



OUR STORIES, OUR PEOPLE  
OUR MINISTRY.

*Our ministry is...*

*produced by faith,*

*prompted by love,*

*and inspired by hope in **our Lord Jesus Christ.***

*Based on 1 Thessalonians 1:3*

This year Baptist Housing's journey has been full of remarkable moments and events.

We uphold you, our Team Members, as the heart of our ministry. We are blessed by your commitment to live our values with a true desire to serve our Residents. Your loyalty and dedication to each other is evident in all that you do.

Our Residents are why we exist as an organization. Our desire to provide comfortable homes and exceptional care has no boundaries. As a Team we continually seek ways to enhance the lives of our seniors. Through our belief of person-centred care, we provide a range of wellness activities and spiritual care. Our communities have been alive with the sounds and movements of seniors living well, supported and engaged in ways that meet their unique needs and desires.

To our partners, we thank you. Because of your collaborative spirit and willingness to join alongside our ministry, we are able to serve and grow. You are our partners in care, in education, in service, and in resources. You are part of our Team.

Between all of us there are so many moments of ministry that occur every day: a kind word shared in passing, a gentle look, a supporting hand, an encouraging smile, a quiet prayer. These are the greatest milestones of our year and with God's blessing, moments that will continue in our journey together.

These are our stories. These are our people.  
This is our ministry.

With humble gratitude,



Charlie Nishi  
Chair



Howard Johnson  
Chief Executive Officer



OUR STORIES, OUR PEOPLE  
OUR MINISTRY.



Our Mom lived at Village at Smith Creek for just over two years. The ladies who cared for Mom always showed compassion, respect, dedication and knowledge among other qualities...the Team is very dedicated to all the Residents who live there. They go out of their way to make sure all are comfortable and happy. The Team became part of my mom's family and she loved every one of them dearly. When our Mom had to leave Smith Creek because of health reasons and move into Hospice House in Kelowna the Team went out into the parking lot and got a picture taken of themselves to give to Mom it was very heart wrenching to say the least and then as my Mom left the home they all went out with her to the ambulance but before my Mom left they had all made the effort to go to her room and see her... lots of tears. One Team Member had to go aside and grieve by herself before she could continue with her day. The part that really got to the family was that many of the Team took time from their personal life and went to see Mom at Hospice House...that really made mom's days. When we lost our Mom it was a very hard time for us but the Team at Smith Creek were there for us when we needed the hugs. We will never forget the great care that these ladies gave to our mom. From the bottom of all of the families hearts we say a BIG THANK YOU TO ALL OF YOU, you are all an amazing bunch of people and you will never be forgotten.

*– Family Member, Village at Smith Creek*

Each month the activity Team at Central Care Home has a theme or several interwoven themes for the Residents to celebrate and have fun. For April the Activity Team created and simulated a Fantasy Cruise. There was much preparation beforehand, where Team Members designed a room to look like the interior of a cruise ship. There were even portholes to look out and a gangway to enter. The interior was sumptuous and each Team Member played a part of the crew, welcoming the vacationing Residents aboard. Non-alcohol champagne and hors d'oeuvres were served, whilst the Residents ruminated on what to call their Fantasy ship. After a ship christening ceremony the Captain told of Ports of Call they would visit and see throughout the month. They toured these visual/audio ports via a large screen in their comfortable luxury ship's lounge. Residents who participated were invited to the Captain's Table, where the dress was formal, the meal 1st class, and much reminiscing of things they did in each port were discussed, whether memories of previous trips or new ones created on this visual cruise. The planning by each Activity Team Member was immense from designing the ship, drawing suitable props, developing a story line to create in the Resident's minds of how they would feel, and what they would see and hear as they explored the ship and disembarked at each port. The Team prompted and assisted Residents to play the part, by providing suitable cruise attire, and lovely gowns for the ladies to admire or wear for the dinner. All themes, props, décor and audio/visual material were then supplied to Mount Edwards Court Care Home for their Fantasy Cruise

theme the following month. What a 'Great Team' we have at both residences who so willingly share and support each other. It's a privilege to work with such dedicated members of the Activity Team.

– *Team Member, Central Care Home*

This note to you has been in my thoughts for a lot of weeks - along with a myriad of images and memories since my husband died - so much sooner that we had hoped. Even though he was with you briefly, it was a breath of Heaven for him to be so cared for in such a welcoming place. It is a blessing that our last memories of him are that he was cared for. Thank you for your competent and compassionate Team and to you for providing leadership for a caring home for the people you serve.

– *Family Member, Village at Smith Creek*

Lisa and I would like to extend our thanks and gratitude for being part of your celebrations last evening. You truly have some wonderful people working for your organization. The joy, dedication, commitment and caring was most apparent, and it was an honour for us to be included and feel so valued. Although I have not been to all the Baptist sites, I am always in 'awe' when I come in to Village at Smith Creek to see how happy and engaged the Residents are.

– *Partner, Kelowna*

Everyday I come to work I am inspired by the Residents whom I assist and by the people I work with. I am truly amazed by the strength of the Residents and the stories of their lives. I am blessed to be a part of each and every one of their lives. Everyday that I work with my co-workers I am inspired by their kind hearts and desire to make a difference in the Resident's lives.

– *Team Member, Sun Pointe Village*

I would like to recognize the Volunteer Team at Village at Smith Creek. These wonderful people selflessly give of their time and talents. They are focused and attentive to our Residents social needs as their sole objective is to improve our Residents quality of life while living in long term care. They do this by listening to life stories and accomplishments. They hear about the good times, but also have empathy and patience to hear about frustrations, pains and fears. This means a lot, as realistically, our Team cannot always find time to do this.

– *Team Member, Village at Smith Creek*

After you retire you can tend to feel useless and like your life is over, but that is certainly not the case here. There is always a Resident who wants to be escorted to dinner or go to the garden. You can volunteer as much as you want and feel like you have a purpose.

– *Family Member, Sun Pointe Village*

Getting my husband in here was a bit of a miracle, but that is another story. When I decided he was going to need long term care the nurse told me to look around and see which place I felt would be the best for him. My daughter and I looked at many homes and when I came here, all I could say was 'oh my'. There is always something going on here in the Bistro or in the Towne Hall. Every morning you can smell the aroma of delicious muffins being prepared right here in the kitchen. Then I found out that I could rent an apartment in the same building where I would be completely independent yet be only a few minutes away from him and not have to be concerned about the weather.

– *Resident, Village at Mill Creek*

Today I experienced one of those perfect moments in time. Deb and I took our guitars into the Hollywood community. Bruce and his wife Linda accompanied us. Linda played the flute. We gathered around the Residents and started to belt out some great old time tunes. More and more folks came in to join us. Deb had brought the musical instruments with her. I passed them around...tambourines and shakers. We were all banging away and singing our hearts out...the flute was beautiful. More and more folks came. One of our new Residents brought his mouth organ and joined us. I can't tell you how sweet the time was together. What a privilege to serve here!

– *Team Member, Sun Pointe Village*

Our upper lounge at Evangel Towers has an old piano sitting in the corner. It gets used from time to time, but often it is just a fixture off to the side. However, it now has become the cornerstone of a regular and much appreciated gathering of Residents, who believe that even the onslaught of years can't take music and community out of their hearts. It all started when someone we'll call Dick befriended a Resident who spent long periods of time alone in her apartment. As Dick got to know this lady he realized two things. First, she was very lonely and would probably benefit from socializing with other Residents at the building. Secondly, he learned during conversations with her that she had once loved playing the piano but now lacked the confidence to play, especially since the piano at Evangel was out of tune. Dick encouraged her to come to the annual Christmas party so she could meet some of the other Residents. After the end of the official festivities and with the encouragement of Dick and Anna, another Resident, she started to play the piano to the enjoyment of all who were present. We encouraged her to come out of her apartment and enjoy the company of other Residents. After some encouragement, she has even started using the internet. She now has an active email account and has even begun to order books online.

– *Chaplain, Evangel Towers*

Very sweet of you...to be so thoughtful and wonderful every day. Thanks! Knowing that our Mom is in your care is peace of mind and a blessing.

– *Family Members, Central Care Home*



When we were children we did things unaware such as playing with food, putting shoes on the wrong feet, putting clothes on backwards, and trying to speak words which were difficult to say. We cried when we didn't get what we wanted. I compare this to our elderly with dementia. They still know how to be happy, to be sad, and to be appreciative. They still can say "Thank you" or "I like you". It's a great world in which we are all making a difference in the lives of our Residents.

– *Team Member, Village at Mill Creek*

Let's face it, the Residents at Sun Pointe have made a difference in my life. From the first day, Sun Pointe Village had a high energy and community that surprised me, and I couldn't believe how many times a day people thanked me...I can't wait to tell all the people I love stories of this place and all the fun things we did, like dancing, exercise...I'm going to miss the nurses with their humour, and family members with their love and concern for the Residents - who now feel like family.

– *Volunteer, Sun Pointe Village*

At Shannon Oaks we see so many wonderful things happening between Team Members, Residents, volunteers and even students with our intergenerational program. One story that is a highlight for our entire Team is about a Resident who we have seen blossom over time. This Resident

came to Shannon Oaks a very quiet, alone, reserved person. She grew up an only child and cared for her parents up until coming to Shannon Oaks. As a Team we continued to encourage her to participate in many of the different activities. The most important event that made our hearts smile was the time when she quietly but confidently helped two young children from our intergenerational program complete a work sheet. One child had difficulty with English but she encouraged him and praised him on his accomplishments. We are constantly encouraged by our Residents.

– *Team Member, Shannon Oaks - Vancouver*

I want to tell you about a daughter that comes three to four times a week to assist her Mom at lunchtime during her own lunch hour. On Sundays she and her husband come in after church to help with lunch in the dining room. They are so kind, caring, patient and sweet. They always show so much consideration and respect with the Residents and the Team Members. The son-in-law will spend time after the meal, going to each table and chatting to all the Residents, asking how they are and genuinely listening to each Resident. I believe they both work full-time, unselfishly they offer their time on the weekend to our dining room. We are so appreciative of their gentle compassionate way. These family members are wonderful role models and truly represent our values and beliefs at Baptist Housing.

– *Team Member, Central Care Home*





We have one Resident that can be very demanding, and impatient but every evening when I'm putting him to bed he always without fail says, "Dear, I really appreciate you." He thanks me for taking care of him and gives me a little pat on the side, then he says, "You know dear, someday I want to do something nice for you, and when I get better I'm going to do something for you." (I hear his heart)

– *Team Member, Sun Pointe Village*

The wellness model focuses on a lot of things you want to do for our Residents. By working together we make it all happen. The Team that looks after dementia and behavior problems believes that all behavior has meaning. They are great detectives and usually find out what the issues are and are able to help these Residents be more comfortable. The Team that cares for Residents with dementia and high physical needs does so while maintaining their dignity and still paying attention to their emotional needs. They know the importance of touch, listening and eye contact despite the Resident's level of cognition. For those Residents with mostly physical problems and no cognitive issues, the Team works hard to keep them involved with 'life' by gardening, helping make dinners for their families, having craft sales, playing cards and games. In all of these communities families and visitors don't just come to see their loved one, but other Residents and the Team as part of a whole family. I don't think you can ask for more than that.

– *Team Member, Village at Mill Creek*

Another couple that are currently living at the Village in Assisted Living came to us when we first opened under somewhat unusual circumstances, not so much for care needs, but for financial as the husband had fallen victim to an internet scam and they had lost everything they had. The wife was having a tremendous amount of anxiety due to their circumstances, and of course was not ready to move to a facility. It was so far from their friends, church and familiar surroundings. However, it did not take them long to make new friends and start calling us home. The wife says that Village at Smith Creek is the stepping stone to heaven and has never been happier and felt safer than since she moved in here. You will also hear her often telling people that the management must have gone to every other facility and hand picked the Team because we have the best Team that anyone could ever imagine and they are all considered her angels.

– *Team Member, Village at Smith Creek*

Florence became palliative and her daughters had to travel from Arizona and Edmonton to be by her side. Loni came for several evenings to sit with Florence so that she would not be alone. One night when Loni arrived, Florence's daughter was sitting at Florence's bedside. Her daughter was upset, feeling badly that Florence was hanging on so long and expressed this to Loni. Loni spoke to Florence saying "Let go Florence; go be with your husband and your son." At that moment, Florence took her final breath. Her daughter said to Loni "She was just waiting for you to say it was ok."

This is a wonderful example of the dedication and compassion that our Team shows and is just one of many occasions when Loni has come in on her time off to sit with a Resident during their final hours.

– *Team Member, Village at Smith Creek*

A new Resident cried off and on over his first few days here. Our Team asked if I would see him. He welcomed my visit, and was soon crying again, apologizing all the time for his emotions. He expressed great sadness at being separated from his spouse of sixty-four years, and at his spouse's terminal illness. He also expressed a strong faith in God and related a very strong network of family support. We prayed together, both having a sense that it's ok to cry when you're sad. It doesn't make your faith weaker - it expresses your trust in the God who loves you. (Not to mention that God saw fit to make us two-thirds water.)

– *Chaplain, Village at Mill Creek*

Every day is different. We experience moments of success, defeat, happiness, sadness, laughter, tears, work, play and so much more. One thing I truly love about my job is that each day is a surprise with never ending possibilities. I have worked in health care for eight years and since I was a little girl I knew I wanted to help people. I never truly understood what I could actually do for people until I started working as a care aide.

– *Team Member, Village at Mill Creek*

When we first got to know Sherry we were a little guarded. Sherry would drop in at all hours of the day and was prepared to stay for long periods of time. She wanted to know every detail about her parents' health and seemed to nestle into community life while interacting with her parents, other Residents and Team Members as if she belonged here. Slowly we began to relax and accept her as a part of community life. Can you imagine everyone's surprise when Sherry and her niece came in on Christmas Day bearing wrapped gifts for every Resident in the community? Everyone was deeply moved by the thoughtfulness of her gifts. Genuine appreciation exuded from Residents' faces – it changed everyone's experience of Christmas and will be etched on our memory for many Christmases to come.

– *Team Member, Sun Pointe Village*

For over ten years, Sharon has been bringing her Grade Two class from Shannon Lake Elementary School to visit us. Approximately once a month they come to sing, play board games and cards, tell stories and visit with our Residents. Similarly, Kindergarten to Grade Seven students from Our Lady of Lourdes Catholic School take turns participating with our Residents in activities such as bingo and craft projects. Some of our Residents have lost the ability to verbally communicate, but seeing the children lights up their faces and it is apparent through their non-verbal communication that these visits bring much joy.

– *Team Member, Village at Smith Creek*

One of the ladies living in Assisted Living was moving to a Hospice home. Everyone took their turn going into her room to say goodbye to our dear friend – everyone was in tears. Someone thought we should quickly do a group picture. Everyone gathered outside, we took a quick picture, and the paramedics moving her even waited while we printed the picture (along with a copy for her daughter to remind her of all of her Mom's 'angels'). This daughter was back visiting when another Resident was moving out and witnessed the same tears. She noted that it is harder for us when a Resident moves somewhere else for their final days than when we are able to be with them until their last days here on earth end. I thought this was beautiful and goes to show how Residents, family members and our Team become one big family!

– *Team Member, Village at Smith Creek*

I am sure that I can speak for all of the night Team in saying that we have many precious moments during the night. Some of the Residents like the calmness of the night hours and get up in the wee hours to socialize, have a snack or just to sit and watch the Team work. The night Team is most compassionate in letting Residents choose wakefulness, as safety and comfort both physical and emotional are priorities. The Residents after all are people just like you and I but they have come to a hurdle in their life's journey. We, the Team are blessed that we can enhance their life along the way.

– *Team Member, Sun Pointe Village*

I am so proud of our partnership and highly value the relationship between our organizations. It is a source of pride for me that I work with a partner that truly puts Residents first and considers them in everything that you do. Thanks for allowing me to be part of your Team.

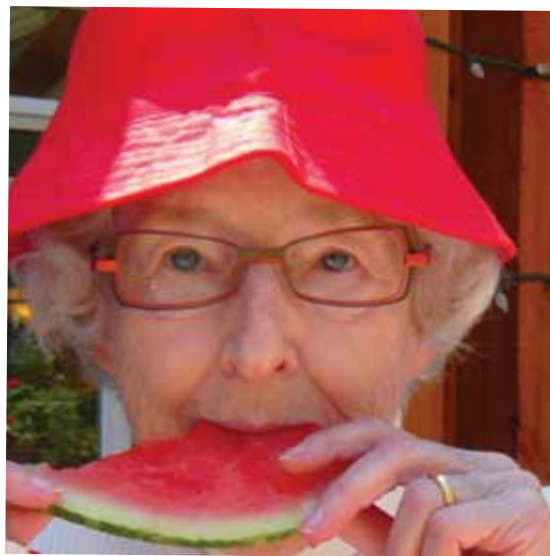
–*Partner*

For me having a good Team player is very important and also working with fellow co-workers that are there to pick up the little extras and help out when not even asked to. Over the years a person builds a bond with each other and that is why I feel so blessed to work for Baptist Housing. They are not only my co-workers but my friends too.

–*Team Member, Village at Smith Creek*

I invited my daughter to bring a group of music students from Trinity Western University to Shannon Oaks to do a concert before Christmas. The girls provided a wonderful concert of beautiful Christmas music that was thoroughly appreciated by those in attendance. Afterwards, they took time to mingle and talk with the Residents. One Resident was so moved by their presence that she wrote a note, part of which said, “...I felt the light of God come through these extraordinary young women.”

–*Chaplain, Shannon Oaks - Vancouver*





I was working days back in 2007 and had a gentleman that just loved playing crib. I never had the time during my shift to play with him and one day decided to stay late for a game. Before I knew it we had made a habit of it. I finished my shift at 2:30 and would stay until 4:00 each day to play crib. In a year I never won a game and almost always was skunked. This man was a very special man and I soon saw not only the privilege I had of him sharing his life with me but also the privilege of him allowing me to share my life with him. He held both my girls when they were only a few days old and the smile on his face showed me how much it meant to him. He has since passed away but he will always be in my heart. I am honored to have had the chance to get to know so many unique and special people and am excited to see where my career takes me. I am now working with some amazing co-workers on the dementia unit and have found time in the evening to do crafts, puzzles, games, group activities and even host a dinner for families and Residents with an expected sixty-five guests attending. In the words of Saint Augustine “Find out how much God has given you and from it take what you need; the remainder is needed by others.”

– *Team Member, Village at Mill Creek*

Recently a newly admitted Resident was furious that her family ‘put’ her here. She told them, “Fine put me here but don’t come and visit me. I never

want to see you again.” She has since settled. During our wedding show she modeled some of the gowns and tells everyone about it. She has taken up activities she hasn’t done in years and is now fully engaged here and happy.

– *Team Member, Village at Mill Creek*

Every day is an adventure. All the little things add up to a lot. Doing what we can, helping, observing, asking questions, listening and caring. I feel a lot of responsibility. Good thing I’m not alone. As a Team we do it together. I am proud to work at Village at Smith Creek. Each and every person really cares. We all network together so we can provide excellent care for our Residents. We have created what feels like an extended family. An atmosphere that is comfortable and inviting. I work with special people and I love our Residents.

– *Team Member, Village at Smith Creek*

Two events in particular seemed to be seminal in bringing together this sense of community. One was the wedding show last June. The Residents and Team displayed their wedding photos which created no end of stories and discussion. In the building it felt like a family getting ready for a wedding. In the end everyone had a great day, was exhausted and knew each other better.

– *Team Member, Village at Mill Creek*



Debbie has a lovely voice and she regularly breaks into song as she goes about her daily work - sometimes she will also play the piano. The songs she chooses to sing are part of our Residents past so they bring back warm memories and they are able to sing along. The piano was a donation from a family that wanted to make this available to enhance Resident's lives.

– *Team Member, Sun Pointe Village*

We focus on meeting the personal needs of Residents and Team Members one-by-one. The results of being intentional about each contact have been amazing. God has opened doors and provided opportunities to be his hands and feet in a variety of ways. Personal involvement in lives has resulted in people being more engaged in social activities and in volunteering their time and energy. For some, they have reconciled the impact of negative personal circumstances and have gained a more positive outlook on life. Several have been assisted through times of personal crisis while others are pursuing a deeper understanding of spiritual issues. In one relationship, we were able to provide caring support to an elderly gentleman as he moved from Grandview Towers to a Residential Care Residence. We reassured him and let him know that God would help meet his every need. After the move he said, “You helped me with everything... I don't want to go anywhere far from you.”

– *Chaplain, Grandview Towers*

This is a beautiful story of ‘aging in place’. We had a Resident that had become a special part of our family. She is a lovely lady, enthusiastic and able to help daily in the Bistro. She did her work with great effort and pride. As it became increasing more evident that her memory loss was stealing more and more of her away from us, and she was now becoming an elopement risk, we felt we could no longer keep her in the independent environment. Knowing this, everyone, including family, stepped it up a notch to ensure her safety until a suitable move could be made for her. With the additional help and a small miracle, we were able to move her into a residential care suite within Village at Mill Creek. With supervision she can still pitch in at the Bistro and remain in a place that is familiar and comforting to her. In a thank-you card her family writes: “Our deepest thanks to everyone for the kindness, patience and compassion that you provided to our Mom and all her family during her stay in Supportive Housing. There was never a doubt that given the circumstances she was in the best possible place. Although we cannot thank you individually, please know that each and everyone of you have touched our lives in a very personal way. God is good. May He bless you and your families. You are an amazing group of people...With thanks from all the children.” At the end of the day, this is what it’s all about for me.

– *Team Member, Village at Mill Creek*

Volunteers are such an important part, not only for the extra help for our Team, but for the interaction with our Residents. Last summer we received a call from a young girl looking to volunteer. After a quick talk on the phone the young girl said that she had been teaching some fitness classes to seniors at a community center while completing her degree. She fell in love with our Residents and seniors in general. She would be graduating with her Kinetic Degree in a few months and knew that working with seniors is what she wanted to do. Carrie is now an Activity Director for another independent living community. Carrie’s mother who is a nurse with Langara College thanked our Team as she knew it was the love, compassion and commitment that Carrie saw here at Shannon Oaks which led her to her new position.

– *Team Member, Shannon Oaks - Vancouver*

One day a new Resident moved in, she was not happy and her language matched her disposition. Team Members were leaving her room shaking their heads wondering how we could do our job and help this lady settle in. I thought I’d try a different approach; she was swearing and calling me names. I didn’t walk out. I just listened. I started responding with humor I learned in high school with comebacks. Surprisingly, she said “Come here and give me a kiss you idiot” and quickly settled in. She turned into one of the funniest Residents we ever had.

– *Team Member, Village at Mill Creek*

For our Mothers Day event our theme was Hawaii. We had tons of decorations put up with help from Residents and Team, which looked fantastic, including an amazing tiki hut that we made. We served fruit smoothies with pineapple and little umbrellas on the side of the cup, wearing Hawaiian shirts blending and serving drinks along with pizza to our Residents. It was a really fun event; our Team worked really hard to make it happen and had a fun time doing it. The best part about that day was seeing our Team work together to make this event fun and enjoyable for our Residents.

– *Team Member, Grandview Towers*

I guess the only way to say it is that everyday is an inspiration. Whether it is a Resident, Team Member or family member, magic happens every day on Reids Corner to make the day an inspiration and make the job rewarding. We all have certain personalities and specific roles that we do to enhance the day and make it seem good, even if it has been a hard day. It could be a smile, a gesture, a request, a silly action or remark. It could be a donation of some sort, a kind word or an expression of appreciation. All of these actions that we receive everyday are inspirational. It is very hard to try to write a few memories because everyday simple things happen that give us the warm fuzzies. We are so fortunate to be involved in so many peoples' lives...this is what makes our job the best job in the world. I can honestly say that I love my job.

– *Team Member, Sun Pointe Village*

What would it be like when a building has Residents that organize weekly coffee hours and game nights, monthly birthday parties and dinners? What would it be like when Residents help out when they see needs like tidying an entrance way, changing a light bulb or folding laundry that was left in the dryer? What would it be like to live in a building where neighbors phone each other just to make sure that they were doing okay? What about a place where Residents plant and maintain flower beds. How about a group of people that Spring clean the Common Room each year and clean it up after every event to a standard of excellence. What would it be like to live in a building where money raised from events is donated to the local hospital instead of spending it on themselves? I know what it would be like. I have Residents who do all this and more. Residents who remember my children's birthdays, bake for me and are supportive and kind. Residents who forgive me when I forget. Residents who respect my time away from work and encourage me to spend time with my family. Residents who are interested in me and my family. How do I know this? I know this because these are the Residents of Sun Ridge Estates. Actually they are not Residents, they are my friends who I care about and enjoy being with. I am so blessed that I can go to work at a place like this; I am truly blessed each day.

– *Team Member, Sun Ridge Estates*

A wonderful lady lived on the first floor at Mount Edwards Court. Ethel was 102 and full of life with a positive attitude. She lost her son a couple of years ago and after that, some of her spark left her, but she continued to live as independently as she could and always had a story to tell to anyone who would listen. Sadly, Ethel had a fall and fractured her hip. The hospital was not her favourite place. During the acute phase of her recovery she had asked many times to 'go home' to Mount Edwards Court; to go home to 'her family'. Ethel was transferred back to Mount Edwards Court and the first floor care Team welcomed her with the love that she knew she would receive. Ethel knew something else, too. She knew that she wanted to Go Home. A different Home; The Home where she would see God whom she had been in communication with all of her life. She would also see her son and her husband who had gone Home before her. She was ready and had let all of her Mount Edwards Court family know it. On Sunday, she asked for help and her caregiver, Colleen, came to attend to her. Ethel began to sing...and so did Colleen. They sang hymns. They sang and sang and were joined by other Team Members. They all knew why they were singing; they knew the music would carry her Home. Ethel was at peace when she left this world. The first floor Team misses her, but they know that she is not alone.

– *Team Member, Mount Edwards Court Care Home*



The setting was Willows Beach...one of the jewels of Oak Bay, but, for our event, simply advertised as a 'Mystery Picnic'. Only a short bus ride away, nonetheless Bonnie dreamt up a Scooter Brigade for our Residents...the first of its kind, I think...and very fun for the adventurous few. We propelled multiple walkers safely across the grass, had plenty of hands to guide folks into their waiting lawn chairs and even provided cozy afghans for shoulders feeling a chill. The food was plentiful, tasty and downright fun to serve. Lots of happy faces were tilted up to the warmth of the sun, and I heard over and over again how good everything tasted in the great outdoors. To me, this was Teamwork at its best: each person lending their strength, laughter and abilities to create a safe and sunshiny afternoon for those entrusted to our care. Well done, Picnic Crew and a BIG thank you from one who appreciates you all.

– *Team Member, Marrion Village*

My girls, grandchildren and I had so much fun on Saturday that I just had to let you know how much we all enjoyed it and send you kudos for the terrific job you did in putting it on. The entertainment was especially good and I thoroughly enjoyed it. Santa Claus charmed my eight year old grandson with advice of doing good deeds for people for his Christmas gifts to them. I know that the whole Team at Shannon Oaks worked hard to make this event happen. Please extend heartfelt thanks to all of them!

– *Resident, Shannon Oaks - Vancouver*

My mother and I sincerely want to thank you and the Team at Clarendon Court. The Team's collective efforts have not only resulted in a significant improvement in the quality of mom's life but also her opportunity to remain in her home surrounded by familiar and caring people.

– *Family Member, Clarendon Court*

A family was pretty broken up about the loss of a family member. A Team Member went to the family and took it as more important to console the family than to just continue on with her routine. This was greatness on her part as the family was better able to work out the grieving process and knew 'what to expect next' regarding proceeding with the next stage afterwards. What a giving attitude this showed on the part of the caregiver. Sometimes it is our job to not only look after the Residents but also the family too. It is only human to help them along as they were an integral part of the care giving interdisciplinary Team. We all feel a sense of loss when one passes on and as humans we are responsible to be there for others.

– *Team Member, Sun Pointe Village*

Thank you...so much. For all your kindness and understanding. Shannon Oaks and its Team is such an extra special place and I was so lucky to have been there for nearly eight years.

– *Resident, Shannon Oaks - Vancouver*





We are inspired when Residents who have significant physical health challenges embrace experiences that some of us would be too afraid to do. A week ago a private companion made arrangements for two of our Residents to go Para-sailing. The proof was in the pictures (and some residual hip pain). There they were Para-sailing with their companions thirty feet in the air above Okanagan Lake. Iris still just glows every time she is asked to share her experience - she has already determined that she wants to go sky-diving next. It took Wayne a day or two to fully recover from the experience but his pride and excitement were very evident as he shared his pictures.

– *Team Member, Sun Pointe Village*

If you meet Tara in the hall, delivering her laundry, she always has the most friendly and cheerful greeting for you. This also goes for the Residents who she meets along the way. She is so positive and energetic. She has a great sense of humour and is always getting a smile or laugh from our Residents. Missing laundry can be a major source of agitation for our Residents! But Tara to the rescue! She knows the Residents' clothing 'inside out' - quite literally! She really does her best to return the missing item to the right person - even if it is missing its name label. I know Tara has a very busy job, laundry never stops, but it is not unusual to see her engaged in a conversation with a Resident or hear her say "Good morning, Sunshine" as she delivers for the day.

– *Team Member, Village at Smith Creek*

Shelley is always willing to bring her horses, sheep and goats here for special functions (and sometimes just because). Can you imagine the look of surprise on the faces of Residents and families when the door of the elevator they were waiting for on the second floor opened up and revealed Shelley together with a very handsome miniature horse named Trigger? Trigger and Shelley got off the elevator and surprised a group of Residents in exercise class in our Wellness Centre before they went on to visit the communities. Then we met Sunny, a goat at the age of 12 days who captivated everyone's attention as she tried to climb up the legs of the sofa table, drank from a bottle and did her little side-steps with her wobbly legs.

– *Team Member, Sun Pointe Village*

A new Resident asked to see me. She had multiple concerns - everything from very practical problems that were fairly easy to solve, to really complicated concerns. She was struggling with great anxiety about these issues, and was finding it hard to trust people. Being blind didn't help. She had been testing me, with things like wanting to know exactly what time I would come to see her next, and then checking to see if I arrived as I have said I would. I passed these tests (and became a little less specific as to when I would actually show up). I think some trust is building. I look forward to hearing her thoughts, if she cares to share them, on matters of the heart.

– *Chaplain, Village at Mill Creek*

Thank you so much for such an incredible opportunity to learn. It has been a pleasure to get to know you and I appreciate all you have done for us as students. Thank you for being so welcoming and wonderful. We will miss you all.

– *Student Volunteer, Village at Smith Creek*

One always hopes for the best but prepares for the worst in a job orientation. I must say that my experience with Baptist Housing has been a great one. From the interview onward I have felt respected and valued as a Team Member. I feel very supported by the care and management Team. I have to say, that is not always the case elsewhere. So for me, working here is a win-win situation.

– *Team Member, Village at Smith Creek*

Anne was a very special, sweet lady who was loved by all. After her passing her obituary appeared in the paper and in it was the statement "Village at Smith Creek – the most caring place on earth." A memorial service was held on the Webber community and many Team Members and Residents attended. Our Chaplain performed the service and several Team Members lead the hymns. Anne's daughter gave everyone a beautiful, single rose. (Anne loved roses). This is just one example of the immense love and compassion that this Team shows to Residents and family members!

– *Team Member, Village at Smith Creek*

One of the highlights of our year at Shannon Oaks is Camp Oak-A-Shann; five days of crazy activity and fun each July. This year our theme was 'School Daze'. There was daily physical education classes, geography videos, a science class led by a mad scientist, a spelling bee, show and tell times, sports day, class trips and of course, homework. There were also two campfire sing-a-longs with a talent show. The week culminated with a graduation ceremony. Each day our Resident students got a star in their report card for each activity they participated in or task completed. In order to graduate, each person needed to have earned at least twenty stars. All our Team was involved - set up and tear down, handing out stars, encouraging everyone to get involved, leading classes, trips and campfires, participating in games. The highlights of the week were too numerous to mention. However, I have never attended such interesting show and tell classes - the hardware to a knee replacement, the biggest snake skin I've ever seen, old photos, etc. But probably the highest point of the week was at graduation when one of our Residents with tears in her eyes said that at ninety years of age she finally 'graduated' and about twenty others admitted that it was their first graduation as well.

– *Team Member, Shannon Oaks - Vancouver*

We are writing to express our deep appreciation for all of you at Clarendon Court. During the time our mother was with you, everyone was always

caring and helpful. This was very reassuring for us, knowing she was in good hands. Even before she was living at Clarendon Court, when we were making enquiries, you expressed interest and helpfulness. We also found that whenever we had any concerns for her you were always attentive and willing to do whatever was necessary to help. Without exception you and your Team acted with professionalism, courtesy and authentic care. The facility at Clarendon is excellent. It is by far the nicest of its kind that we have seen anywhere. Our Mom was so excited to move in, she thought it was like moving into a hotel. We got to know so many of you on a personal level and found that an additional pleasure whenever we visit. After Mom passed away, you were very kind and gracious helping us in every possible way. We felt you always did whatever you could for both us and our mother. We cannot thank you enough for all you have done. Our grateful thanks.

– *Family Member, Clarendon Court*

Our Team has gone above and beyond by engaging Residents with special programs: movie and popcorn night, making dream catchers, encouraging normalized activities like helping clean, bake, do dishes and gardening by growing their own vegetables and fruit. The Team has also brought in their family pets which have brought joy and love to the Residents' lives and given them a sense of self purpose helping to care for the pets.

– *Team Member, Village at Mill Creek*

In order to remember a Resident who passed away, we tried something different today. The Resident's only family was a step-daughter who lived far away and would not be making a visit to Kelowna. So, I arranged a desert gathering at the end of lunch in the community where she had lived for two years. I called up the church that she used to attend. I invited her caregiver along with Residents and their families and fellow Team Members. In all, fourteen people attended. A Resident's daughter said with tears how much she missed this lady and her bright cheerfulness. The private caregiver also cried as she explained how close she felt to the lady, having sat holding her hand until the moment of her death. Her pastor told about how he had baptized her as a testimony to her new-found faith just two years ago! Team Members dropped in and left as their duties required, and were very thankful to have a way to say goodbye to a dear lady. We looked at pictures that I gathered from her belongings, including a photo of her in about 1930, age nine, sporting long ringlets.

– *Team Member, Village at Mill Creek*

A Resident's wife spoke about our place and the care her husband receives. The emotion in the room was overpowering. We all learned something about attitude, hope and wellness. When expressing gratitude for the care she said, "I hear awful things about some places, everyone should come and see this place. I didn't know people like this existed in the world."

– *Team Member, Village at Mill Creek*





Margit was one of the first to move into our new community - Reece. At the time of her admission she was very unsettled and calling out most of the time. She could only speak and understand Hungarian. She required much one-on-one attention and I frequently noticed Team Members taking time to sit and calm her - sometimes on their breaks. Within no time her demeanor became calm and content and she could be heard singing. Our Team did a wonderful job of finding ways to make her feel safe, comfortable and secure! Margit's son said his mother would have been so proud if she were the one looking from the outside in and could see what we had done for her. He said he was so happy that he chose us to take care of her. He was very emotional and could not thank us enough. He wanted this passed on to all of the wonderful angels that took such amazing care of her. He would be proud to call us family! Margit's daughter added that her Mom had loved it here and had never wanted to be anywhere else from almost the day she came. She loved the Team in the Reece community and it was obvious that they loved her!

– *Team Member, Village at Smith Creek*

I was working nights a few years back and at exactly 5:30am I had a gentleman that I had to wake up. Each morning I would go in there and give him his coffee with two packets of honey. He was a very nice man, but knew exactly what he wanted and when, rarely giving me a smile. One

morning I was quite busy and I was scrambling around the floor trying to get everything done. I made his coffee and brought it in just in time. We had a short conversation and I was back out the door. A few minutes went by when I heard him laughing hysterically. In a year I had barely seen him smile let alone laugh and as I wondered what on earth could be so funny his call bell started going off. I was a little intimidated to go in, and as I did he gave me a look with a big smile and I knew I had done something. "Try my coffee," he said with a chuckle. I took the coffee and asked, "Is something wrong?" He again said, "Try the coffee." I took a sip and instantly my taste buds were full with a thick overpowering sweetness. I had put two large packs of maple syrup in his coffee! We had a good laugh and I went and re-made his coffee. His laughter at my expense was worth being called Maple for the next two months.

– *Team Member, Village at Mill Creek*

Family members contribute a lot to the culture of the community at any given time. When Norm came in to assist his dad with supper everyday it became a noisy, warm place filled with laughter and teasing. When Margaret was here Ross made sure that there was always an abundance of Purdy's chocolate and he left Sun Pointe Village on more than one occasion with home-made pies (his favorite) the Team would bake for him.

– *Team Member, Sun Pointe Village*



One day after a bus trip a Resident refused to get off the bus. Everyone took turns sitting and chatting with him. We tried everything from bribing him with treats to asking him to help check the oil. Nothing worked. We took him out for another ride and parked it in the back. Still nothing. We knew he had been a prison guard so someone grabbed a set of keys and said, “I have your keys let’s go check the doors.” He immediately got up and away they went. Not once in the forty-five minutes did anyone try to physically make him get up. They just kept trying different approaches, people and ideas.

– *Team Member, Village at Mill Creek*

Glen is a family member who also volunteers in our General Store. He is the kind of guy that jumps up to help at every opportunity (literally, as he is vigilant about assisting visitors in or out through our coded security doors). You can see him in the dining room setting tables, arranging seating, helping Residents and his wife at meal time. He is a benevolent person and most always buys fifty percent of the flowers at our fundraising Flower sales. (Team Members and Residents are the lucky recipients!) He is a huge hockey fan and is frequently talking game news with our male Residents. Just the other day a new Resident was looking for someone to help repair his walker. I heard Glen say, “I’ll be right back. What room are you in? I have just the right screw driver in my car!” Great having a man on the volunteer Team!

– *Team Member, Village at Smith Creek*

Coffee and teatime with Residents in the lower lounge has been a means of connection but it gets mundane overtime. But as I returned from the vacation last month, I regained perspective and realize that it means a lot more. For some Residents, it means security, love, liveliness, and even godliness. Here are some of their remarks: “So good that you’re back”, “I feel safer when you’re around”, “Thank you for visiting with us over teatime”, “When you sit with us, I feel being in a family and I feel loved”, “I miss you...this place becomes so dull when you’re gone...”

– *Chaplain, Maple Towers*

I had a few extra minutes recently while waiting for someone to finish a meeting. And while I was waiting, I was asked if I wanted to deliver some flowers that had arrived for a Resident. As I walked down the hall there were two Residents standing close by and as I passed one said to the other, “he must be someone’s son. What a nice thing for him to do.” And I thought, isn’t it wonderful that when a son, or a daughter, or another loved one sends flowers, that it brings joy even to those whose only part is to watch them being delivered? When I reached my destination I walked through the door to meet two other Residents whose faces lit up when they saw me. One lady said, “What a wonderful...” and as I lowered the bouquet to show her the beauty of the flowers, she finished, “MAN!” Blushing, I laughed with them and went on to play delivery boy. Thoughtful every day events, like the

sending of flowers to a loved one, can turn into joy, stimulation, and laughter. What a privilege to be a part of the fun. I am inspired!

– *Team Member, Head Office*

The past year has been one of learning and growing. As we continued to fill our supportive housing living suites, our challenge was to make Village at Mill Creek a community that our diverse Residents would call home. The Team talked about the fact that we had come a long way to reaching this goal. We observed that Residents were active and engaged in what was happening in the Village. They knew each other, had created friendships and were looking out for each other when there was an illness or a death. This engagement was also extended between Residents and Team Members.

– *Team Member, Village at Mill Creek*

Our volunteers form respectful relationships with Residents, their families and with the Team. They bring in flowers, treats, magazines, knitting and their pets. Together with Residents they play cards, give manicures, go for garden walks, serve meals, decorate, sing and dance. They bring news of the community and of their own families and pastimes by sharing photos and travel videos.

– *Team Member, Village at Smith Creek*

I wanted to pass on a happy moment in my day yesterday, and extend my gratefulness to those who made it possible. I 'set up shop' in a corner of our lounge with one huge moss hanging basket, a big pot of dirt, a stack of little peat pots, scissors, labels, etc. The goal was to demonstrate how to take cuttings of these sturdy old plants, and hope that some of the gardeners in our midst would take it from there. Well, I was not disappointed. One of our Residents could hardly wait to return after lunch, and she all but ran in with her walker, sporting a gardening smock and great big smile. She spent the next hour and a half cheerfully creating cuttings, loving the feel of her hands in the soil, and ever-so-tenderly whispering to each new little plant. ("It's all right, little one. You're not looking so strong right now, but I'll give you a wee drink, and soon you'll be as right as rain. Just trust the soil and grow.") I hope I never forget the sight, for it was beautiful indeed, and gave me a glimpse of a very lively soul. Despite major losses and limitations that might stop a less determined person, this wonderful woman is a precious plant herself...daily showing what it looks like to trust the Giver of life... resting - but still growing - in His care.

– *Team Member, Marrion Village*

I am completely satisfied with the care my husband received while a Resident of your facility. My sons and I were extremely moved and appreciative for the care that he received during the days he was un-

responsive - all of the Team were most accommodating with hugs and caring - tea, coffee, snacks and even meals - thank you very much to everyone. We are most appreciative. A part of me remains at Village at Smith Creek, the Team, the Residents I got to know and just everyone involved. I am very sad but need to be comforted knowing that my husband is at peace now and doing his job 'up there'. I will be back to visit all of you in time.

– *Family Member, Village at Smith Creek*

We feel validated when we see Residents like Maria or Dorothy finding a role in the community that gives their lives meaning. Maria has assumed the role of community gardener and Reids Corner has declared themselves the winners of the "Community in Bloom" contest. Dorothy loves to assist with cleaning tables. We feel honored and inspired when we see the commitment of couples who have been married for many years and still see the love spilling from their eyes as they look at each other. Sometimes we also see the sorrow that follows when one passes and the example of strength to carry on as the spouse who lives on continues to serve the community by delivering the newspaper. We are inspired by the appreciation and genuine love that the Residents show us for the care that we give them and that they allow us to love them back.

– *Team Member, Sun Pointe Village*

We are inspired and encouraged by Residents own expressions of their individuality and creativity. Sometimes their choices of clothing make you smile and then you notice the joy on their faces and their confidence and your heart melts. We are inspired by Shirley's nice hugs - Shirley is very aware that this is not the life she would have chosen so her genuine expressions of affection are so meaningful and rewarding. We are inspired when we see friendships developing amongst Residents and when they care for each other - like when Mike danced with Ann during music hour or when we walk into a suite and find two Residents visiting each other and having a conversation or we see them walking in the hallways together. We are inspired when we take a few minutes to take Residents for a walk in our garden, when we sit down and have one-on-one time. If we happen to be having a bad day before work we know that we will always find something to laugh or smile about on to make our day better. Receiving that warm welcoming smile from a Resident is a great way to start the day.

– *Team Member, Sun Pointe Village*

Thanks for making our mom's final years ones filled with kindness and care. We know she felt at home with the Team here. Thank you for everything you did for mum. It's obvious the Team cares for the Residents. Mom enjoyed her years at your place.

– *Family Member, Village at Mill Creek*



During these last three months, I felt very useful. I felt like what a volunteer is supposed to feel...I will miss the people, co-workers and Residents. I really want to say thank you for being patient with my English. I learned a lot here with the workshop and experience. At Sun Pointe Village, you have the most beautiful love story I have seen in my life (all the couples!). More romantic than movies! And you have all the stories of each Resident and their past. I think it's a great job to take care of these wonderful people!

– *Volunteer, Sun Pointe Village*

On behalf of Dad, and all our family, thank you so much for taking such good and respectful care of him while he was at Shannon Oaks. I know he was difficult at times, but you were very kind and professional in your dealings with him.

– *Family Member, Shannon Oaks - Oak Bay*

Rose is one of our Residents who has lived here for over ten years. She has two young daughters who have had life changing moments since she moved here. Rose's older daughter was married in our Towne Hall. Amanda got

into her wedding dress in her mother's room – what a precious moment to be able to enjoy with your daughter. Not too long after, Meghan, her other daughter got engaged and one of Rose's wishes was to honor her with a bridal shower. It never rains it pours - Amanda learned that she was expecting her first baby. Our Activity Team collaborated with Rose and her family and prepared a combined Bridal and Baby shower for her two daughters which was very well attended by Rose's family and friends as well as Residents and Team Members.

– *Team Member, Sun Pointe Village*

A Care Aide and I hosted a tea in honour of a Resident who passed away. It was held in the community where he had lived for almost two years. Fourteen people came (including three Team Members, a volunteer and a family member). We talked about our friend and felt glad to have known him. We talked about getting older. And we laughed a lot. And we ate a lot of really good food. Our friend would be glad we had such a tea in his honour.

– *Team Member, Village at Mill Creek*





Darlene lost her husband just over one year ago. He was in care at Village at Smith Creek. She was devoted to him and was a partner in care with our own Team Members. It goes without saying that this was a difficult time in Darlene's life, but when the time was right Darlene made the selfless decision to return to the Village to continue her care and compassion. Darlene volunteers many hours each week within the Recreation Department and is someone we can call, even at the last minute, when we are 'in a pinch'. Her enthusiasm encourages and motivates the Residents to attend activities, and she safely escorts them to and from the programs. The Residents really respond to Darlene's engaging personality as she understands the special communication skills needed when interacting with those with limited cognition. And she is not shy on the dance floor either!

– *Team Member, Village at Smith Creek*

Although Mill Creek is one of the most home like environments in Kelowna there was not a place, other than a Resident room for quiet time with family. We decided to create a family room. When we furnished the room and showed it to the Residents they were thrilled. One man who has a ten year-old son at home had tears in his eyes. It was immediately used by families that Easter weekend for visits. Residents now organize their own events such as movie nights, games nights or dinners with each other and families.

– *Team Member, Village at Mill Creek*

I am completely satisfied with the care Jim received while a Resident at Village at Smith Creek. My sons and I were extremely moved and appreciative for the care that Jim received during the days he was unresponsive - all of the Team were most accommodating with hugs and caring - tea, coffee, snacks and even meals - thank you very much to everyone. We are most appreciative.

– *Family Member, Village at Smith Creek*

Carolynne is one of our partners who works with our Teams on Reece and Webber. At Christmas she made an individual decoration for each Resident featuring each of their photos. She also made nightgowns for Residents who needed them. Carolynne communicates with the Residents, identifies their needs and shares this valuable information to the care Teams. When a Resident requires extra time she is there to comfort them. We appreciate Carolynne's Teamwork and compassion for our Residents. She goes far above and beyond her housekeeping duties.

– *Team Member, Village at Smith Creek*

One of our Hollywood Residents has experienced many losses because of her diagnosis of MS. Janet has always had a very close affinity with her animals - dogs, cats and especially horses. Janet has some very loving friends who have supported her through everything and they have maintained the

care of her horse. A few years ago we found out that Janet's horse still lived but that she had not seen him for a long time. Our Activity Team arranged for Janet and her friend Joey to visit her horse. Janet could hardly believe it – at first she denied that her horse remembered her but in the annual visits that have followed Janet now accepts that her horse still loves her. Weeks before the outing Janet begins to solicit for apples and carrots. Her pictures record the event and keep the memory alive until the next visit.

– *Team Member, Sun Pointe Village*

This evening in the garden, I realized that I had never told you how wonderful it is to have the gardens. Tonight I was able to pick lettuce, swiss chard, celery, etc. Having the sense of satisfaction from the picking and the sense of caring from the watering and digging is a wonderful gift.

– *Resident, Grandview Towers*

I would like to thank you all from the depths of my heart for all the care and time and love that you gave to my mum. I'm sure that we'll always remember her beautiful blue eyes, lovely smile, fun laugh and caring personality. I would like to sign off with something that Mom would often say which is "Peace to all beings."

– *Family Member, Mount Edwards Court Care Home*



**OUR YEAR 2010 - 2011**



# ARCHWAY OF EXCELLENCE

BAPTIST HOUSING

## MISSION

While exemplifying Christ-like values we provide comfortable homes and exceptional care to seniors, assisting them to live well in supportive communities.

## VALUES

Compassion – showing care and sensitivity in consideration of the unique needs of others.

Honesty – exemplifying integrity and ethical behaviour.

Respect – treating people with care and dignity at all times.

Innovation – encouraging creativity in all endeavors.

Stewardship – using God-given resources effectively.

Teamwork – working together to achieve common goals.

Servant Leadership – serving each other to succeed, showing humility and grace.

Fun – taking our work seriously but not ourselves!

## VISION

Baptist Housing will be recognized as

- an Employer of Choice
- a Provider of Choice
- a Leader growing in service to future Residents

## OUR PEOPLE

Our archway keystone represents Team Members, the most important part to our ministry. Our goal is to find committed people who support our mission, live by our values, and embrace our vision.

### TOGETHER:

- We celebrated Teams Members in Kelowna, Victoria and Vancouver at our Archway of Excellence celebrations.
- 97% of our Team Members stated that they demonstrated our values in their roles.
- We celebrated birthdays, Christmas, weddings and other special days.
- 96% of our Team Members stated they are following Safe working practices 100% of the time.
- 879 Team Members serving together.
- We hosted Family BBQ's, Bistro Days, "Olympics" and other Team events during the year.

## OUR SERVICE

We want to provide excellence in every aspect of service for our Residents. We will live by our values while striving for the highest quality of service delivery.

### CELEBRATIONS:

- 2,000 Residents experiencing enhanced lives.
- Person-centred wellness activities that encourage individual health and well-being of mind, body and spirit.
- Spiritual care through our Chaplaincy ministry.
- BC Senior Living Association Seal of Approval for our Assisted Living and Independent Living Communities.
- Accreditation Canada renewal for our Kelowna Campuses of Care.
- Community outreach through intergenerational programs.
- Wellness, Health and Safety clinics, fairs, and exhibitions for Residents.
- Residents celebrating centenarian birthdays.

## OUR PARTNERS

We strive to establish meaningful relationships with our partners who assist us in accomplishing our mission in meeting the needs of our Residents.

### IN CARE:

- Family Members
- Volunteers
- External Practitioners
- Beacon Community Services
- Greater Vancouver Community Services Society

### IN SERVICE:

- Marquise Hospitality Inc.
- Sodexo Inc.

### IN RESOURCES:

- Canada Housing and Mortgage Corporation
- BC Housing
- Vancouver Island Health Authority
- Vancouver Coastal Health Authority
- Interior Health Authority

### IN EDUCATION:

Over 400 vocational students trained and gained practical experience with us

- Academy of Learning
- ACTS Seminary
- Camosun College
- College of the Rockies
- Kwantlen Polytechnic University
- Langara College
- ProCare Institute
- Simon Fraser University
- Sprott Shaw Community College
- Trinity Western University
- University of British Columbia Okanagan
- University of Victoria
- Vancouver Career College

### IN VOLUNTEERING:

More than 200 volunteers supported our Residents

- Glenrosa Elementary
- Local High Schools
- Mt. Boucherie Senior Secondary
- St. Patrick's School
- Vancouver Christian School

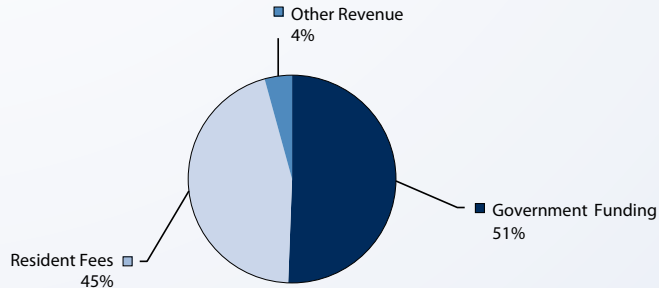
### IN RESEARCH:

- Simon Fraser University
- University of British Columbia Okanagan
- University of Victoria
- 30 International visitors from London, Australia and Japan

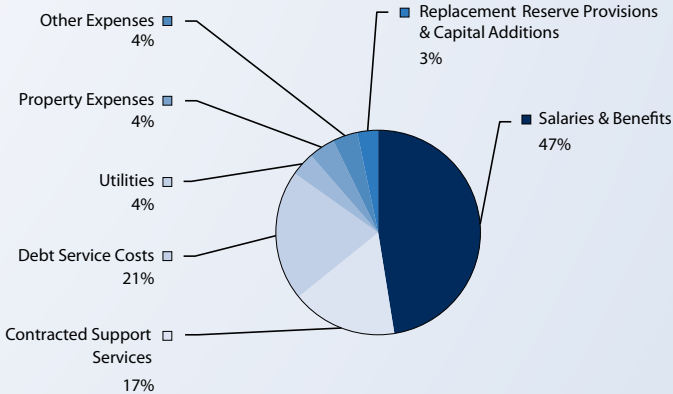
# FINANCES

We value financial controls and accountability believing that managing our resources with integrity and stewardship is part of our mission. Baptist Housing Consolidated Operating Revenues and Expenses Year Ended March 31, 2011.

REVENUE – \$68 M



EXPENSES



## PROPERTY

Our housing portfolio includes 17 residential communities in Victoria, Vancouver and the Interior.

Our properties include seniors housing, independent living, assisted living and residential care. To enhance our Residents' lives we continually strive to improve their homes with physical improvements and upgrades.

### HIGHLIGHTS:

- New Resident emergency call systems at Shannon Oaks & Clarendon Court
- Upgrade of emergency nurse call system at Kelowna campuses
- New generator and boiler at Maple Towers
- Refurbished Resident lounge at Marrion Village
- New Entrance signage and awnings at Grandview Towers
- New roof and water pipes at Evangel Towers
- New Resident fridges at Green Valley Estates
- Audio/visual upgrade at Shannon Oaks – Oak Bay

### COMMUNITIES:

Victoria	Elgin Gardens – <i>Seniors Residence</i> Shannon Oaks – <i>Independent Living</i> Marrion Village – <i>Assisted Living &amp; Seniors Residence</i> Central Care Home – <i>Residential Care</i> Mount Edwards Court – <i>Residential Care</i>
Vancouver	Grandview Towers – <i>Seniors Residence</i> Evangel Towers – <i>Seniors Residence</i> Maple Towers (Maple Ridge) – <i>Seniors Residence</i> Shannon Oaks – <i>Independent Living</i> Clarendon Court – <i>Assisted Living</i>
Kelowna	Village at Mill Creek – <i>Independent Living, Assisted Living &amp; Residential Care</i> Village at Smith Creek – <i>Independent Living, Assisted Living &amp; Residential Care</i> Sun Pointe Village – <i>Independent Living, Assisted Living &amp; Residential Care</i>
Interior	Green Valley Estates (Armstrong) – <i>Seniors Residence</i> Sun Ridge Estates (Salmon Arm) – <i>Seniors Residence</i>





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