

2015



**OUR YEAR IN NUMBERS**



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## OUR MISSION

Compelled by the values of Jesus Christ,  
we provide exceptional holistic care as we assist seniors  
to experience life well in supportive communities.

## OUR VISION

- Build Strong Teams
- Achieve Operational Excellence
- Expand Ministry





Our numbers started out small. One residence, a handful of Residents and a small founding Board. Over the years the numbers have grown. A new residence here, a few more Residents there, and some extra Team Members to help keep it all running. Looking back over the past 52 years in ministry, Baptist Housing's growth has steadily increased to where we are today. This past year we decided to have some fun and add up all the numbers. Make no mistake, we don't think or serve in terms of numbers. Each Resident is a person with their own history, unique needs, and wishes as too, are our Team Members and everyone else who is a part of our organization. But when we look at all of the ways we serve and care during the year, the numbers tell a great story. From 1.2 million meals served to 1,505 bus trip outings its been another busy and rewarding year of ministry. Join me as we look back out our year in numbers and absorb the impact that each number has had on the lives we serve.

**Howard Johnson**  
*President and Chief Executive Officer*



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## *Team Members*

# 1,100

Our people are the heart and keystone of our ministry. The care and the compassion they show is nothing short of inspiring.



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## VOLUNTEERS

# 299

Our heroes who give their time and talents with helping hands and hugs to the benefit of our Residents and Team.





## STUDENT VOLUNTEERS

# 597

Youthful energy is a welcomed addition to our residences as we embrace intergenerational opportunities with our younger volunteers.



## EDUCATION PARTNERS

# 35



In support and service, educational institutions provide us with valuable student practicums that bring classroom lessons to life.



## RESEARCH PROJECTS

# 22



Staying on top and ahead of senior living needs and future trends allows us to better serve our Residents today and tomorrow. Our research projects include both clinical and environmental studies.



YEARS IN  
MINISTRY

52

Created in 1964 by founder and Chair, Dr. Pickford, Baptist Housing was formed in response to those in need. 52 years later, Baptist Housing continues the mission of its founding members.



RESIDENCES

15

Our communities are in Victoria, the Lower Mainland and the Interior of BC offering a full spectrum of housing choices and care services.





*Residential  
Care Suites*

**594**

For those with care needs which are best served by a Team of health care professionals.

ASSISTED  
LIVING SUITES

**229**

Private suites which provide independence with the added support of professional caregivers to assist with daily activities.

**Independent  
Living Suites**

**355**

Private suites in our all-inclusive residences where Residents enjoy hospitality services such as meals and housekeeping.

**SENIORS RENTAL  
APARTMENTS**

**711**

For those wishing safety, security and support of living in a senior living community.



## *Bible Studies*

# 901

Our Chaplains lead weekly Bible studies where Residents, friends and family gather to discuss and share in God's word.

## HYMN SINGS

# 597

With voices lifted, a time when Residents often enjoy favourite hymns from their childhood days.

## Chaplaincy Visits

# 12,302

Caring for Residents and Team Members, our Chaplains listen and care with encouragement, support and prayer.

## HEAD OFFICE PRAYER TIMES

# 52

Every week we step away from our desks and stop to pray as a Team for all those connected to our ministry: Residents, Team Members, families, and partners.



## *Bus Outings*

# 1,505

Buckle up - Baptist Housing's buses are always hitting the road for adventure. When one of our buses isn't big enough - we go out and get another one.



## RESIDENT ACTIVITIES

# 29,197

From sunrise to sunset our activity Team makes sure there is never a dull or quiet moment. Every month the calendars are full with activities to keep Residents engaged and active.



RESIDENTS  
OVER 100

25

A special recognition to  
our Centenarians whose  
wisdom and life experiences  
enrich all our lives.



RESIDENTS

2,043

Why we exist as a ministry.  
So each Resident enjoys their home  
and lives their life to the fullest.





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## *Meals Served*

# 1,200,000

Our hospitality partner Marquise prepares and serves meals each and every day - and always with a smile.





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## COMMUNITY EVENTS

# 85

From walks and runs, to tournaments, fairs and festivals, we love staying connected to the communities we serve.





## NEWSLETTERS

# 4

Just four times a year, our quarterly newsletter is small in number but big in news and happenings.



## FACEBOOK POSTS

# 216

A day doesn't go by without something happening that we just have to share.



## TWITTER TWEETS

# 279

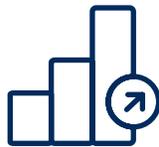
Almost as many tweets online as the tweets we hear from Baptist Housing's resident birds.



## *Energy Rebates*

# \$353,987

Being green is great and results in cost savings through partner rebate programs.



## INVESTMENT IN ENERGY EFFICIENCIES

# \$487,900

It's amazing the difference a light bulb can make. Throughout our operations, several changes have been made to increase energy efficiencies.



REDUCED CARBON  
FOOTPRINT BY

# 12,000 tons

We saved over 12 elephants in weight worth of CO<sub>2</sub> emissions being released into the atmosphere.

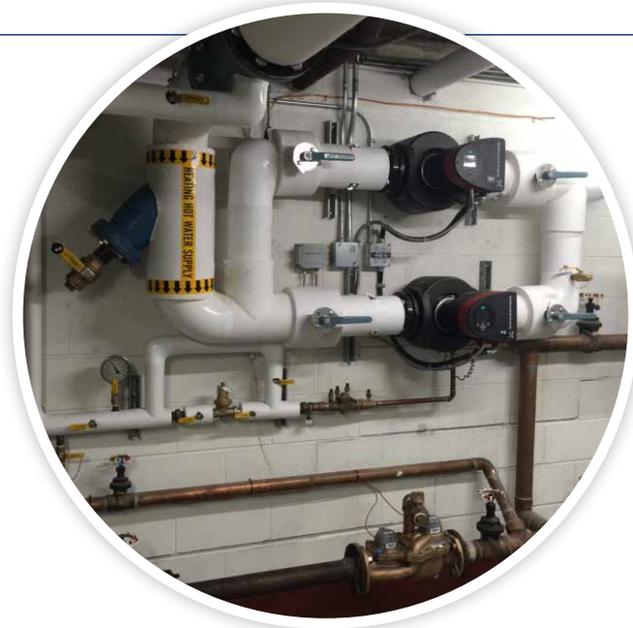


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## Upgrades and Maintenance

# \$3,600,000

A dedicated Team of maintenance professionals make sure our residences look as shiny and new as possible. Roofs, pipes, and boilers are just the beginning of their annual list.





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## *Team Training Days*

# 112

Life-long learning through workshops, conferences, and seminars helps us bring new ideas to all that we do.



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## HEALTH & SAFETY MEETINGS

# 68

Being safe and staying healthy is an important part of our culture - meetings and safety moments remind us all to make 'safe' decisions.



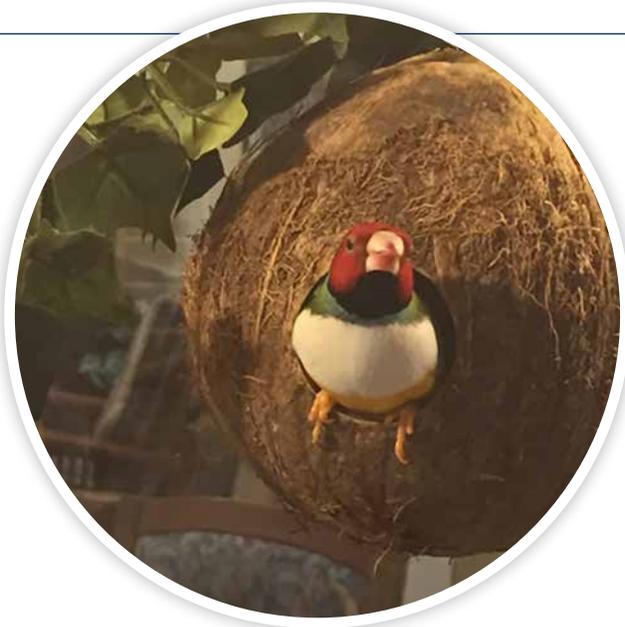


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## BIRDS

# 76

Our finches, budgies, and cockatiels flit around keeping those watching entertained for hours.



## FISH

# 85

Finding Nemo is a regular activity in our aquariums.



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# ORGANIZATIONAL VALUES

## 8

We exemplify our values in all that we do, serving with compassion, honesty, respect, innovation, stewardship, teamwork and fun.

### **SERVANT LEADERSHIP**

serving others in humility and grace, demonstrating the character and values of:

#### **COMPASSION**

showing care, love and sensitivity in consideration of the unique needs of fellow Team Members, Residents, families and others

#### **HONESTY**

exemplifying fairness, integrity and ethical behaviour

#### **RESPECT**

treating people with dignity at all times to elevate personhood and person-directed wellness

#### **INNOVATION**

exercising ingenuity in all endeavors and exemplifying creative courage

#### **STEWARDSHIP**

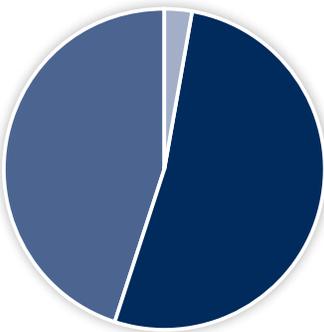
recognizing God's ownership by using resources wisely to preserve the future viability and longevity of our mission

#### **TEAMWORK**

working collaboratively to achieve our mission in a culture of safety, continuous learning and work-life balance

#### **FUN**

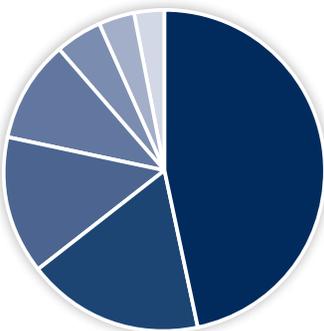
reminding us that we must take our work seriously, but not ourselves!



### REVENUE FOR THE YEAR ENDED MARCH 31, 2016

- Government Funding: 52%
- Resident Fees: 45%
- Other Revenue: 3%

**TOTAL REVENUE:** \$79,721,000



### EXPENSES FOR THE YEAR ENDED MARCH 31, 2016

- Salaries & Benefits: 50%
- Debt Service Costs: 19%
- Contracted Support Services: 15%
- RR Provision & Capital Additions: 11%
- Other Expenses: 5%
- Property Expenses: 4%
- Utilities: 3%



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