or underway are well within our means. Current financial reserves, augmented by donations received over the past three years, will comfortably offset the costs of the planned projects. This fiscal optimism is possible in large measure because of the new approach to replacement of individual systems and the renewal of the fundamental elements of our aged and worn infrastructure. And while we have set aside plans for integrated, automated building systems, we have not abandoned them completely. Opportunities for automated efficiency will be examined once the essential building blocks of our infrastructure have been replaced. But even if automation is not financially feasible for some time to come, Canterbury Court, its residents and our staff, will have efficient, safe, state-of-the-art technology that will serve them well for the next twenty or more years.



▲ Gail and Bruce Hogle



▲ Helen Otto, Past President of Canterbury Foundation with Board member Bob Woolnough

# Board Strategic Plan

In 2007 Canterbury's Board of Directors conducted a review of the long-term plans for the organization as part of their regular governance program. On the last Saturday of October the Board met to consider their priorities for the coming year. Five specific themes were identified, each with a series of steps or objectives. These themes included:

- Develop a plan of Canterbury opportunities to guide program directions.
- Increase financial planning horizon and refine process.
- Make Canterbury the employer of choice.
- Develop facility infrastructure according to service goals.
- Increase charitable contributions.

These themes have been, and will continue to be, under continuous review by the Board and Administration throughout the year. Measurable progress is being made for each and at year-end, the processes will be further refined as part of Canterbury's ongoing quality improvement.



▲ Canterbury Founder Mr. Ron Grantham with Board members Terry Freeman and Diann Bowes

## Occupational Health & Safety Matters

Canterbury Foundation has participated in the Workers Compensation Board's Partners in Injury Reduction (PIR) program for a number of years and has consistently achieved a "better than industry average" record in our employee health and safety statistics. This accomplishment is due largely to the diligent and conscientious work of our employee Occupational Health & Safety Committee and, in fact, a high level of safety consciousness by all Canterbury employees.

But this year Canterbury is moving forward with our program and is taking measures that will lead to a Certificate of Recognition (COR) under the PIR program. We are working closely with a safety consultant group who is taking Canterbury and its individual departments through a series of preparatory steps that will enable us to apply for our COR in a few short months.

Organizations that achieve the Certificate of Recognition are recognized by the WCB as leaders in occupational health and safety programs. These organizations have demonstrated their concern about the safety and welfare of their employees and the people who visit the premises. In our approach to Occupational Health and Safety at Canterbury we have always been mindful of the importance of these matters. However, what we have not done is demonstrate to external authorities that we have documented processes that have helped us to consistently receive a "better than industry average" safety record. Our consultant is working with us to build on our existing documentation and processes. Once "certified" under the PIR program, we can be assured of a safer environment for employees and residents and even greater savings under the Workers Compensation Board program.

## Nursing/Home Care Employees

*Did you know that in Edmonton, there is only one supportive housing organization that can boast the presence of a Registered Nurse and Personal Care Attendants twenty-four hours each day, 365 days a year. That organization is Canterbury Foundation. Since Canterbury Court opened, 34 years ago in 1974, the women and men employed in our nursing services department have indelibly influenced Canterbury's style and culture. The care they have given and the relationships they have built not only with the people who have lived here but also with their families have become part of our character and tradition.*

*While they always been key in helping our residents and their families to deal with the consequences of an individual's changing needs, our nurses and personal care attendants have demonstrated great resilience in the face of changes in Alberta's health care system. One example of how their supportive role has evolved is the partnership that they have developed with a multi-disciplinary clinical team that includes physicians, pharmacists, and Capital Health home care coordinators and nurse clinicians. This highly collaborative team ensures that our residents and their families receive comprehensive care and support so important when determining how best to meet a resident's needs.*

*Through all of their endeavours though, the numbers of pills dispensed or hours of personal assistance provided over the years does not measure the value of our nursing staff. Their true worth is measured by the spirit, dedication and sensitivity that they have shown in meeting residents' needs and preferences. This is a burden that has not always rested lightly on the shoulders of our nursing department but it is one that they have borne with determination and consistent competence and which, every day, makes us proud of their achievements and contribution to this organization.*



▲ David and Susan Angus with Martha Watson and Willie King

▼ Tom Adams and Gail Hogle founding members of Canterbury Foundation with current members Mary Paul and Don Hussey



### Did you know...?

With funding through the Foundation's site-based Home Care contract with the Capital Health Authority, our personal care attendants provide every month, a total of 3,500 hours of care and support to residents of the Court, Manor and Lane.