



Canterbury  
FOUNDATION

The Promise of Home

2017

YEAR IN REVIEW



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## Vision, Mission & Core Values

### Vision

Promise of Home: seniors living in a loving, faith-based community

### Mission

To enhance the lives of seniors we:

- Encourage independence and promote quality living.
- Provide a home where seniors experience peace of mind and feel like family.
- Offer a range of quality services and programs to meet seniors' 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
- Development and empowerment of our employees
- Open and ethical behaviour in all relationships
- Honesty and integrity in all our actions
- Innovation and continuous improvement in all that we do.

# 2017

### Board of Directors

- Chair: Brian Popp
- Vice Chair: Scott Belamisca
- Treasurer: Roger Thomson
- Secretary: Barbara Norton
- Darlene Acton
- Patricia Edney
- Jim Hill
- John Patterson
- Nancy Saha
- Linda Scott
- Scott Watson
- Dr. Richard Wiznura
- Rev. Sue Oliver
- Rev. Anthony Kwaw

### Management Team

- Executive Director: Wendy King
- Director, Finance: Wendy Ching
- Director, Facilities: Warren Law
- Director, Fund Development: Jelena Bojic
- Director, Human Resources: Liliana Mayo
- Director, Health Services: Mide Seyi-Ajayi
- Director of Quality and Innovation: Helene Tomusiak-Donahue
- Director Food Services: Georges Baraki
- Executive Chef: Ajay Lala
- Executive Assistant: Karen McKinley

## Board Profile:



**Scott Belamisca,**  
B. Mngt, PFP, AICB

Scott Belamisca's career started with Scotiabank in Edmonton as a Personal Banking Officer in 1997. This led him to Grande Prairie and then onto his first leadership role in Peace River as an Assistant Manager of Personal Banking in the spring

of 2000. Since 2003, Scott has worked as the Branch Manager of numerous Scotiabank branches, those being in Beaumont, as well as Whyte Ave, 97th and 132nd in Edmonton.

Scott is currently the Branch Manager of the Millwoods Town Center Branch – Edmonton South, and was appointed to this position in March of 2016. Prior to his current role, Scott held several senior roles in Scotiabank including Small Business Development Manager for the Edmonton District.

In the past number of years, Scott has led his team to excellence in the areas of Customer Advice, Compliance and Financial Results as acknowledgement in 2011 and 2016 with the 'Best of the Best Nomination' in his role as Branch Manager.

In addition to his professional achievements, Scott is very proud of his community involvement with NAIT as the Chair for Scotiabank's activation committee as well as for his involvement as the incoming Chairman for Canterbury Foundation.

Scott and his wife, Kristine, have three children ages 11, 9 and 6. In addition to attending Holy Cross Elementary School in the International Baccalaureate program, Scott's three children are active in Hockey and music lessons.

Canterbury Foundation Board of Directors and staff look forward to working with Scott in his new role as the Chairman of the Board. A very warm welcome, Scott!

### Board Committees

- Executive Committee Chair: Brian Popp
- Finance, Audit and Risk Committee Chair: Scott Belamisca
- Quality Committee Chair: Nancy Saha
- Nominating Committee Chair: Diann Bowes
- Policy and Bylaws Committee Chair: Dr. Richard Wiznura
- Major Facility Building Project/Technical Advisory Committee Chair: Don Hussey

## Message from the Board Chair



*Brian R. Popp,*  
Board Chair

### Profile:

#### Brian Popp

Brian was born and raised in rural Saskatchewan. He is a graduate of the University of Saskatchewan with an undergraduate degree in Commerce. He also has a diploma and Master's degree in Health Administration.

Brian has worked all his life in health care including executive positions with Alberta Health, Capital Health and Alberta Health Services. He joined the Canterbury Foundation Board in May 2010. He has been Treasurer, Vice Chair and is currently Board Chair.

Brian and his wife Louise have been married for 46 years. They have two married daughters and 8 grandchildren living in Edmonton. Brian and Louise were married at St Timothy's. They currently attend St Margaret's where he is a lay reader, Vestry member and Chair of the Planning & Building Committee.

On behalf of the Board of Directors and staff of Canterbury Foundation, we'd like to thank Brian for his dedication and commitment to the organization for the past seven years.

On behalf of the Board, it is my pleasure to report on 2017 as another very successful year for Canterbury Foundation. From completing the Accreditation Canada Qmentum Survey, and receiving Exemplary Standing, to continuing to provide the Promise of Home to over 300 seniors during the past year, the organization has seen some great successes, as well as challenges.

The staff, led by Wendy King, continues to offer a great quality of life to residents in all three living options, Court, Lane and Manor. We should all be proud of that!

During the past year the Board has continued to develop its governance policies and procedures. We have replaced our Policy and Bylaws Committee with a Governance

Committee. This change will ensure that Board recruitment, orientation, training, development, evaluation and retention all receive the focus they deserve. My thanks to Richard Wiznura who has finished his term on the Board by Chairing the Policy and Bylaws Committee.

I am completing my term of eight years on the Board. I want to thank everyone for providing me the opportunity and honor of serving our residents, staff and fellow Board and Foundation members. As a leading seniors health and housing organization in Edmonton we continue to excel in the services we provide. We do have some exciting opportunities ahead of us!

Our capital redevelopment project continues to be one of our main areas of focus; the need for renovations of the Canterbury Court and Manor are increasingly obvious, and the Board and staff are working hard to launch

the project soon. Our conversations continue to take place with ATB and other financial institutions, with a goal of securing financing for the renovation and expansion projects.

However, this is a complex and long process, and we need your help. This is a crucial time to show your support of Canterbury Foundation, both by supporting our fundraising campaign and joining the

friendraising campaign, in which we hope to reach more supporters and friends for Canterbury. We will soon be naming a Capital Campaign Cabinet for our project. Please consider making Canterbury Foundation one of your "Charities of Choice" during the next few years.

In our pursuit to create safer, more comfortable spaces for seniors,

the outcome will be beneficial to the sustainability of Canterbury Foundation for many years to come. Your support means that the seniors in our future will continue to select Canterbury as the residence of their choice, where they find the home they need; a loving and welcoming community, and the place where they will enjoy a high quality of life, and have the ability to truly age in place.

You can count on the Board to support this vision, and we hope we can count on yours.

*Brian R. Popp,*  
Board Chair

## Message from the Executive Director



Wendy King,  
Executive Director

2017 was a pivotal year for Canterbury Foundation for many reasons. Our strengths during this past year were the commitment and engagement of the Board of Directors, Canterbury Foundation members, staff, residents, families, community partners and all those who supported Canterbury in some way. We appreciate all these relationships – thank you!

We aspired to be the best; to ensure we were in fact a true home to our residents who look for the promise of home. Reviewing and improving our processes and procedures and ensuring the safety of residents were pivotal in successfully completing the Accreditation Canada survey with Exemplary Standing. In addition, we were particularly proud of keeping high occupancy rates, and resulting in a financially sound fiscal year in these economically challenging times.

From the management perspective, we were inspired to be a high performance team, demonstrating professionalism, tenacity and pride in the team we built and the services provided.

The promise of home continued to remain our priority; whether it was an initiative to create a 4-season menu for our residents, or new processes for infection prevention and control. Reviewing everything from the quality and innovation perspective remain an important focus for all of us at Canterbury.

After almost four years of feasibility studies and business planning for the Court Modernization and Expansion Project, the Board of Directors approved

that we proceed with the detailed design and pre-construction work. Through an RFP process, we selected Stuart Olson as the construction manager, and PGA/ONPA Architects as the primary consultants for this exciting and long awaited project. We were thrilled that our rezoning application was approved by City Council on

September 11th. Much appreciation is extended to the community and Council members for the support of this greatly needed renovation and expansion.

The Court Renovation and Expansion project will not only allow our residents to live in more safety and comfort, but there will be expanded and improved memory care for those living with dementia, as well as options provided so residents can age and live in the right place, with the added residential hospice and enhanced care services.

We have partnered with a great project team to take us through this project, with the support of

Stuart Olson, construction manager, PGA/ONPA Architects and Capital Region Housing assisting us with project management.

We are proud of the foundation built through our strong history and reputation in the community and we are confident and excited about the future.

Respectfully,

Wendy King,  
Executive Director

***The Court Renovation and Expansion project will not only allow our residents to live in more safety and comfort, but there will be expanded and improved memory care for those living with dementia,...***

## Health Services

During 2017, we have seen an increase of Manor residents requiring elevated levels of care which results in relocating to the Court where additional medical services can be provided via AHS homecare services. We have also seen an increase in our Court residents requiring more complex palliative type interventions, especially as it relates to pain control and mobility.

We have increased our Home Care services by approximately 30% to meet these needs.

Social work, nursing, and home care have collaborated in identifying key areas where we can provide more services to maintain residents here at Canterbury. The ultimate goal is to preserve the ability of the residents to remain here in their home. Although this is a challenge with many complex facets, we have thought creatively and collaboratively of ways to facilitate these measures.

In all areas of our facility, we are seeing an increase in requests for more companion services.

Families have identified this need especially when it comes to our residents assimilating into their new environment. We are continuing to grow this service, as it relates to our ability to accommodate additional needs of our residents. This has proven to be a very significant venture with definite benefits to our residents and their families.

Social Work continued to be an important part of the resident-centred care we offer at Canterbury. The social worker meets



Residents enjoying their time in the Atrium

with residents and their families, to facilitate the resident's experience of joy, contentment and positive well-being, under the belief that life is good, meaningful and worthwhile. Areas of support include adjustment and coping with lifestyle changes, managing crisis, bereavement, discovering hope, strength and healing, as well as finding resources available to seniors, assistance with legal paperwork, referrals for transportation, special needs programs and much more.



Opportunities for learning about and use of modern technologies are extremely important at Canterbury

## Resident Profile



Joan Rossall

We've been fortunate to have some of the outstanding community builders and champions choosing Canterbury Foundation to be their home, sharing their knowledge, experience and stories with us. One of them is Joan Rossall.

Joan, originally from London, UK moved to Edmonton in 1957

with her husband, Dr. Richard Rossall.

Dr. Rossall, a cardiologist, joined the faculty of medicine at University of Alberta. Nurse by training, Mrs. Rossall was very busy raising their young family, boys Jon and Steven.

Dr. Rossall had a long career, leaving a legacy through Richard Rossall Academic Research Trust Fund.

They moved to Canterbury Foundation in 2012. Dr. Rossall passed away later that year, and Joan remained a helpful and active resident; she chaired a Resident Association for two years, from 2015 to 2017, adding many innovations and focusing on improving the quality of life for all the residents. She supports many Canterbury initiatives through regular volunteerism, commitment and strong work ethics.

In 2017, Joan received a Community Enrichment Award; an award by AFP that recognizes people who have engaged in

acts of charity, and in giving of their time, talent and resources to ensure that services that enrich our communities continue to grow and flourish. Other deserving causes she supported are The University of Alberta's Hospital Women's Auxiliary, the Alberta Cancer Board Ethics and Research Committee, the Animal Ethics and Research Committee, the Royal Alexandra Hospital Board - Clinical Services and Ethics Committee,

the Edmonton City Council's Community Services Committee and chaired the board which established the Edmonton Ambulance Authority. She is a Life Member of the Salvation Army Citizen's Advisory Board, where she actively participated for over 20 years, and served as a Chairman of the Salvation Army's Addictions and Residential Centre's Community Council, and Chairman of The Salvation Army's Grace Manor Seniors Residence Community Council.

Joan has been awarded the Confederation of Canada Medal, the Alberta Cancer Board Award of Appreciation, the YWCA Award for Contribution to Community Service,

The Salvation Army Canada and Bermuda Territory Citizen's Advisory Board Member of the Year.

"Joan is such an inspiration to us all. We learn, through her tireless dedication to improving the community, what it means to give of ourselves to help others in need." says Wendy King, Executive Director at Canterbury Foundation.

***"Joan is such an inspiration to us all. We learn, through her tireless dedication to improving the community, what it means to give of ourselves to help others in need."***

## Health & Safety

In 2017, the Health and Safety Committee completely revamped the Hazard Identification and Control program for the organization. Led by the Committee, and involving staff, representatives from each department reviewed all job tasks and indicated all hazards associated with them to create methods to eliminate or control these hazards. The hard work from all the employees showed as the Partnerships in Injury Reduction COR audit found Canterbury was 100% compliant in both hazard identification and hazard control. The hard work from staff made Canterbury's safety culture really shine!



The Manor Exercise Room received an addition of new exercise equipment in 2017

## Resident Activities

Resident wellness continues to be an important part of any activity program and our recreation department is staffed with enthusiastic and passionate individuals who offer meaningful engagement in activities to all Canterbury residents. In 2017, we provided over 2,000 fun-filled activities and entertainment programs, with opportunities for physical, intellectual, emotional, social and spiritual engagement. One of the new additions this year was Art Corner, located in the Court, and equipped with art supplies for residents to participate both independently or in small groups through Paint Nights, facilitated by volunteer arts students.



Residents and Foundation Members enjoying high tea

We continue to focus on intergenerational programming, gardening activities, special coach outings, themed days and much more!

Our volunteers continue to play an integral role in providing companionship to residents, engaging in friendly visits, spiritual care, special event and activity program assistance. Canterbury celebrated and thanked 150 internal and external volunteers during Volunteer Appreciation Week in April 2017, with a special Thank you to Mrs. Bernice Patterson who celebrated 30 years of voluntary service!



## Dietary Review



The Foundation's Dietary Department worked closely with Health Services through research and development for new modified diet options for Residents of Canterbury Foundation.

This included an in-depth meeting with Resident family members resolving issues pertaining to a number of digestive concerns, food allergies and dietary restrictions incorporated into the four week menu.

The Department supported a number of events including Canterbury's annual Charity Golf Tournament, Annual staff barbeque, Manor's 25th Anniversary High Tea, and Foundation and Donor Christmas Party, to name a few.

The Dietary Department launched a new Spring & Summer, Fall & Winter Menu which included a special dinner menu every second Thursday. This implementation has proved to be very popular with residents and their families.

## Risk Management

The Risk Management Committee continues to establish and identify new risks and continually monitor existing risks with the focus being the High and Medium risks and ensure the mitigating strategies and treatment plans are being monitored on a quarterly basis and reported to the Finance, Audit and Risk Committee. A Quarterly financial package is distributed to the Finance, Audit and Risk Committee with financial statements, a management discussion and analysis report and a dashboard on key indicators, such as financial performance, occupancy, homecare hours, staff safety, resident safety and turnover of staff.

## Long Service Awards and Employee Recognition

For 2017, Canterbury recognized forty-four long service employees for having served Canterbury between 5 – 35 years. The celebration took place at the River Cree where each recipient was provided with a certificate of recognition and personalized gift. This truly was a celebration of committed employees.



Staff members from the Health Services department receive their awards for long service, hard work and dedication.

## Human Resources and Organizational Effectiveness

Key, in preparing Canterbury Foundation for the future, is its commitment to the development of our staff and leaders. This starts with creating a work environment which encourages change and positive growth, and one where staff and leaders are committed to following good process. The Human Resources team has undertaken a review of all foundational HR management areas to ensure these are aligned with the emerging direction of the organization, which contribute to the establishment of positive change, and foster a culture of respect and responsibility. In addition to the work beginning for the building of a Leadership and staff learning and development framework, a Respectful Workplaces Campaign launched in the fall was instrumental in raising awareness for responsible, caring behaviors in the workplace.

## Continuous Quality Improvement

2017 was an exciting year for Continuous Quality Improvement (CQI). In June, Canterbury Foundation received Qmentum Accreditation with Exemplary Standing after a 3.5 day survey in which all aspects of Canterbury's quality and safety initiatives were scrutinized. The surveyors provided excellent suggestions for ensuring we continue our good efforts and are ready for the next survey in 2021. In October, a Continuous Quality Improvement Plan was approved by senior management and launched with four major improvement initiatives: Information Technology; An Expanded and Improved Dementia Program as part of planned renovations in the Court; Resident Orientation and Potential Payroll Alternatives. As we work through each of these projects, some of which will be quite challenging and lengthy, we will continue to monitor our progress and make adjustments as needed.

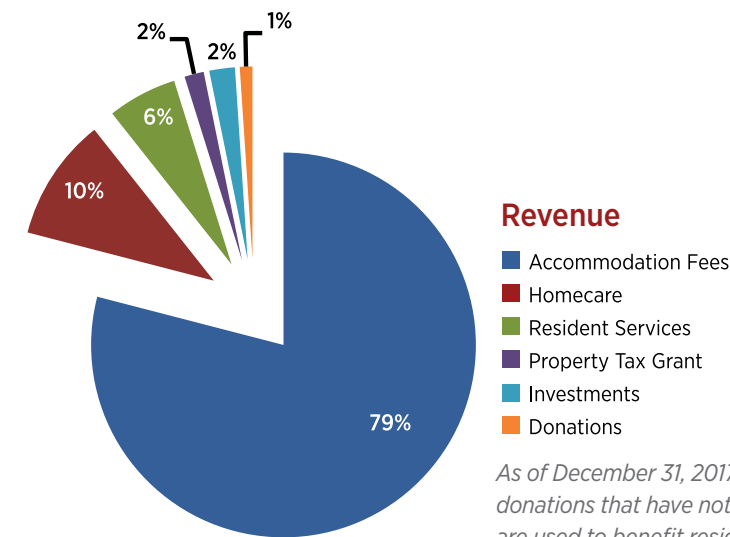


## Financial Summary

Accommodation fees accounted for 79% of Canterbury's total revenue, and Alberta Health Services Homecare contract generated additional 12%, and was offset by Homecare wages and benefits.

The remaining 9% of revenues are resident services fees, property tax grant, donations and investment income.

**Total Budget: \$13,482,585**



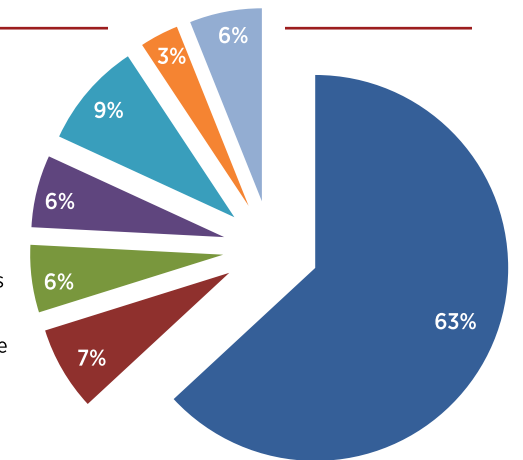
### Revenue

- Accommodation Fees
- Homecare
- Resident Services
- Property Tax Grant
- Investments
- Donations

As of December 31, 2017, Canterbury Foundation has \$204 thousand of externally restricted donations that have not been recognized as revenue. These donations will be recognized as they are used to benefit residents as intended for programs, equipment, furnishings and capital projects.

### Expenses

- Salaries & Benefits
- Food Costs & Supplies
- Utilities
- Repairs & Maintenance
- General & Admin
- Mortgage Interest
- Amortization

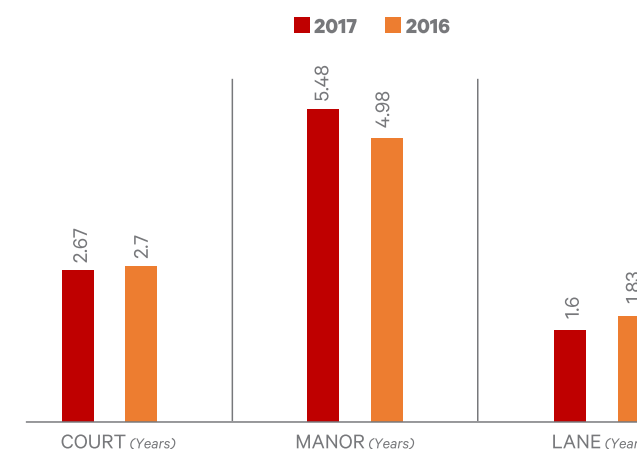


## Quick Resident Facts

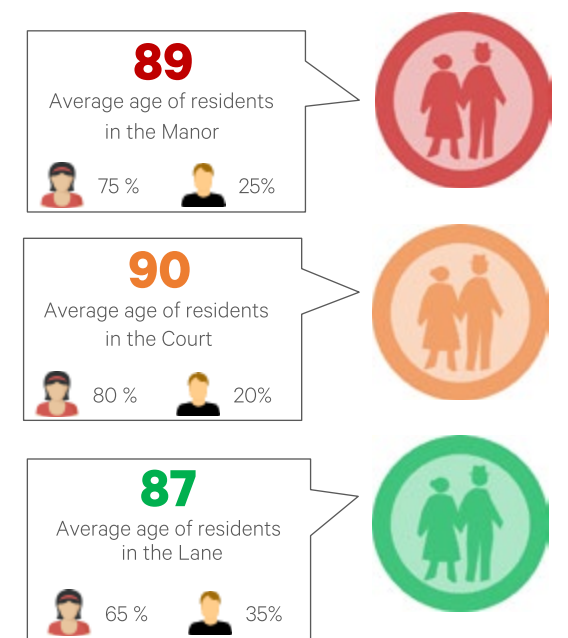
### TOP 3 REASONS FOR MOVING TO CANTERBURY:

- Inability to manage a household
- Socialization, meals & housekeeping
- Cognitive decline

### AVERAGE LENGTH OF STAY (2017)



### AVERAGE AGE OF RESIDENTS:



## Fundraising in 2017

In 2017, Canterbury Foundation continued to support the role of a Social Worker through various fundraising activities. The **2nd Annual Charity Golf Tournament** had 80 golfers enjoy a beautiful day at Highlands Golf Course, and raised \$6,000 – great success for a new event and we're thrilled to see it come back this year! Thanks to our friends at Gordon Food Service for the support of the golf tournament, as well as all other golfers and organizations that were with us that day.



Chandos team enjoying the golf tournament

**The Promise of Home Gala** had over 160 guests gather at Double Tree by Hilton, enjoying a great dinner and entertainment, followed by a very successful live and silent auction that raised \$44,000. Once again, we'd like to thank our main event sponsors; Pharmicare, Gordon Food Service, PGA and ONPA Architects, as well as all other donors and sponsors that made this event a great success.



Minister of Seniors and Housing Lori Sigurdson speaks at the Promise of Home Gala.

**Capital Campaign** donations in 2017 raised \$55,000 even before we launched our fundraising campaign, which brings our overall total funds raised towards the capital project to \$424,059.70

We hope that our donors and volunteers will feel inspired by this great project, to join our campaign and support this important cause.



Canterbury held a **Christmas Party** for Foundation Members and Donors in December and it was a huge success with over 120 guests. It was a great opportunity for the staff and board of directors to thank our donors and foundation members for their ongoing support.



Dan and Linda Domanski, Foundation Members.

## Donors' List 2017

### CORPORATE DONORS

#### CHAMPIONS

- Pharmicare
- Edmonton Community Foundation
- Action Flooring
- Stuart Olson
- Gordon Food Service
- MLT Aikins LLP
- ONPA Architects
- PGA Architects

#### LEADERS

- Chandos
- Associated Communications
- Olymel
- Group Ex Systems Canada
- Davies Park
- Capital Region Housing Corporation
- Nossack Distribution Centre
- Treasures Insurance & Risk Management
- Gateway Mechanical
- Carmichael
- Carol Blair & Associates
- Touchstone Canada
- Scott Builders Inc.
- Valuedmed
- Ernst & Young

#### FRIENDS

- Richardson Executive Search
- Scotia Wealth Management
- SysGen
- Shaka Water Works
- Operation Friendship Senior Society
- ATB
- Ron Coulombe & Associates
- Bennett Architect Inc.
- 8760 Energy
- South Edmonton Produce
- Jubilee Insurance Agencies Ltd
- Pekarsky & Co.
- AltaPro Electric Ltd.
- CDL Homes
- Human Edge Recruitment Services
- United Way
- A Squared Communications

### INDIVIDUAL DONORS

#### CHAMPIONS

- Belamisca, Scott
- Hussey, Don
- Manor Residents Club
- Norton, Barbara & Ron
- Paterson, Anne
- Rossall, Joan
- Roy, Doug & Sherri (on behalf of Norma Maclean)
- Wallace, Jack
- Watson, Scott & Kathy
- Wiznura, Dr. Richard A.

#### LEADERS

- Anonymous Resident
- Acton, Darlene
- Budge, Muriel
- Desmaris, David
- Edney, Patricia
- Enwee, Fran
- Gower, Neil
- King, Wendy
- Lilley, Marjorie
- Madre, Carla
- Martyn, Patricia
- Murray, Ian
- Popp, Brian
- Reidie, Dave
- Renaud, Phillip
- Romanchuk, Donna
- West, Bart & Carole
- Wiles, Tim

#### FRIENDS

- Allen, Gail
- Amelio, Sam
- Bates, Margaret M.
- Beaver, Ruby
- Bojic, Jelena
- Botter, Loradonna
- Bowes, Diann
- Buffy, Lammie
- Castillo, Rosemarie
- Charach, Larry
- Ching, Wendy
- Choate, Robert & Joyce
- Coenen, Elizabeth

- Collier, Tom
- Collinge, Brenda
- Davies, Marion & Fred
- Derwee, Joyce
- Domanski, Linda & Dan
- Drummond, George & Wilma
- Ede, Blair
- Famador, Bernadette
- Ferrer, Maria
- Gibbons, Ed & Carolyn
- The Estate of Graesser, Gwendolyn
- Haddock, Keith & Barb
- Halkier, Karen
- Harrison, Cecil
- Hattersley, J. Martin
- Hill, Jim
- Hitchon, Brian
- Jamha, Alice
- Johnson, Donald & Rose
- Kennedy, Marilyn
- Khawaja, Khalida
- King, Wendy
- Kinsella, Joshua
- Kunik, Valentin & Ilse
- Lang, Jean
- Law, Warren
- Leblanc-Kwaw, Denise
- Lerl, Edna
- Liden, Jane P.
- Loki-Vuzi, Jemma
- Losie, Doreen
- Lunn, Chris & Wendy
- Mackenzie, Greg
- MacLeod, Jonathan
- Malt, Kevin
- Marshall, Corinne
- Mayo, Liliana
- McBrayne, Jeannetta
- McConnell, Anne
- McKague, Margaret & Peter
- McKitrick, Doris
- Mustard, Bill
- Nash, Peter
- Nemitambwe, Musiiwa
- Nodnan, Gina
- Otto, Helen & Fred
- Payne, John

#### DONATIONS MADE IN MEMORY OF:

- Pearson, Randy
- Phillips, Charles
- Pioquinto, Estelita
- Rathbone, Andy & Glanfield, Florence
- Richards, Stephen
- Ritson, Nick
- Rossall, Jonathan
- Saha, Nancy
- Saint, Barbara
- The Honourable Lori Sigurdson
- Spaner, Eira
- The Estate of Halkier, Nadia
- Van Den Berg, Stefan
- Watson, King
- Williamson, Theodore
- Wright, Carolyn
- Wright, Daryn

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When you make a charitable donation to Canterbury Foundation, you help seniors in our community receive secure, comfortable housing, professional care and an enhanced quality of life, a true Promise of Home.

To donate and help us advance the innovative services we provide to seniors in Edmonton, please visit our website [canterburyfoundation.com](http://canterburyfoundation.com) or call 780-930-3747

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**Canterbury**  
FOUNDATION

The Promise of Home

**For more information, contact: 780-483-5361**

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